

APPENDIX Q

LEGISLATION AND COPY
OF MINUTES OF THE ADVISORY
BOARD

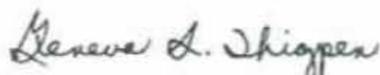
After careful consideration, the Commission concludes that good cause exists to issue an Order as recommended by the Public Staff to require all LECs and request all TMCs to send each telephone customer the informational bill insert/message once a year as set out in Appendix A and to publish in all future telephone directories the index and informational language set out in Appendix B and Appendix C.

IT IS, THEREFORE, SO ORDERED.

ISSUED BY ORDER OF THE COMMISSION.

This the 9th day of June, 1998.

NORTH CAROLINA UTILITIES COMMISSION

A handwritten signature in cursive script that reads "Geneva S. Thigpen".

Geneva S. Thigpen, Chief Clerk

mz080898.01

YEARLY BILL INSERT/MESSAGE

TELECOMMUNICATIONS RELAY SERVICE (TRS) is available for dual party relay service which allows communication between a hearing/speaking person and a hearing/speech disabled person using a TDD/TTY. TRS is available 24 hours a day, 7 days a week and is accessible from any telephone. TDD/TTY users dial 1-800-735-2962. Voice users dial 1-800-735-8262. When calling give the Assistant the telephone number you wish to reach and they will connect your call. **Conversations will be relayed and will be kept confidential.**

For more information on TRS, you may call the Relay Customer Service Center at 1-800-735-0533 (TTY/TDD) or 1-800-735-0341 (Voice) or the Division of Services for the Deaf and the Hard of Hearing at 1-800-205-9914 (TTY/TDD) or 1-800-999-5737 (Voice).

DIRECTORY CONTENTS

CUSTOMER GUIDE: This section contains basic information you'll need in order to do business with local service providers.

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**Denotes revision for this page.

DIRECTORY SECTION

TELECOMMUNICATIONS RELAY SERVICE (TRS)

Telecommunications Relay Service is a dual party relay service which allows telephone communication between a hearing/speaking person and a person with a hearing/speech disability who uses a Telecommunication Device (TDD/TTY). Specially trained Communication Assistants (CA) relay conversations simultaneously between the TDD/TTY user and the speaking party, and confidentiality is assured:

Calls may be placed 24 hours a day, 7 days a week, including holidays.

TDD/TTY Users Dial	1-800-735-2962
Voice Users Dial	1-800-735-8262

There are no restrictions on the length or number of calls placed by relay users. Also, there are no additional fees or charges for local calls. Expanded local and long distance calls are billed at reduced rates.

When calling the relay center, give the CA the number you would like to reach. They will connect the hearing person on a voice phone and the hearing/speech disabled person a telecommunication device (TDD/TTY). The CA types the conversation on the TDD/TTY to one person, while speaking to the other person on a voice phone.

When receiving a call from the relay center, the CA will provide a brief explanation of the service if the person has not previously used TRS. Requests for a male/female CA are honored if the caller states such a preference.

Voice/Hearing Carryover (VCO/HCO) is also available upon request. VCO gives the hearing disabled person, who is able to speak, the ability to talk directly to the caller. HCO gives a speech disabled person, who can hear, the ability to listen to the caller.

For PC users using the relay service, dial 1-888-762-2724 (RNC-ASCII) with the software setting as shown below:

- 300-1200 baud
- 8 bit
- No parity
- 1 stop bit
- Half Duplex

VIDEO RELAY INTERPRETING (VRI)

VRI is a videoconferencing application for computers with a video system. The American Sign Language (ASL) user dials the relay center and a certified interpreter appears on the user's computer. The ASL user communicates to the interpreter through the video while the interpreter dials out to the hearing party and relays the call in ASL. If the ASL user wants to make a VRI call and does not know where to go for VRI, call the Relay Services Administration Office at 1-800-205-9914 (TTY) or 1-800-999-5737 (Voice).

For more information, call the TRS Customer Service Center.

TTY/TDD	1-800-735-0533 or
Voice	1-800-735-0341

PUBLIC TELEPHONE CALLS USING RELAY SERVICES

People who use relay services to make long distance calls on pay telephones may pay for these calls with a calling card. A Calling card allows you to have calls billed to your telephone or to your card account. Calling cards may be used at coin telephones as well as any other telephone. The calls are billed at the same rate as long distance calling card calls that do not use relay services.

Local calls through a relay service from a pay telephone are free of charge.

§ 143B-216.32. Council for the Deaf and the Hard of Hearing – membership; quorum; compensation.

(a) The Council for the Deaf and the Hard of Hearing shall consist of 28 members. Twenty members shall be members appointed by the Governor. Three members appointed by the Governor shall be persons who are deaf and three members shall be persons who are hard of hearing. One appointment shall be an educator who trains deaf education teachers and one appointment shall be an audiologist licensed under Article 22 of Chapter 90 of the General Statutes. Three appointments shall be parents of deaf or hard of hearing children including one parent of a student in a residential school; one parent of a student in a preschool program; and one parent of a student in a mainstream education program, with at least one parent coming from each region of the North Carolina schools for the deaf regions. One member appointed by the Governor shall be recommended by the President of the North Carolina Association of the Deaf; one member shall be recommended by the President of the North Carolina Deaf-Blind Associates; one member shall be recommended by the North Carolina Chapter of Self Help for the Hard of Hearing (SHHH); one member shall be recommended by the North Carolina Black Deaf Advocates (NCBDA); one member shall be a representative from a facility that performs cochlear implants; one member shall be recommended by the President of the North Carolina Pediatric Society; one member shall be recommended by the President of the North Carolina Registry of Interpreters for the Deaf; one member shall be recommended by a local education agency; and one member shall be recommended by the Superintendent of Public Instruction. Two members shall be appointed from the House of Representatives by the Speaker of the House of Representatives and two members shall be appointed from the Senate by the President Pro Tempore of the Senate. The Secretary of Health and Human Services shall appoint four members as follows: one from the Division of Vocational Rehabilitation, one from the Division of Aging, one from the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services, and one from the Division of Social Services.

(b) The terms of the initial members of the Council shall commence July 1, 1989. In his initial appointments, the Governor shall designate four members who shall serve terms of five years, four who shall serve terms of four years, four who shall serve terms of three years, and three who shall serve terms of two years. After the initial appointees' terms have expired, all members shall be appointed for a term of four years. No member shall serve more than two successive terms unless the member is an employee of the Department of Health and Human Services or the Department of Public Instruction representing his or her agency as a specialist in the field of service.

Any appointment to fill a vacancy on the Council created by the resignation, dismissal, death, or disability of a member shall be for the balance of the unexpired term.

(c) The chairman of the Council shall be designated by the Secretary of the Department of Health and Human Services from the Council members. The chairman shall hold this office for not more than four years.

(d) The Council shall meet quarterly and at other times at the call of the chairman. A majority of the Council shall constitute a quorum.

(e) Council members shall be reimbursed for expenses incurred in the performance of their duties in accordance with G.S. 138-5.

(f) The Secretary of the Department of Health and Human Services shall provide clerical and other assistance as needed. (1989, c. 533, s. 2; 1993, c. 551, s. 1; 1997-443, s. 11A.118(a); 2001-424, s. 21.81(d); 2001-486, s. 2.14; 2003-343, s. 2.)

§ 143B-216.33. Division of Services for the Deaf and the Hard of Hearing – creation, powers and duties.

(a) There is hereby created within the Department of Health and Human Services, the Division of Services for the Deaf and the Hard of Hearing. The Division shall have the powers and duties including the following:

- (1) To review existing programs for persons who are deaf or hard of hearing in the State, and make recommendations to the Secretary of the Department of Health and Human Services and to the Superintendent of the Department of Public Instruction for improvements to such programs;
- (2) Repealed by Session Laws 1999-237, s. 11.4(b).
- (3) To provide a network of resource centers for local access to services such as interpreters, information and referral, telephone relay, and advocacy for persons who are deaf or hard of hearing;
- (4) To collect, study, maintain, publish and disseminate information relative to all aspects of deafness;
- (5) To promote public awareness of the needs of, resources and opportunities available to persons who are deaf or hard of hearing;
- (6) To provide technical assistance to agencies and organizations in the development of services to persons who are deaf or hard of hearing;
- (7) To administer the Telecommunications Program for the Deaf pursuant to G.S. 143B-216.34; and
- (8) To provide training and skill development programming to enhance the competence of individuals who aspire to be licensed or who are currently licensed as interpreters or transliterators under Chapter 90D of the General Statutes.

(b) The Division shall function under the authority of the Department of Health and Human Services and the Secretary of the Department of Health and Human Services as provided in the Executive Organization Act of 1973 and shall perform such other duties as are assigned by the Secretary.

(c) The Department of Health and Human Services may receive moneys from any source, including federal funds, gifts, grants and bequests which shall be expended for the purposes designated in this Part. Gifts and bequests received shall be deposited in a trust fund with the State Treasurer who shall hold them in trust in a separate account in the name of the Division. The cash balance of this account may be pooled for investment purposes, but investment earnings shall be credited pro rata to this participating account. Moneys deposited with the State Treasurer in the trust fund account pursuant to this subsection, and investment earnings thereon, are available for expenditure without further authorization from the General Assembly. Such funds shall be administered by the Division under the direction of the director and fiscal officer of the Division and will be subject to audits normally conducted with the agency.

(d) The Secretary of the Department of Health and Human Services shall adopt rules to implement this Part. (1989, c. 533, s. 2; 1997-443, s. 11A.118(a); 1999-237, s. 11.4(b); 2002-182, s. 5; 2003-56, s. 3.)

*This document (also available in [PDF](#) and [RTF](#) formats) is not an official document.
Please read the [caveats on the main NC Statutes page](#) for more information.*

North Carolina Council Meeting
MINUTES
October 10, 2003

Dr. Danielle Rose welcomed the group and introduced new members and visitors. The following members were present at today's meeting.

