

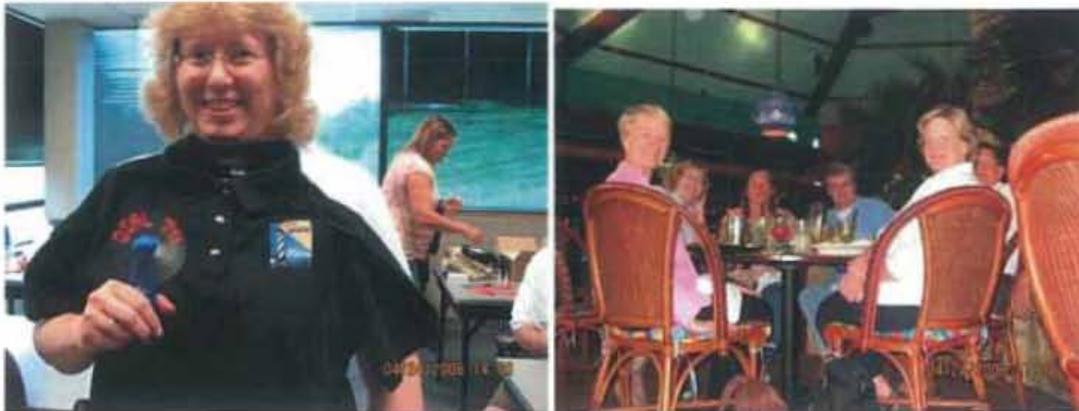
Consumer with a CapTel Consultant

Since the program began in 2004, CapTel has grown and the demand for the phone has reached new heights. The CapTel Consultants have become an integral part of assisting the Regional Centers by covering counties and providing home visits to show people the phone. Training sessions for the consultants are held to ensure everyone is up to date with new information as well as able to discuss the progress of the program



CapTel Consultants in Training

The DSD/HH has worked closely with the NC CapTel Account Manager to help promote CapTel through the use of the Regional Centers and staff, exhibits such as Golden Jubilee, Health Fair and State Fair. Organizations such as HLAA were utilized through presentations as well as website exposure to keep CapTel in the mainstream for Hard of Hearing populations.



CapTel Consultants in Training

During 2006, 873,727 minutes of use were contributed to CapTel services. This program continues to grow and the number of calls has exceeded 314,000. This is a huge jump from last year when there were 464,902 minutes used.



NC was host to the Deaf Nation Expo on April 1st, 2006. The event took place at the Greensboro Coliseum and there were approximately 3000 attendees. TANC was able to give out boxes and boxes of shirts to people who stopped by the booth to check out the services available to them from the the DSD/HH. At the TANC exhibit, several individuals applied for various types of equipment, including the Emergency Alert System provided by the NC Emergency Equipment Distribution Program.



Copy of the Print on the shirts given out at Deaf Expo

Sprint  Contact me through
Sprint Video Relay

Kevin Earp

CALL (800) 467-6190

Thanks for calling me! • www.sprintvrs.com

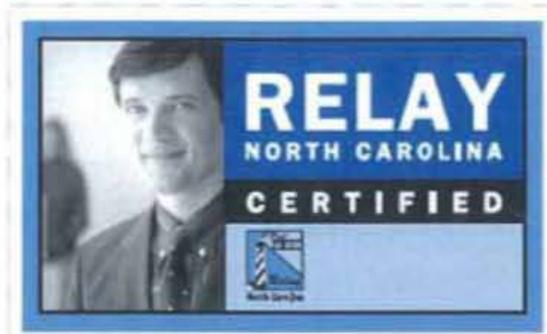
My personal 1 800 number!!

As you can see, there is no extension number required; all a person dials is a simple 1-800 number. If the deaf person is not available to answer the call, the person calling can leave a "Video Mail" message, which is the same as voice mail but is in sign language. With this service, individuals can receive messages in video format instead of voice, giving deaf people access to "voice mail" which the hearing population benefits from.

Another huge event was "Road Tour 2006" – Sponsored by Relay NC and TANC. This was our biggest event and it took place all over NC. For the Road Tour, Relay NC and TANC worked hand in hand to promote all our services.



We set up "shop" in 7 different cities and 2 schools for the deaf – touching each of the 7 Regional Centers' respective cachement areas. Information about TRS, CapTel, NC Relay Conference Captioning, Sprint IP, Sprint VRS, NCTEDP, NCEEDP, and the NC Hearing Aid Distribution Program was shared and meals were served to those in attendance. These town hall meetings took place in Morganton, Asheville, Charlotte, Raleigh, Winston Salem, Fayetteville, and Kinston.



This is your RELAY NORTH CAROLINA CERTIFICATION DECAL. It is easy to apply! Just peel it off the backing sheet and place it on the inside of a glass door or window. It adheres by static cling. People who are deaf, hard of hearing or who have a speech disability in North Carolina can now see at a glance that you are a RELAY-FRIENDLY BUSINESS. Thank You!