Members

Dr. Danielle Rose – Representative of Pediatrics Society- Chair

Ashley Benton – Deaf consumer

Cheryl Beach- NCDDBA

Martha Downing - DPI

Margaret Blackwell - LEA

Peggy Thompson - Parent of Deaf Residential Student

Mindy Hopper - Educator

Sandra Sink – DSS

Beverly Elwell- Hard of Hearing consumer

Alison Turner - Hard of Hearing consumer

Ruth Miller – NCSHHH representative

Margaret Jeffus– House Representative

Pat Hauser- outgoing representative from NCRID

Julie Seibert for Brad Trotter- DMH-DD-SA

Kathryn Lanier for Mary Bethel- DOA

Linda Harrington – DSDHH (ad hoc)

Cyndie Bennett – OES (ad hoc)

Dr. Rose introduced Sara Allen from the Governor's Office of Boards and Commissions. She has been instrumental in getting appointments made to the Council. Dr. Rose then introduced Representative Jeffus, Peggy Thompson, and Cheryl Beach. She announced that efforts are being made to fill the positions for the NC Black Deaf Association and that for the representative from a cochlear implant center.

Mindy Hopper brought up concerns about a lack in representation by deaf Council members. Linda Harrington reminded the Council members that Tovah Wax, Brad Trotter, Hope Everson and Sherhon Whitted all are deaf and could not be present for today's meeting. Additionally, Dr. Rose stated there is one more position vacant, that of the NCBDA representative.

The minutes from the last two meetings were then reviewed. The March minutes were approved without change. After several corrections were made to the May minutes, they were accepted and approved. It was explained that once approved, the minutes would be posted on the website.

Dr. Rose then opened discussion about development of the By-laws, in process for the past 3 meetings. Now that the new legislation is in effect regarding

Council membership, approval of the newest draft of the By-laws is possible. Several corrections were suggested then approved by the Council and it was agreed the corrected version would be sent out on the list serve for final approval prior to posting.

Linda Harrington presented information about changes in the Division of Services for the Deaf and Hard of Hearing. She referred members to the ratified bill in their folders regarding Council changes for members to review and then solicited questions. Next, she reviewed changes enacted by SB 939 that will provide 3 more areas of service to the deaf and hard of hearing populations in the state: video relay service, TEDP and a statewide emergency warning system for the deaf and hard of hearing. Funds will start being collected on January 1st of 2004 for these programs.

Linda reported that DSDHH is finding that by working more closely with other divisions within DHHS, we are better able to reach more people to whom we can provide services.

She reported that Carmen Green from the Wilson RRC has left the Division. Stephanie Johnson was recently promoted into the manager position there and the Deaf-Blind specialist position will soon be posted. Paul Schreyer has left the Central Office and his position as well as that formerly held by Rachel Ragin are being modified in order for these positions to provide more support for field staff.

Linda reported that Pat Stivland who normally reports about the RRCs is currently on vacation. **Linda Nelson** was introduced and she reported about telecommunications access for North Carolina. She provided some statistical information about numbers of relay calls, which have steadily risen despite increasing use of pagers by many deaf and hard of hearing individuals. She attributes the steady increase to outreach efforts.

Linda also shared that sub-contracts that have helped promote telecommunication services include: Joan and John Black who go to senior centers to provide information about VCO and relay services; the Carolina Computer Access Center in Charlotte has helped with speech-to-speech services and a contract person, Mary Polly Easley, has been added in eastern NC to work in this area also.

Three (3) bids were received in response to the relay RFP. It is hoped that the winner will be announced in November.

Linda reported that VRS services have become more and more popular and vendors have become increasingly competitive in response. The Division management team has been discussing ways to monitor the quality of services being provided by the various vendors. It is anticipated that the FCC may decide

to turn over full responsibility for VRS services to the states sometime in the next 5 years.

Linda reported that Mike Lozynsky has left the TEDP and has begun working for MCI. Interviews will be held for his replacement beginning on Monday of next week. Applications have been received from 2221 people to receive equipment through the program. Through the provisions of SB 939, additional positions will help us to get equipment to all the eligible applicants.

Linda Harrington reported that DSDHH Program Planner/Evaluator, Jan Withers, has been working on the development of a database system for gathering information about services provided by the Division. Staff members are being trained on how to input the pertinent data and they have reported that the system seems to more accurately reflect the work they do. Members were directed to another handout in their folders reporting information from the different RRCs across the state. Focus is now more on highlights and updates rather than on numbers as in the past.

The Division is also beginning the process of developing a 5-year plan. The database will assist in this development as well. DSDHH will be working closely with the Office of Policy and Planning (OPP) to complete this work.

Pat Hauser reported on the Interpreter Licensure Board. To date, 6 of the 9 appointments have been made, thus forming a quorum and they are scheduled to meet for the first time in Wilson on October 24th. During that meeting it is anticipated they will look at the priorities for the application process for licensure and the establishment of rules, etc. She reported optimism for getting the ball rolling and procedures set once they begin meeting thus alleviating the need for another legislative extension.

Cyndie Bennett then passed around a "Green and Gold" newsletter from Eastern NC School for the Deaf (ENCSD). She told members she would get them on their mailing list. Cyndie reported that the biggest growing population is in the Early Intervention (EI) program. Currently, EI is serving 260 infants and toddlers from age 0-3. The Beginnings program is also acutely aware that newborn screenings are identifying children earlier and OES is able to provide intervention sooner as result. With both Beginnings and EI seeing children sooner, children get an earlier start in their communication development.

Cyndie reported that the majority of families are selecting auditory/oral or auditory/verbal methods of communication with their children. One fourth are selecting "total communication" so sign language is an important part of what is utilized by instructors working in the EI program with families.

The residential schools just completed their first 9 weeks of school to date minus 2 days for the Eastern school, which closed down during Hurricane Isabel.

Cyndie asked the Council for assistance in writing a letter regarding the problems experienced with lack of real-time news reporting during emergencies such as during the recent hurricane. Linda Harrington added that DSDHH is taking this issue very seriously and she has already been in contact with both the Attorney General's Office, the Public Information Office (PIO) and Jackie Sheppard, Lynda McDaniel's replacement as Assistant Secretary. PIO will be sending out press releases and information to newscasters over the next few months about this issue.

Ruth Miller suggested that cable companies be queried as she was told to contact her local cable company in order to make captioning accessible.

Dr. Rose requested that Beverly Elwell look at this with her Communications Access committee.

Cyndie then proudly informed members that all three programs managed by OES - the NC School for the Deaf, ENCSD and Governor Morehead School met performance growth this year. She further announced that Secretary Hooker Odom joined NCSD and OES in the rededication of the newly renovated NCSD main building.

Martha Downing then reported that DPI has been trying to get to counties and across the state to provide training in cued language as the schools had requested such. She reported mentorship was provided to teachers who attended workshops at the auditory learning center and they have been making sure that people understand how to use auditory-verbal therapy. Dr. Rose asked that she also address funding for interpreters.

Martha reported that DPI has contracts for cued language and sign language interpreters they are trying to get through the state budget office. She reported facing difficulty with this due to budgetary scrutiny and a lack of knowledge about sign language and cued language.

Three trainings were held during the summer for about 150 interpreters and transliterators. She reported school interpreters in general are excited about the assessment processes and are seeking resources on their own. The state salary schedule now includes Level I and II for interpreters. Salary grade 59 will stay in place for 2 years for people who have not yet met the minimum standard and those who have will be paid at SG 62 or 64 depending on credentials. Unqualified persons are no longer being hired. She anticipated assessments would not begin until January. Those who have already met the standard are being paid on SG 62 or 64, which is a motivator for others.

Pat Hauser inquired about getting information to school interpreters about licensure and Linda Harrington inquired as to funding for interpreters to meet the training requirements. Martha reported there is money available through the

department only for summer trainings and they are also paying for the assessments. Local school systems continue to train through their own budgets.

Mindy Hopper asked Martha to elaborate further on the trainings that were provided during the summer. She responded that Linda Tourez from UNCG provided training in Greensboro on cued language and Lauren Trouett provided training in Raleigh. As far as on-going training, she stated she encourages interpreters to contract with interpreting agencies or RID certified interpreters to acquire training. It is now required that individuals complete 15 hours of training annually and documentation of such is to be reported to DPI which will be forwarded to the licensing board. Pat Hauser asked what types of training will be acceptable and how they will be verified.

Martha stated there is a form on the web that will be sent electronically to the Eastern Carolina Director for approval. Subsequently, it is to be sent to DPI.

Mindy Hopper then brought up the issue of the need for training opportunities for new graduates from Interpreter Training Programs (ITP) working in the schools and in the community. Linda Harrington reported that the revamped position previously held by Paul Schreyer at DSDHH, will include the responsibility of developing interim plans for these interpreters. Pat Hauser espoused the need for newly graduated ITP interpreters to seek out opportunities by networking with seasoned interpreters and becoming involved in their local professional organizations. She expressed that too many new interpreters seem to request free services and are not taking the initiative needed for their own professional development.

Mindy suggested contacting a school in Rochester, NY regarding their mentoring program which Pat reported had already been looked into a few years ago by a woman in western NC.

*****BREAK-OUT MEETINGS*****

*****LUNCH*****

Following the lunch break, the full Council again met together as a group. Dr. Rose reminded the group with regard to deaf representation that Ashley Benton holds a deaf consumer position on the Council and in addition, there is Cheryl Beach from NCDDBA.

Dr. Rose then announced that Pat Hauser is an out-going member and shared that she had been a primary leader in getting the interpreter licensure legislation enacted. Further, she will continue to work on this issue through representation on the Licensure Board. She thanked Pat for her years of work with the Council and wished her well.

Next, Dr. Rose invited one person from each committee to report to the Council regarding their breakaway meetings. First to report was **Peggy Thompson** from the Education Committee.

Peggy stated that her committee came up with the following recommendations today: 1) Inviting someone from Public Health and Beginnings to come speak to the Council to provide information about Early Intervention, infant testing, their counseling process and which modalities are presented to families in order for the Council to better understand the educational choices that families are making for their children; 2) Raising public awareness of Deaf culture and the issues unique to the deaf and hard of hearing populations; 3) Provision of assistance to the public schools regarding their critical need for audio-verbal therapists and transliterators for cued language programs to include a database for interpreters and transliterators, and 4) Provision of more training for teachers at the residential schools on the various communication modalities. Cyndie Bennett added that there is a need for more support and training for classroom teachers who use signing to communicate.