“Don’t Hang Up” kits have continued to be distributed throughout NC to various businesses, agencies, and individuals to educate them about not hanging up on Relay NC Consumers. Many agencies and business have received these kits. During our Road Show consumers were given the opportunity to get kits and give them out when they meet with individual business, doctors, etc.

One of Relay NC’s most valuable assets has been our Relay Ambassador Program – RAP. This program exists to help promote all of our services throughout NC, especially Speech to Speech (STS) and Voice Carry Over (VCO). The two areas are some of the most difficult markets to educate, so our STS and VCO “rappers” have been out in the community promoting these unique services, along with the other programs that Relay NC provides. Our RAPs have also provided training to various consumers in the untapped areas of NC. Our ambassadors share information on Relay NC and the programs under TANC, including the Equipment Distribution Program, Emergency Alert Program and the Hearing Aid Distribution Program. Our RAPs provide workshops, one-on-one training sessions, presentations and exhibit booths as ways of educating individuals.

Our ambassadors for Relay NC consist of the Carolina Computer Access Center, the NC Assistive Technology Project, and TACSI Assistive Systems. These are the VCO and STS Ambassadors, which cover services from Manteo to Murphy. These ambassadors also educate consumers about TRS and CapTel. The RAPs are trained and equipped to customize the information shared to fit the individual customer’s needs. This program has resulted in outstanding relationships and a team effort has developed between everyone involved to ensure consumers receive the top quality services that they deserve.



The ongoing leadership from the DSD/HH reflects on NC as an outstanding state for our Deaf, Hard of Hearing, Deaf Blind and Speech Impaired citizens. It is a state that is proud of its leadership, which is exemplified by the way America views NC and its progressive leadership in the Relay Community. As we have mentioned in the past, without the outstanding leadership that the DSD/HH provides, Relay NC would not be where it is today.

The involvement of the DSD/HH Staff, including all of the TANC staff and the Regional Resource centers, have been involved in over 90 exhibits, many workshops, presentations and educational opportunities to our NC citizens. These opportunities impacted individuals from all walks of life including professionals, leaders, consumers, and politicians as well. The success of the PSA helps to bring awareness to everyone and results in an educated consumer.

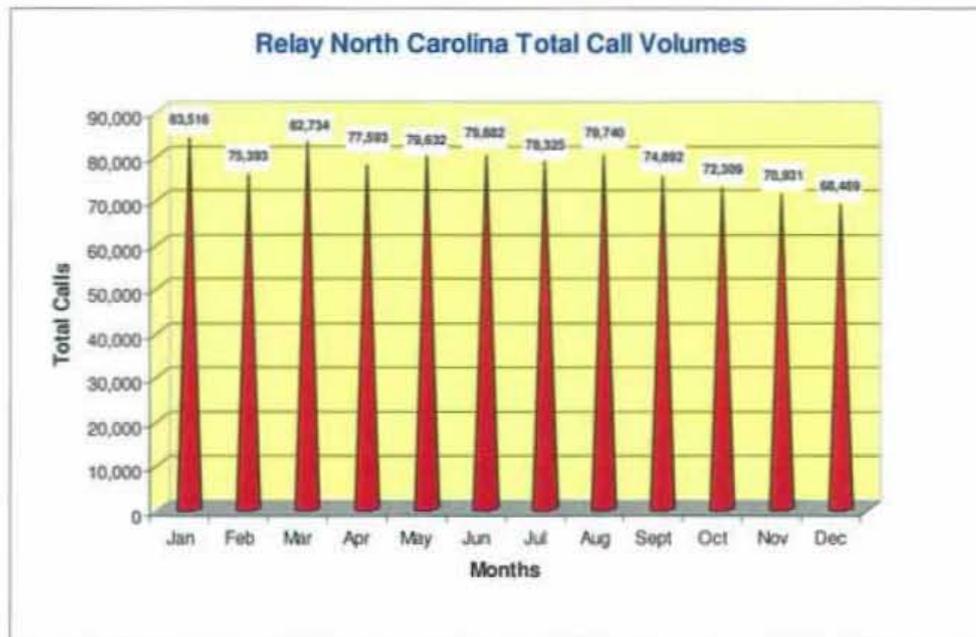
Sprint would like to extend a sincere note of thanks to the Division of Services for the Deaf and the Hard of Hearing, all of the Regional Resource Center staff, and the many individuals that have partnered with us to provide top quality Telecommunications Relay Services for the fine citizens of North Carolina. We could not have done it without their support.