Peggy stated with regard to deaf-blind children that there is a pilot-mentoring program through NCDDBA helping to connect role models with students at the residential schools. They are hoping to expand the program in the public schools so that more mainstreaming can be done with deaf-blind children in order to reduce isolation. Peggy has inquired at DPI regarding what they do with deaf-blind students and it was suggested she contact Chris Jones to invite him to speak to the Council about how these students are served in the public schools. Peggy suggested that Chris Jones address the committee directly since they are not sure what services he will be talking about and was told he might be able to include information about SSPs in the classroom.

The committee also discussed establishing a state-mentoring program for children in all modalities so that they can have adult role models and an additional resource for information and support.

There was some discussion about whether modalities must be mutually exclusive or whether there can be a combination taught to families and what the definition of total communication is. It was decided that further exploration of these issues will be conducted when Beginnings comes to provide their input.

Beverly Elwell then addressed the Council regarding the topics discussed in the Communication Access and Consumer Services committee meeting. She reported their charge is to talk about hearing aids insurance coverage issues surrounding cochlear implant devices, closed-captioning concerns and licensure issues affecting community interpreters. With regard to closed captioning during emergencies and disasters, the committee is recommending that a letter be sent to the Secretary of DHHS first, outlining what is required by law, reporting

situations/services that were not adequately covered during the recent hurricane and ice storm emergencies and in conclusion, requesting assistance in seeing to it that whoever is responsible for enforcement of the law, do so. Anecdotes and comments will be solicited from the various RRC managers, NCSHHH, NCDBA, NCAD and NCBDA. At the same time these various organizations are being contacted for their input, they will be asked to suggest persons who may be willing to participate on the committee so that there is better community representation.

It was voted that the committee would provide a draft of a letter to the full Council for approval and then sent on to the Secretary.

Jan Withers was then called upon to share information from the Families and Mental Health committee. She reported they mostly focused on mental health issues. They discussed the need for additional support to families and the need to make nursing homes, senior citizen facilities and other types of service agencies more aware of what services there are being offered to deaf and hard of hearing consumers. A large concern is that of mental health reform and how it is going to impact services provided to these populations. Jan had shared information with the committee about the Mental Health Advisory Council and related work group. The workgroup has been meeting every two weeks to analyze issues relating to state mental health reform and how to establish the type of structure that would allow for provision of effective services to deaf and hard of hearing people within the newly reformed system.

She stated that Dr. Rose had suggested that the Council also develop a letter for the Secretary expressing concerns about possible gaps that could occur in service delivery to these populations.

Also discussed today was the need for development of linkages among various divisions and agencies in state government and in the community to enhance awareness of resources for deaf and hard of hearing people.

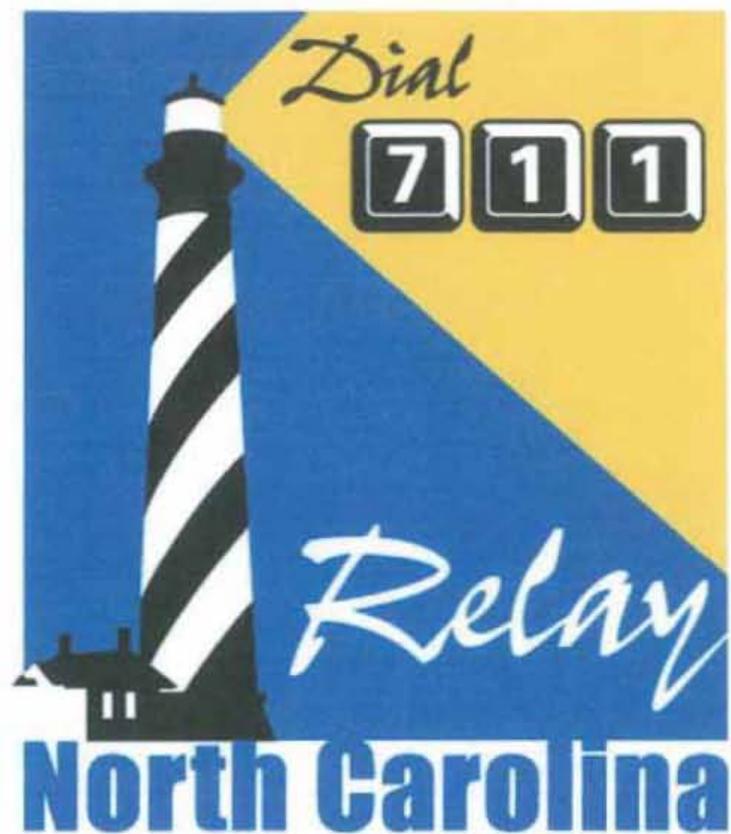
Dr. Rose added that one particular concern is that of the reform in mental health targeting certain diagnoses such as substance abuse and mood disorders, which would take priority over other diagnoses. In addition, there are concerns about varying quality of services to the different counties.

In response to an inquiry about community services and support, Jan reported one important aspect of state reform is that people in need of mental health services must receive them in their "natural" communities and she emphasized the need to educate treatment facilities with regard to this issue to more effectively reduce the incidence of isolation in these populations.

Close to the time of adjournment, Linda Harrington asked the Council about what information the members wished to include about themselves on the website and

it was decided that the members' names and positions would be posted and only the Division address and email address would be provided.

Dr. Rose adjourned the meeting and stated that by the end of November she would announce the date for the next Council meeting which will be scheduled for sometime in January of February.



APPENDIX R

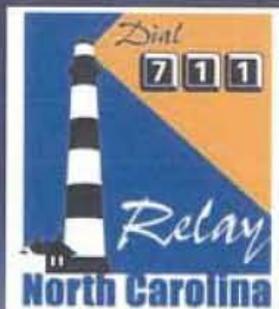
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2006

RELAY NORTH CAROLINA ANNUAL REPORT 2002



**Relay NC
3261 Atlantic Ave
Suite 200
Raleigh, NC 27604**





The point of contact™

and instead be making them via Video Relay Service or Internet relay - where such calls are free.

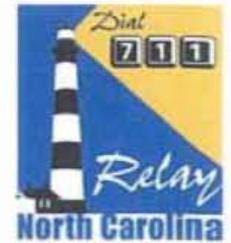
This year Sprint Relay and Telecommunications Access of North Carolina have exhibited at more than 40 statewide/local events or tradeshows. More than 150 presentations were given to various groups of current and potential relay users with a large amount of help from our RAP subcontractors. Voice Carry-Over (VCO) RAP subcontractors once again did a fantastic job of promoting the relay service to potential VCO users. This is apparent because the number of VCO calls has grown nearly fifteen percent during 2002. The same holds true for our Speech-to-Speech (STS) RAP subcontractor, who had a most difficult task of identifying potential STS users. The number of STS calls has more than doubled during 2002.

Our new improved product, Video Relay Service, which uses high-speed internet access (cable modem, DSL or T-1) was made available during the summer of 2002. More than 70 web cams were installed throughout North Carolina. More than 25 web cams were installed at state and federal offices where deaf employees work.

Sprint would like to thank everyone for your support in making 2002 another successful year in the TRS industry. As technology continues to advance, Sprint is ready to expand and enhance the TRS platform to exceed customers' expectations throughout the industry.

Best regards,

Andy Leffler
Account Manager





The point of contact™

Letter from Sprint Account Manager



Dear North Carolina Relay Consumers,

Sprint had a very exciting year in 2002 - implementing innovative, enhanced products and services nationwide – Sprint E|Relay platform, Video Relay Service, Sprint Relay Online (Internet relay), Enhanced Turbo Code (E-Turbo), and Voice Carry-Over (VCO) Direct. Our goals are to ensure that we deliver the highest quality of service and offer functionally equivalent services to meet customers' communication needs. Sprint would like to thank the State of North Carolina for another successful year of Telecommunications Relay Services (TRS). On March 30, 2003, Sprint will enter the fourth and final year of our TRS contract with North Carolina.

The implementation of new products – Video Relay Service via internet, Sprint Relay Online, E-Turbo and CapTel - was well received by the Deaf and Hard of Hearing communities. Sprint's major focus and goal was to educate all potential North Carolina Relay Service users of the innovative, enhanced services available to them. Sprint designed mass marketing materials to increase relay service awareness in the hearing, speech disabled, Deaf, and Hard of Hearing communities. A new comprehensive outreach promotional campaign was developed and marketed statewide.

Another major focus in 2002 has continued to be educating the community on the enhancements to the Relay North Carolina, especially for Speech-to-Speech (STS) and Voice Carry-Over (VCO).

The Outreach Program, in collaboration with the Sprint Relay Ambassador Program (RAP) and Telecommunications Access of North Carolina, has continued to do an extraordinary job! We continued to meet the needs of customers by providing numerous presentations and exhibitions at events and tradeshows throughout the state. Despite the declining minutes of usage that Relay North Carolina has experienced for the first time in eleven years, the total number of outbound calls has continued to grow at amazing rate. This shows that relay users are making more calls, but the calls are shorter in length than they have been in the past. A possible cause for this is improved technology, such as the Turbo Code feature widely included in newer TTYs, which makes calls faster and shorter. Another possible cause is that relay users may be choosing to not use traditional TRS for their long distance calls



The point of contact™

Sprint Industry Report:

Telecommunications Relay Service Industry

Sprint's Product Design team believes that the technological explosion that the telecommunication industry has experienced in the last few years will continue and Sprint stands ready to stay at the forefront of TRS. The users of Sprint Relay will have the opportunity to be the first in the nation to experience the innovative products that Sprint is currently developing, testing and implementing.

Sprint understands that TRS users are looking to the future. With that in mind, Sprint is proud to offer Video Relay Service (VRS), Sprint Relay Online (SRO), CapTel, Broadband Technology, E|Relay Platform, and Sprint Relay Express Report.

New Products for Sprint Relay

Sprint continues to be the leader in Telecommunications Relay Services and is committed to providing functional equivalency, the same as that enjoyed by standard telephone users. In 2002, Sprint released two internet relay products – Video Relay Service and Sprint Relay Online. Sprint provided outreach to the deaf and hard of hearing VRS and Sprint Relay Online users by demonstrating and participating at national tradeshows, such as: Self Help for the Hard of Hearing Convention, National Association for the Deaf Conference, Deaf Way II International Conference and Association of Late Deafened Adults Conference.

1. Video Relay Service

Sprint and Communications Service for the Deaf (CSD) established an alliance to offer **Video Relay Service** nationwide - www.usavrs.com or www.mcvrs.com. VRS is an interactive video teleconferencing service that utilizes a sign language interpreter to relay calls from sign language

users to standard phone users without the use of a TTY. Currently, all VRS minutes are reimbursed through the Interstate TRS Fund for both Interstate and Intrastate calling. Sprint established state URLs for Video Relay Service to provide State Administrators with historical data on VRS minutes processed through individual states. In addition, Sprint also established a web camera distribution program to further educate potential video relay users.



2. Sprint Relay OnlineSM

Sprint introduced **Sprint Relay OnlineSM** – www.sprintrelayonline.com —a web-enabled, multi-language service – the next generation of relay. Sprint Relay OnlineSM calls can take place anywhere, anytime, to anyone from the internet connection. This feature, a cutting edge technology, will ensure that relay users receive quality, secure and confidential communication. It provides an interactive relay experience using intuitive features designed for the unique needs of the TRS users.



The adaptive display gives relay users the ability to customize screen appearance for enhanced readability. The print/save options allow the users the capability to save the conversations for future reference.

3. Integration of Captioned Telephone Technology Applications (CapTel)

In the Spring of 2002, Sprint began working with Ultratec, Inc., a manufacturer of TTY equipment, to offer **Captioned Telephone (CapTel™)** technology on a trial basis. Because of the market growth seen with Voice Carryover (VCO) users among populations including older adults, and younger adults affected by premature hearing loss, Sprint is working to provide enhanced VCO features and services. Sprint is monitoring CapTel trials in seven states including North Carolina with eleven participants. Sprint and Ultratec, Inc. believe that these new technologies have the potential to dramatically change the way that VCO users experience relay service.

The objective of the Captioned Telephone (CapTel) system is to provide near functional equivalent telephone service for people who are deaf or hard of hearing who can use their own voice to talk to the called party. The CapTel system sends both the called party's voice over an amplified handset, and the near simultaneous transcription of the words that the called party is saying (captions) to the user.



How it works:

The CapTel user simply dials the number of the person they are calling directly on their CapTel phone. This phone automatically links into the CapTel service. When the called party answers, the conversation proceeds in the natural fashion with the user and the called party having a normal conversation. Using state of the art voice recognition technology, the captions flow at standard rate of speech with over 98% accuracy about two or three seconds behind the called party's voice. The called party's voice is presented to the user via an amplified handset and the captions are presented on a bright, five-line display screen. The user has the capability of scrolling back in the conversation to read captions that may have been missed.

4. Turbocode and Enhanced Turbocode™

In addition to our standard feature of Turbocode, Sprint announced the launch of Enhanced Turbocode (E-Turbo™) - the newest addition to our feature-rich TRS platform. Sprint worked closely with Ultratec, Inc., a manufacturer of TTY equipment, to design and implement this innovative technology. As a result, Sprint is the first relay provider in the nation to offer E-Turbo™ call processing.

E-Turbo™ allows TTY callers to automatically submit dialing and call setup instructions when they dial into relay service. This significantly reduces the amount of time needed for Communication Assistants to set up and process the outbound call. This results in the TTY caller being connected to the desired party at a speed that is close to that of a non-relay call. This makes for a Win-Win situation! Not only is the TTY caller pleased with the speed in which their calls are processed, but also due to the reduced call-setup time, the end result is that there are fewer billable minutes to the State reimbursing for the minutes.



5. Voice Carry Over Gated Centers

Sprint is proud to announce the establishment of two Voice Carryover (VCO) centers in our network. These VCO centers employ CAs who have received a specialized VCO training and are the most experienced in handling VCO calls. Sprint will provide this VCO service with a dedicated VCO 800 number to the States at no additional charge. This VCO 800 number will route VCO calls to the VCO centers. A dedicated VCO 800-access number eliminates the need for VCO branding and resolves VCO call set-up issues for VCO users with calling from PBX lines and/or dual house hold members. Relay North Carolina already has a dedicated toll free number for VCO users and the number is 1-877-735-8260 for quicker access to VCO service.



6. Sprint Relay Express Report

Sprint Billing Group will provide a secure web-site for billing files, called Sprint Relay Express Report, where authorized customers such as State Administrators and Account Managers will be able to download and view the files whenever necessary. Traditionally, the Sprint Billing Group would send an individual email to Account Managers with file attachments for themselves and their State Administrators. In an effort to expedite reporting information to our customers, the Sprint Relay Express Report will provide State Administrators and Account Managers with a one-stop location to upload and/or download billing files



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State Telecommunications Administrators by Sprint (STARS)

In September 2002, New Mexico and Sprint hosted the sixth annual State Telecommunications Administrators of Relay by Sprint (STARS) conference in Santa Fe, New Mexico.

STARS and Sprint Management spent several days working together exchanging information on the TRS industry, Sprint Relay developments, and issues. This also provided Sprint Management an opportunity to receive input from the States about our products and services. Conference highlights included:

- ◆ Sprint Relay's New Platform
- ◆ Customer Contact Online Database
- ◆ FCC Presentation
- ◆ Sprint Relay Online
- ◆ Video Relay Service
- ◆ Captioned Telephone



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Relay Service Programs

Sprint Relay States

Sprint launched relay services in 1990 with the State of Texas and has grown to 29 accounts nationwide in 2002. During 2001 and 2002, Sprint was awarded a new contract to provide service for Vermont. We also were awarded a renewal contract for Ohio, Connecticut, Iowa, Washington, Wyoming, Florida, Indiana, Oklahoma and South Carolina. Our 29 accounts consists of 27 states, the Federal Government and the Commonwealth of Puerto. In addition, a new in-state center was built in Columbia, South Carolina. Sprint is proud of its continued growth and success within their relay program.

This graphic shows where our states, along with 11 centers, are ensuring calls are handled smoothly, even during the busy times or disasters.

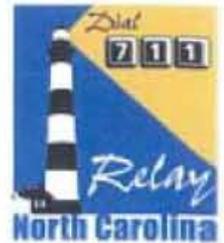


From October 2001 – September 2002, Sprint processed over 26 million inbound calls and has met or exceeded all operational service levels (average speed of answer, blockages, etc.) for all 27 States and the Federal Government. The network reliability was 99.48%.



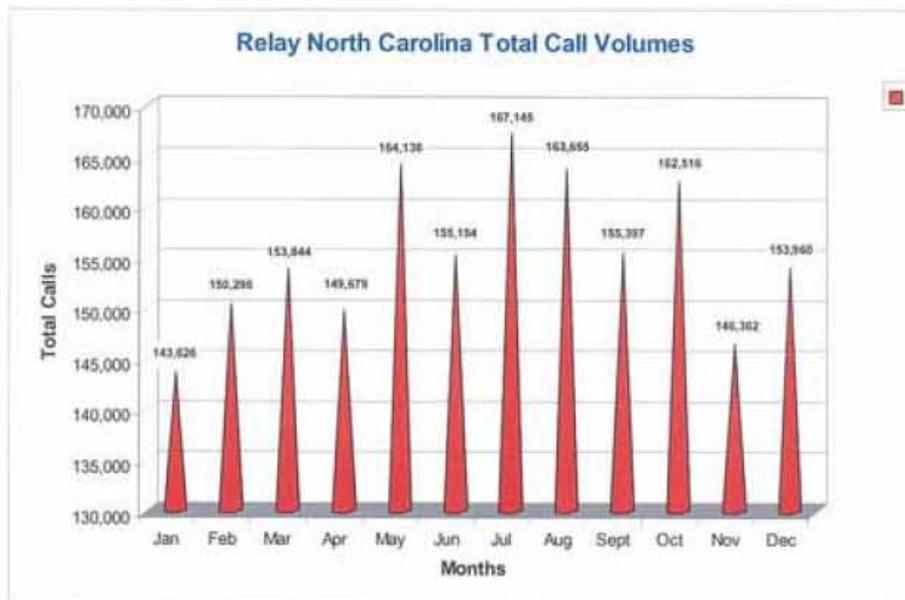
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Relay North Carolina Statistic Report:



Total Relay NC Outbound Calls

The state of North Carolina, with continued support from TANC Administration and Sprint's Relay Ambassador Program, will continue to perform proactive outreach and educational activities throughout the state.