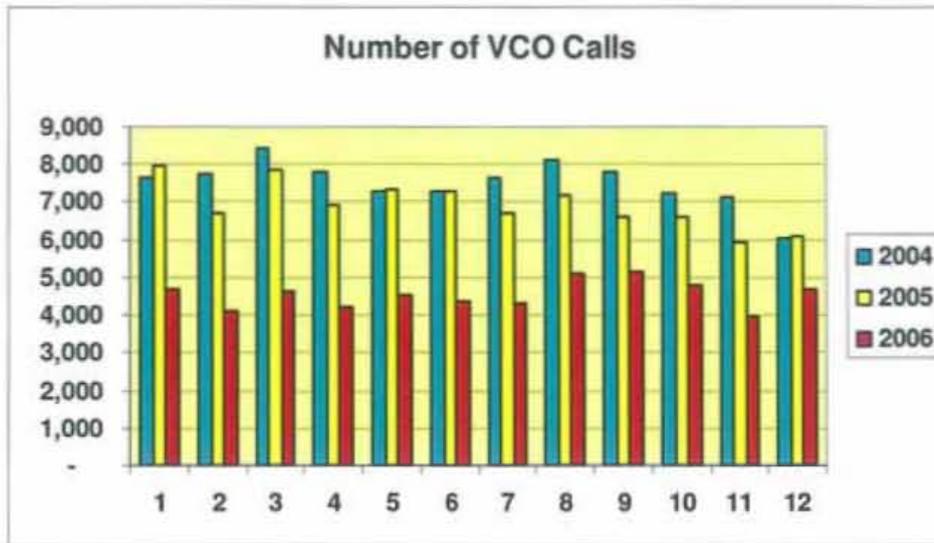
Relay

NORTH CAROLINA STATISTIC REPORT

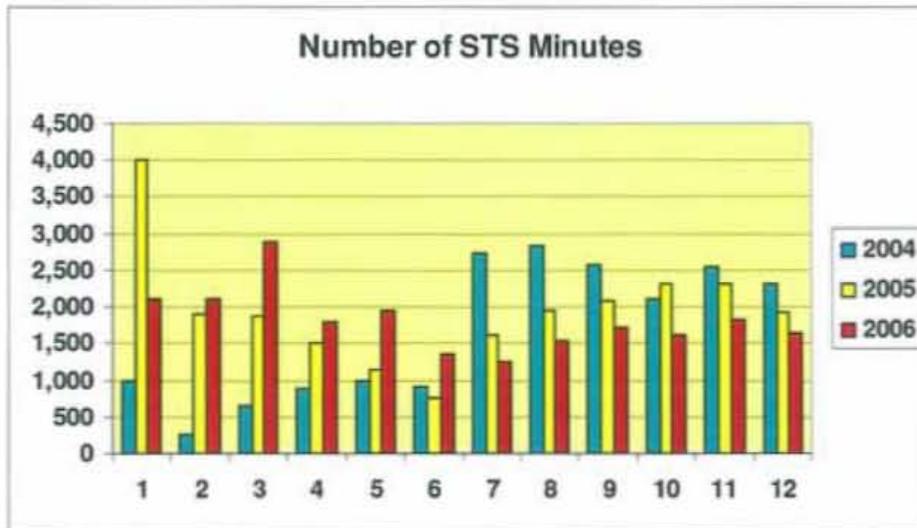
Total Relay NC Outbound Calls

These charts indicate the trends of annual call volume. The numbers reflect the availability and usage of the technology that is provided by Relay NC and Sprint. The state of North Carolina, with continuing support from Relay NC, TANC Administration and Sprint's Relay Ambassador Program, will continue to perform proactive outreach and educational activities throughout the state. As indicated earlier, Session minutes continue to show a decline over the past 2 years. This is the result of more consumers utilizing alternative modes of communication, such as email, VRS, wireless pagers, fax machines or online services.

Traditional Relay North Carolina Service (including TTY, Voice, VCO, HCO, and STS)