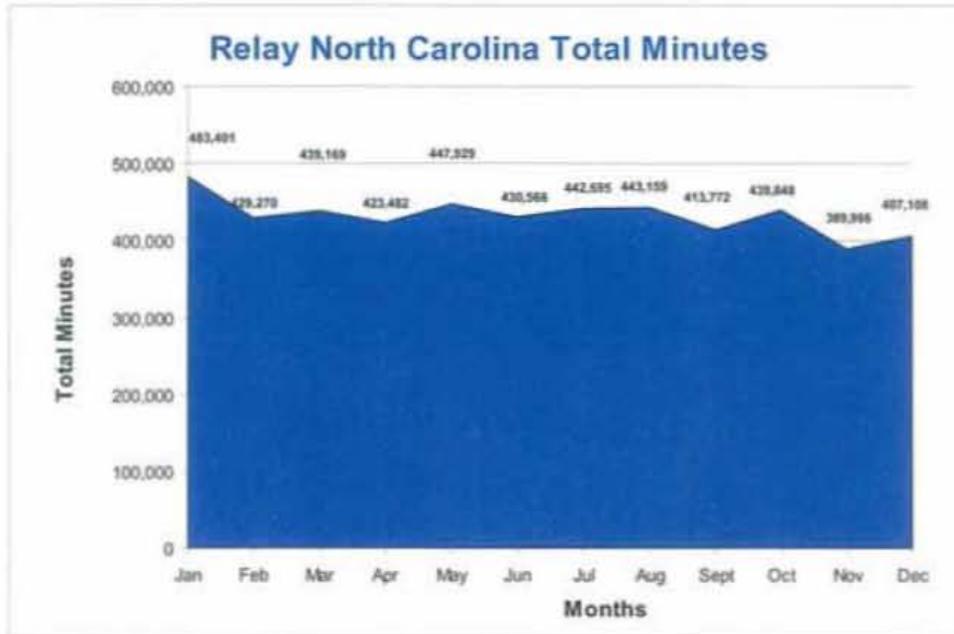




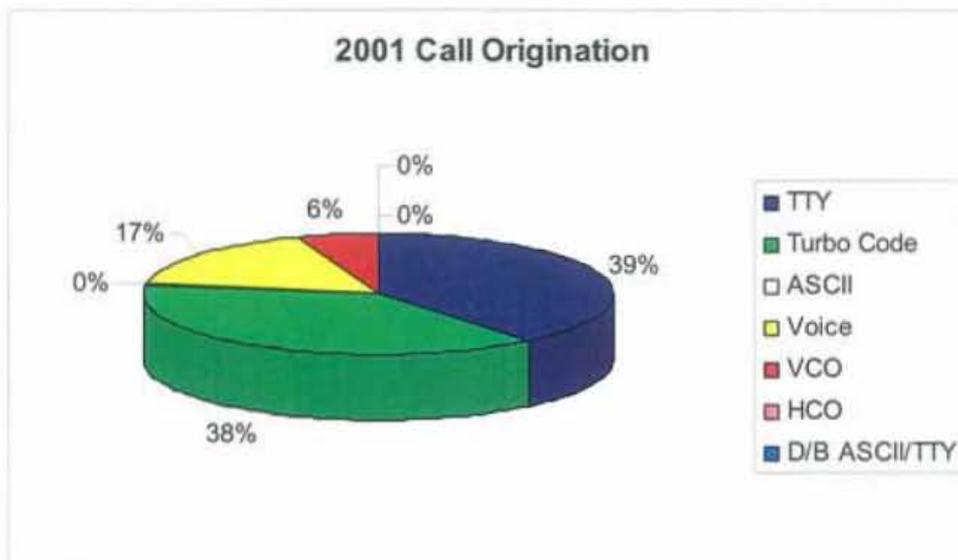
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Total Relay North Carolina Session Minutes

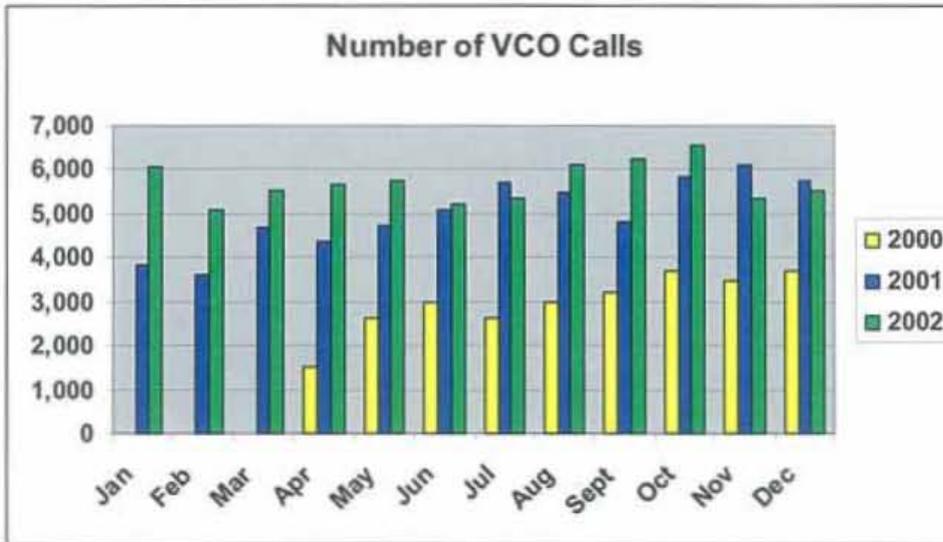


Relay North Carolina Call Origination

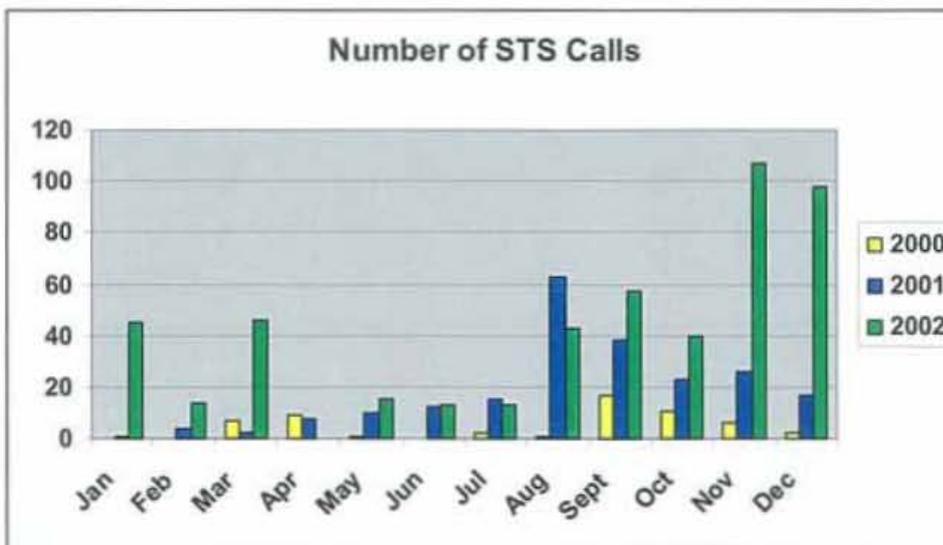




Total Voice Carry Over (VCO) Calls



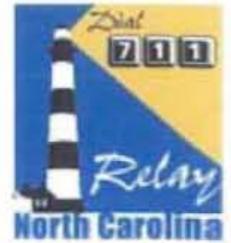
Total Speech-to-Speech (STS) Calls



* April 2002 - STS Data Not Available



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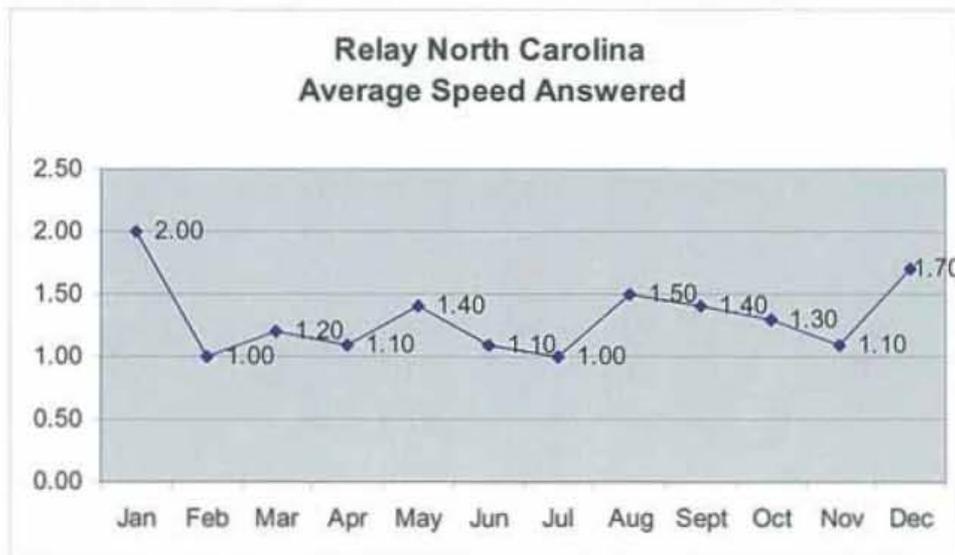


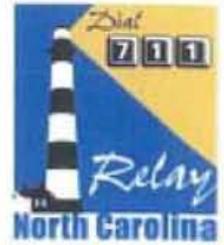
This chart indicates a clear picture that the majority of Relay North Carolina calls continues to be made by TTY users. However, there has been an ongoing increase in VCO calls during the year of 2001 with 6% up from the year 2000 with only 4%. Number of Turbo Calls charged relay calls have increased dramatically from 27% during the year of 2001 to 38% for the year of 2002 due to two reasons, the relay users have been replacing their outdated TTYs with newer TTYs containing Turbo Code on their own or through successful NC Telecommunication Equipment Distribution Program (TEDP).

For the year of 2003, with TANC Administration, with Sprint's and RAPS' continued support to implement aggressive marketing strategies to reach non-TTY relay users such as: Voice Carry Over (VCO) and Speech to Speech (STS) and also bring relay awareness to the Spanish-speaking relay users. At the same time, new hi-tech products such as Internet Relay and Video Relay Service will be marketed to relay users who have access to computers.

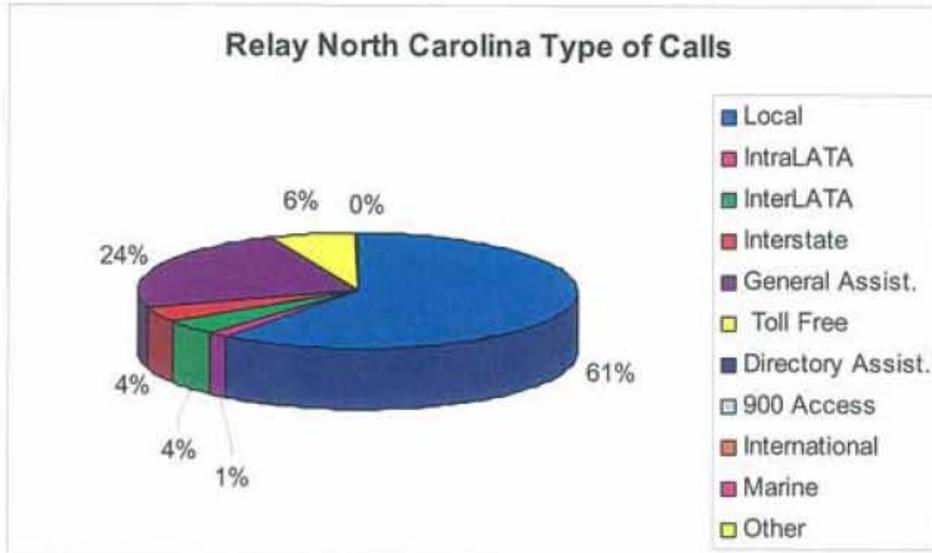
Speed of Answer

This chart indicates that Sprint has exceeded the speed of answer requirement throughout the year. Speed of answer identifies the number of seconds within which calls are answered. The daily requirement is 90 % of all calls to be answered within 10 seconds and 3.3 Average Speed Answered (ASA). The year average of ASA is 1.32 or 97% of calls answered within 10 seconds.



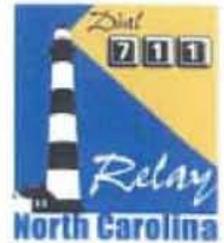


Type of Calls

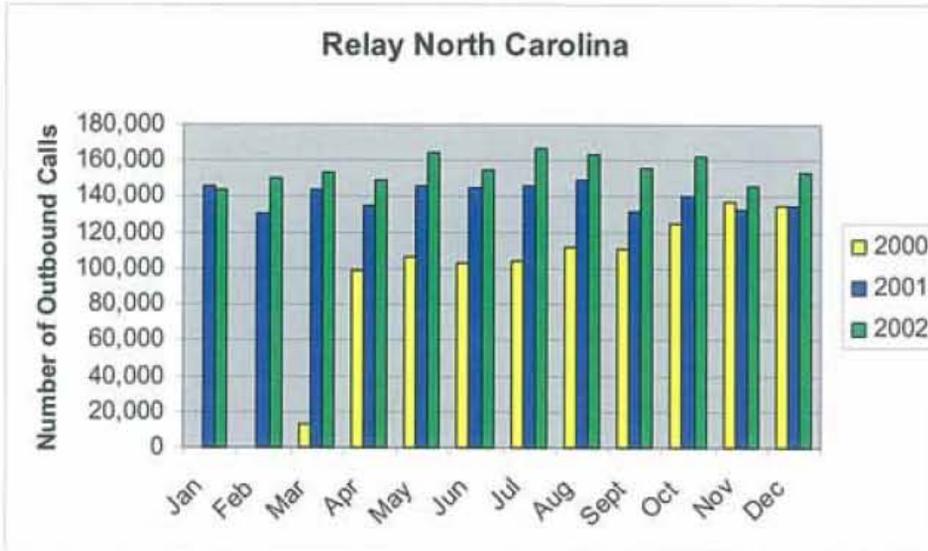


Number of Subscribers

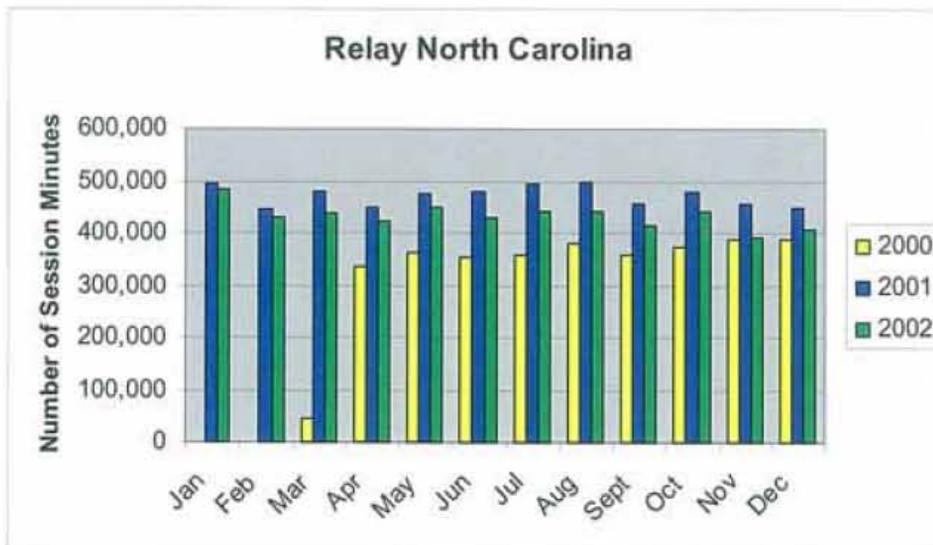




History of Relay North Carolina- Outbound Calls

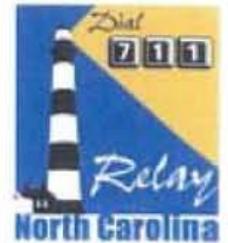


History of Relay North Carolina- Session Minutes



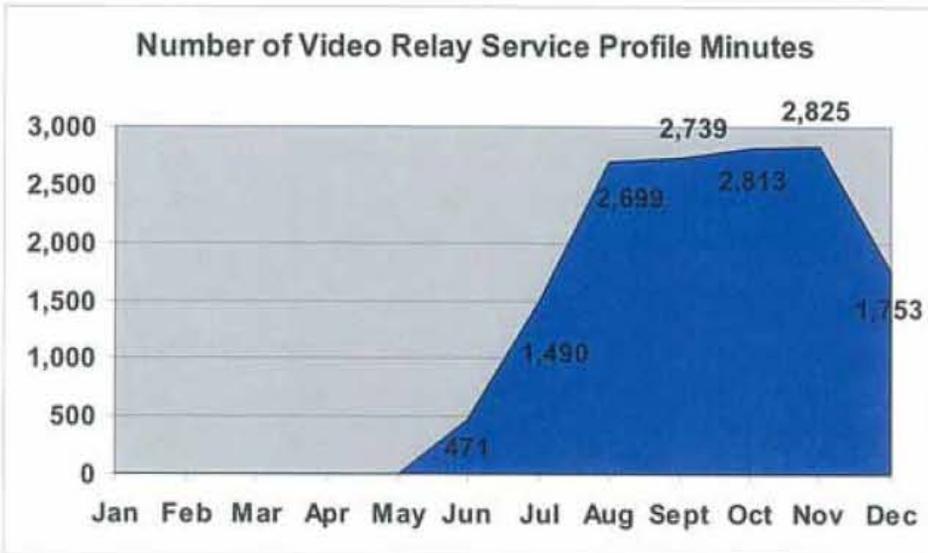


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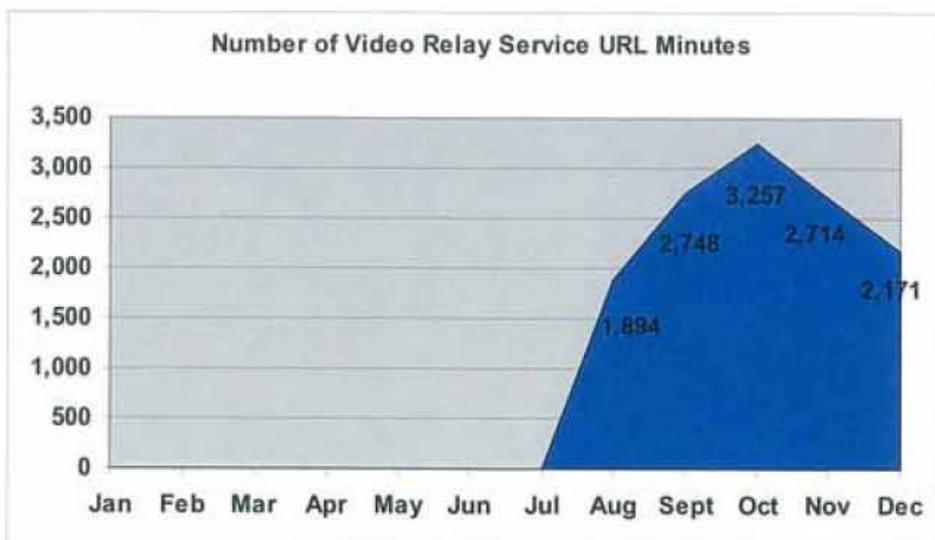
Video Relay Service- www.rncvrs.com or www.usavrs.com

(VRS Calls Terminated in NC Only)



Video Relay Service Minutes From www.rncvrs.com Only

(VRS Calls Placed Through www.rncvrs.com Only)

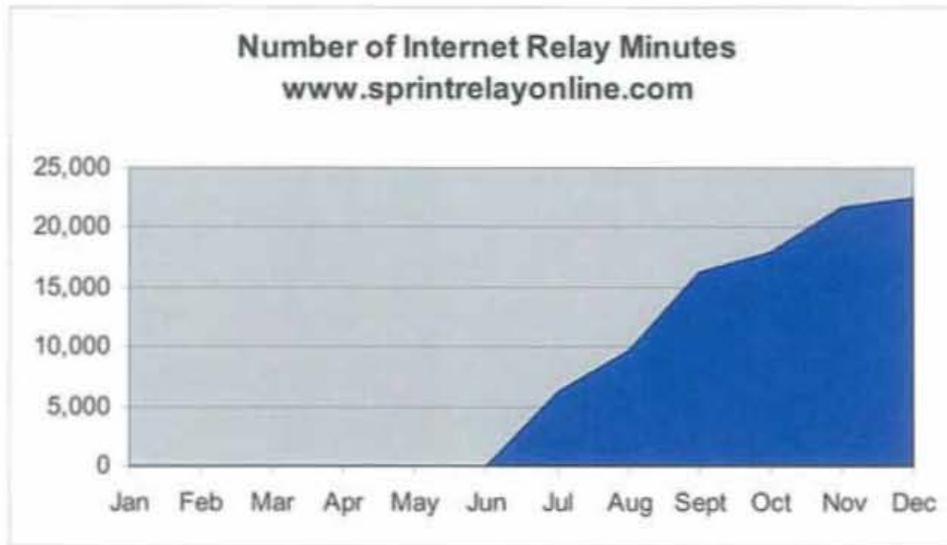




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Internet Relay Service Minutes From www.sprintrelayonline.com





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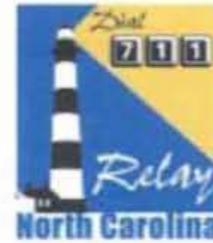
Customer Service Contact Data:

Sprint Customer Service is responsible for handling customer requests such as: registering Customer Database profiles, responding to reports of technical issues, sending requested relay information materials, or listening to and gathering customer suggestions, comments and complaints. Each request from a relay user is given full attention and every effort is made to satisfy the user.

The following highlights show the breakdown of call types that were received through Sprint Customer Service.



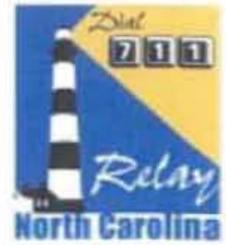
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	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Compliments	2	0	2	1	0	0	3	3	0	4	3	0	18
Complaints	2	8	7	9	8	6	6	6	7	7	3	3	72
Comments & Questions	277	233	200	184	236	171	209	203	358	436	435	302	3,244
Totals	281	241	209	194	244	177	218	212	365	447	441	305	3,334



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Supporting Team Members:

Telecommunications Access of North Carolina

Linda Nelson – TANC Administrator

Christine Burlison – Administrative Assistant

Tina Spearman – Administrative Assistant

Michael Lozynsky – TEDP Coordinator

Ginger Jones - Program Assistant

NC Utilities Commission

Joanne Sanford – Chairperson, NC Utilities Commission

Kendrick Fentress – Attorney, Public Staff

Sprint Government System Division (GSD)

Tony D'Agata - Vice-President & General Manager - Sprint GSD

Mike Ligas – Director, Business Development - Sprint GSD

Mike Ellis – Director, TRS Sales - Sprint GSD

Business Service Operations

TRS Operations

Mike Reilly - Director of TRS Operations

Ron Peay - Manager Vendor Sub-Contracts

David Lile - Manager Force Management

Mary Cole - Manager Training

Billing

Amy Wagner - Billing Analyst



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Engineering

Brenda Vair - Team Leader, TRS Design & Development

Pat Baxter – Manager, Test & Implementation

Delwin Coleman - Regional Manager, System Maintenance

John Griffiths - Network & Architecture

Business Service Operations

Marketing

Andy Leffler - Account Manager

Paul Rutowski – Eastern Regional Customer Relations Manager

Angie Officer - Program Manager

Paul Ludwick - Senior Product Manager

Sales

Andrew Lange – Senior Government Account Manager

Contracts

Don Rawlings - Senior Contract Administrator

Relay Ambassador Program (RAP)

Speech-to-Speech (STS)

Carolina Computer Access Center – Judy Timms, Stephanie Beers, Lynn Koch, Grace Williams and Allison Schilling.

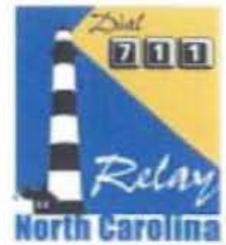
Voice Carry Over (VCO)

TASCI Assistive Systems – John and Joan Black



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Outreach and Marketing



One of Sprint and TANC's primary goals is to increase the awareness of Relay North Carolina users, as well as the general public. The Sprint Account Management and NC TANC Administration exhibited booth or participated at the following conventions/events during the year of 2002:

2002 Relay North Carolina Outreach Activities Report			
Date	City	Event	Attendance
January			
17 (VCO RAP)	Chapel Hill	Challenges of Geriatric Practice	144
February			
21	Chapel Hill	NC Augmentative Communication Association	150
21-22	Charlotte	NC Speech, Hearing & Language Association	500
22	Greenville	ECU Audiologist/Speech Pathologists Training Program	250
March			
7	Charlotte	Carolina Computer Access Center Technology Fair	200
11 (VCO RAP)	Atlantic Beach	NC Alliance of Information and Referral Service	60
12	Wilson	Tenth Anniversary Relay NC Celebration	400
13	Raleigh	Tenth Anniversary Relay NC Celebration	100
14	Morganton	Tenth Anniversary Relay NC Celebration	500
April			
4-6	Raleigh	Break Out VIII National Conference	300
9-11	Greensboro	NC Association of Community based ICF/MR Providers	400
11	Raleigh	Small Business Expo	5,000



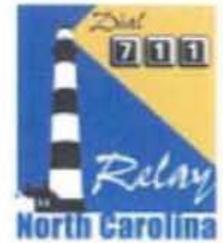
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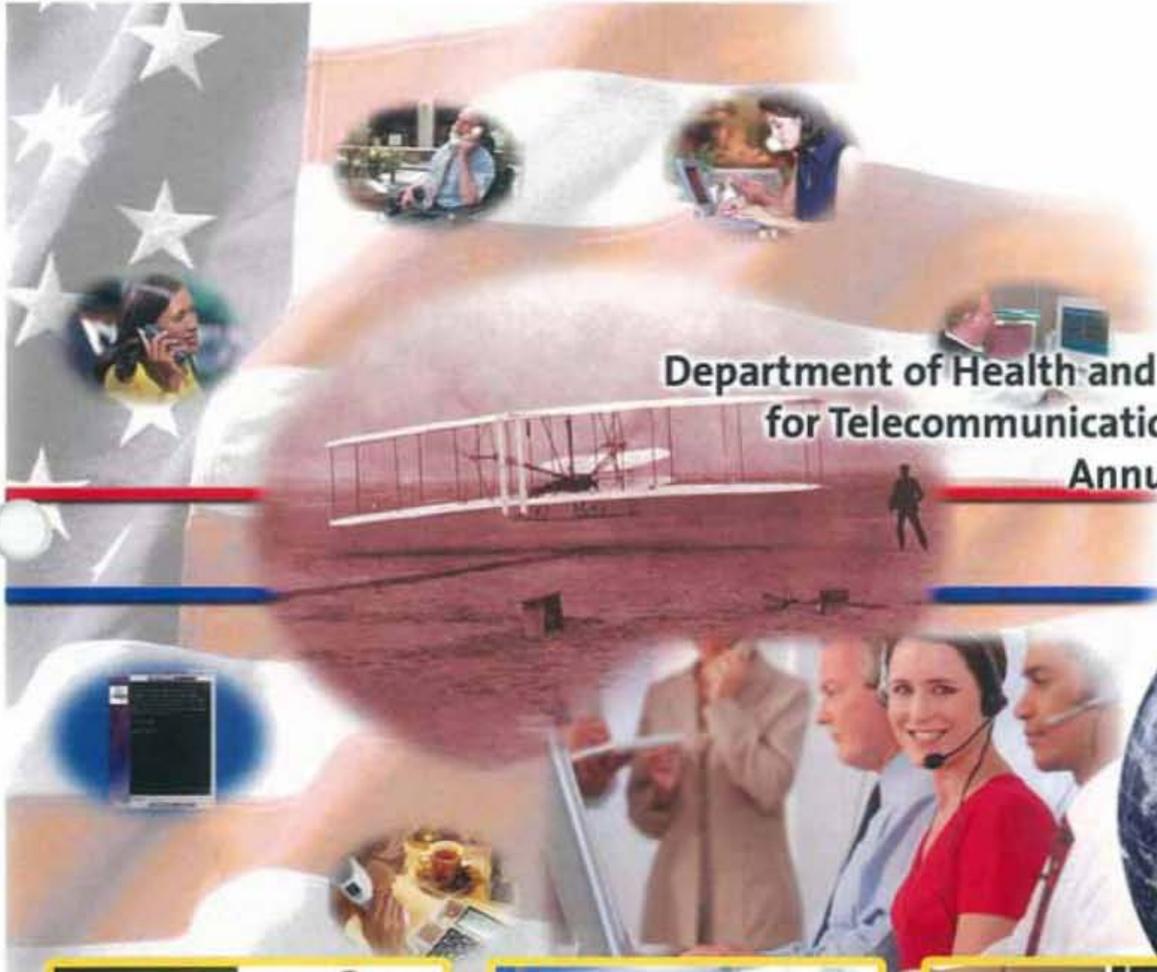
2002 Relay North Carolina Outreach Activities Report			
Date	City	Event	Attendance
17-19	Winston-Salem	NC Speech, Hearing & Language Association (Spring Conference)	500
19 (VCO RAP)	Wrightsville Beach	NC Association on Aging	50
May			
5-6 (VCO RAP)	New Bern	Craven Retirement Expo	5,000
7	Raleigh	Golden Jubilee Senior Expo	2,500
10-11	Caswell Beach	Deaf Seniors Retreat	100
18	Raleigh	Annual RNC Golf Tournament	55
29 (VCO RAP)	Burlington	National Senior Health and Fitness Day	100
June			
13-15	New Bern	NC Registry of Interpreters for the Deaf	150
28	Wilson	NC Deaf Blind Association	75
July			
8-12	Washington DC	Deaf Way II	12,000
August			
20-21	Raleigh	NC AAMR	150
September			
9-10	Greensboro	NC Conference on Exceptional Children	1,400
12 (VCO RAP)	Elizabeth City	Aging with Gusto Extravangza	150
12-15	Morganton,	NC School for the Deaf Homecoming	500
21	Wilmington	Deaf Awareness Fair	100
26-28	Greensboro	NC Speech, Hearing & Language Association (Fall Conference)	150
October			
2-4	Raleigh	NC Rehabilitation Association	150
9	Winston-Salem	Disability Resource Fair	300
16	Greenville	Deaf Awareness Event	60
18-27	Raleigh	NC State Fair	3,800



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2002 Relay North Carolina Outreach Activities Report			
Date	City	Event	Attendance
29	Wilson	Eastern School for the Deaf Homecoming	150
29-31	Greensboro	NC Division of Aging Conference	600
November			
1-2	Raleigh	NC Assistive Technology Project Expo	600
8	Raleigh	Triangle Down Syndrome Association	50
13-15	Charlotte	NC Association of County Directors of Social Services	400
13-15	Raleigh	NC School Counselors Association	900
December			
2-5	Greensboro	NC Education Technology Conference	2,000
9-11	Pinehurst	NC Council of Community Programs	700



**North Carolina
Department of Health and Human Services
for Telecommunications Relay Service
Annual Report - 2006**



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Dear Relay North Carolina Consumers,

In 2006, Sprint once again delivered the **best Relay Services in the market!** Sprint continued to provide the **highest quality services, dedication and commitment that the State of North Carolina** has come to expect. Our partnership with NC has been interactive rather than reactive. Sprint has continued to provide our Traditional Relay Services, including: TTY to Voice, Voice to TTY, Speech to Speech, Voice Carry Over, and CapTel. Sprint has continued to not only meet, but **exceed the requirements put forth by the State.** We also received positive feedback and input from our consumers. Our 2006 road show demonstrated that our consumers are pleased with our products. As always, Sprint is grateful to be granted the opportunity to continue **providing North Carolina superior Telecommunication Relay Services.**

Sprint and the Division of Services for the Deaf and the Hard of Hearing, (DSD/HH) continue to share the same visions: to hold customer satisfaction as our top priority and to provide stellar services. This year we had the opportunity to work jointly in establishing a Road Tour. Sprint and the DSD/HH have strived to increase awareness of all telecommunication services for Deaf, Hard of Hearing, Speech Disabled and Deaf Blind consumers. The Telecommunications Access of NC (TANC), which includes the NC Equipment Distribution program, Hearing Aid Distribution Program, and Emergency Equipment Distribution Program, has worked closely with Sprint to collaborate in marketing Relay NC throughout the state.

Sprint and the DSD/HH not only shared the same vision, but this year both also relocated. The Division has been relocated from Chapanoke Drive to Navaho Drive, while the Sprint Relay offices were moved from Atlantic Avenue to Wake Forest Road.

The Division, along with the Raleigh Regional Center, had an open house with many consumers, professionals and government agency representatives in attendance. This was a great opportunity for people to learn where the Division is and it gave people an opportunity to see their new offices.





Location of Relay NC and CapTel Account Managers new office

The DSD/HH, along with the Telecommunications Access of NC (TANC), worked hand in hand with Sprint Relay this year to help our students in the schools for the Deaf. We held a writing contest with the students at the Eastern NC School for the Deaf in Wilson and the NC School for the Deaf in Morganton. All students were given the opportunity to participate in a writing contest about how Relay is able to help them with their everyday lives. This was an opportunity for the students at both schools to compete on an even playing field. The contest was divided into Elementary, Middle and High school levels, where the student winners would receive a free laptop computer. This was a marvelous experience and the students really got involved.



Eastern NC School for the Deaf



- • • • • Struggling to understand?
- Tired of asking what they said?
- Need a solution? • • • • •

Using the phone is now easier than ever!

CapTel!
Captioned Telephone

Sounds perfect!
I'll be there.
I love you too!

Easy as 1 • 2 • 3



1 Pick up the phone and dial the other party's number.

2 Converse normally.

3 As you listen to the conversation, read the captions on your phone screen.

For more information, contact:



Kim Calabretta,
Account Manager / NC CapTel
kim.m.calabretta@ncspsprint.com
www.relaync.com

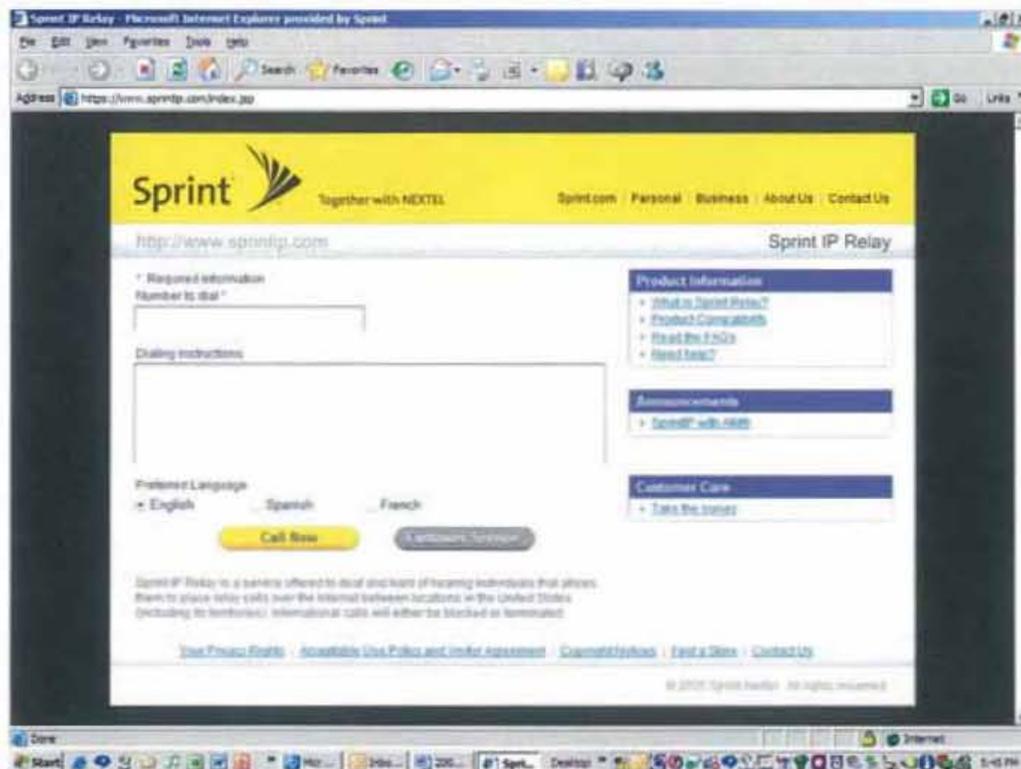
WCI's contact number:
1-800-233-6130 (Voice/TTY)
10:00 AM - 8:00 PM (EST)



Copy of the Advertisement

In order to promote Relay NC and all the services that are provided as part of the 711 surcharge funds, the DSD/HH launched a big, brand new Public Service Announcement (PSA) campaign which continued all year long. In fact, part of the campaign continues today. This year's public service announcements consisted of around 24 billboards, 1900+ advertisements on public and cable television stations, promotions at the movie theatre, and interviews on various television stations to talk about Relay NC, the NC Telecommunications Equipment Distribution Program, the NC Emergency Equipment Distribution Program, and the NC Hearing Aid Distribution Program. The campaign also provided an opportunity to share information on other sister agencies, such as the Office of Educational Services, the Department of Public Instruction, and the Division of Services for the Blind. The PSAs continue to help generate awareness of these programs, along with the additional benefit of bringing awareness to the public of the needs of Deaf, Hard of Hearing, Deaf Blind, and Speech Impaired individuals throughout NC.

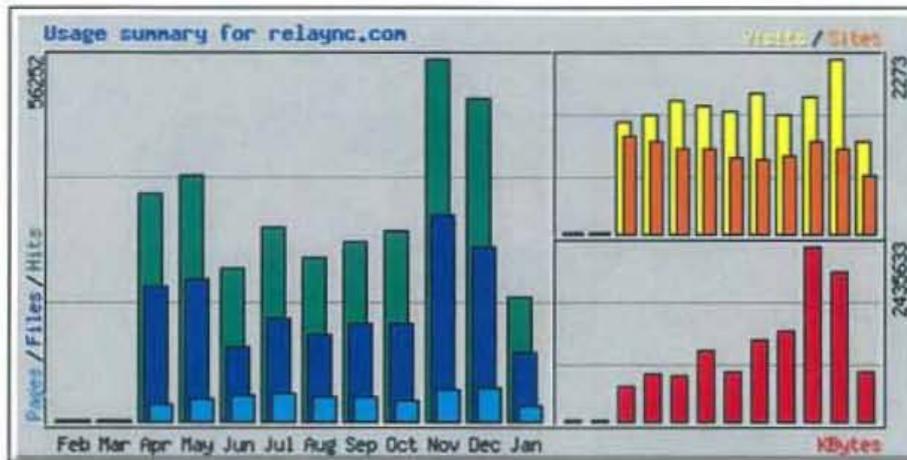
With the PSA, we had 4 opportunities to do one hour spots on the Statewide Public Service TV on a show called "Open Net". This show talks about what the Government can do for you. During one of these opportunities, we had a member of our panel who was Speech Challenged. Gary Miner lost his voice box due to smoking 5 packs of cigarettes a day and has had a laryngectomy. He shared his experiences as a person who was unable to communicate effectively and how he depends on Speech aided devices. He explained how he was unable to speak after he had the surgery and how he could not smell or taste. One interesting thing that took place during the interview was that he indicated he didn't like the word "disabled", so we started using the term "Speech Challenged". Information on Sprint IP was shared with the audience for the benefit of consumers who have recently had surgery on their voice box and needed to make calls. I explained how www.SprintIP.com works and how patients could maintain their freedom even when they were unable to talk on the phone.



Speech Impaired individuals can use www.SprintIP.com too!

Another marketing tool we utilized this past year was the Updated Relay NC website, www.RelayNC.com. The website was updated to include pictures from all over NC, from Manteo to Murphy. This website includes open captioned, easily downloaded video clips of various Relay Services available. Another important part of the website are links to other sites where people can download equipment catalogues, applications, Emergency Alert Applications, and hearing aid applications. As in the past, our site allows individuals to visit one centralized website and then go to various links related to hearing loss, including the link for the Division of Services for the Deaf and the Hard of Hearing.

As a result of the promotions that took place, we were able to generate thousands of hits to our web site. To give you an idea, with the new website in 2006, we had 335,312 hits to the web page. Most people were interested in exploring the website - a huge number of people downloaded information. The largest number of hits took place in November - over 56,252 hits. This resulted in 2,435,633 kilobytes being activated. The site has been a prime place for many people to get various TANC applications; as well as obtaining general information on the different Relay Products and services.



www.RelayNC.com

NC continues to provide Relay Conference Captioning (RCC) services to its citizens, and this service continues to grow, slowly yet surely. RCC is a service which allows individuals to participate in conference calls and read what all the other participants say. The call is captioned by a stenocaptionist.



www.NCRelayCC.com