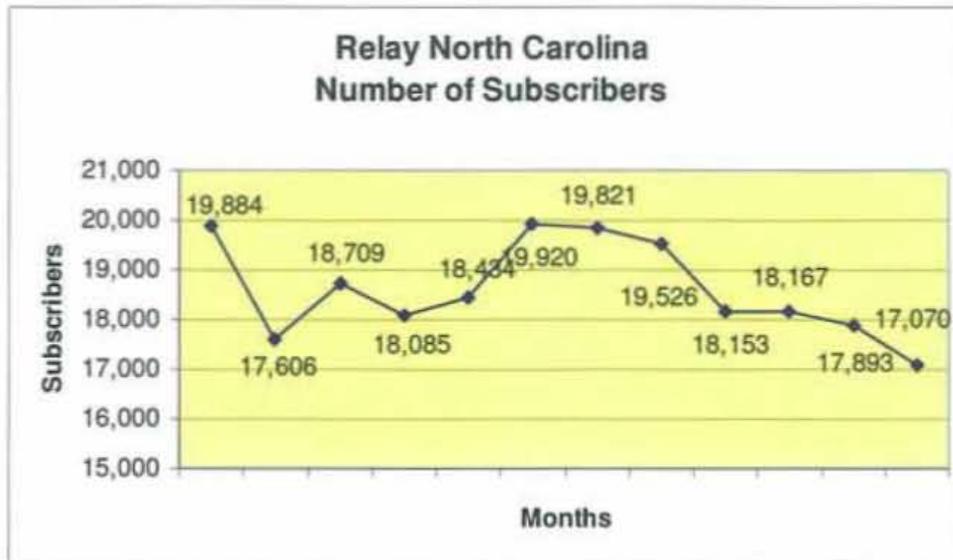


Total Speech to Speech (STS) Minutes



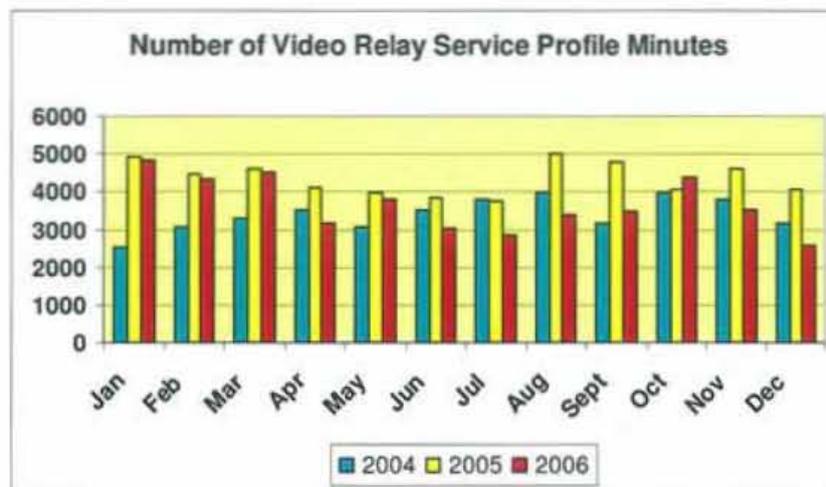
Speed of Answer

This chart illustrates that Sprint exceeded the speed of answer requirement throughout the year. Speed of answer identifies the number of seconds required to answer a call. The daily requirement is 90 % of all calls to be answered within 10 seconds, and 3.3 seconds as the Average Speed Answered (ASA). This year's ASA was 2.09 seconds, with 94% of calls answered within 10 seconds.



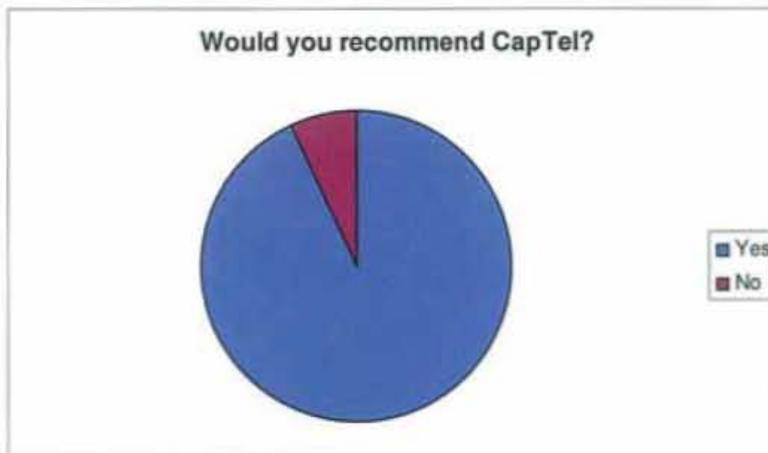
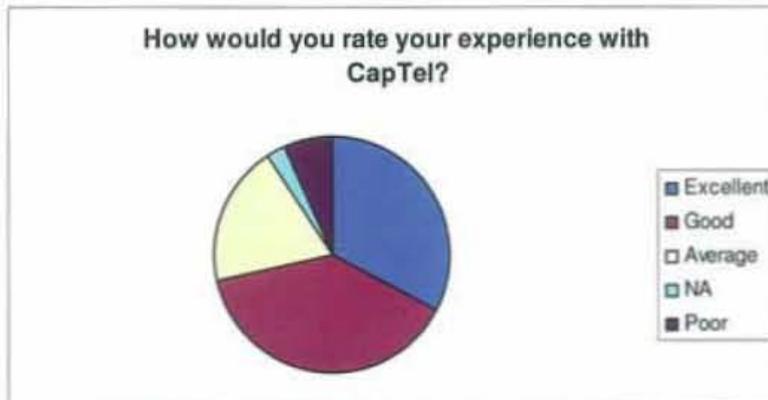
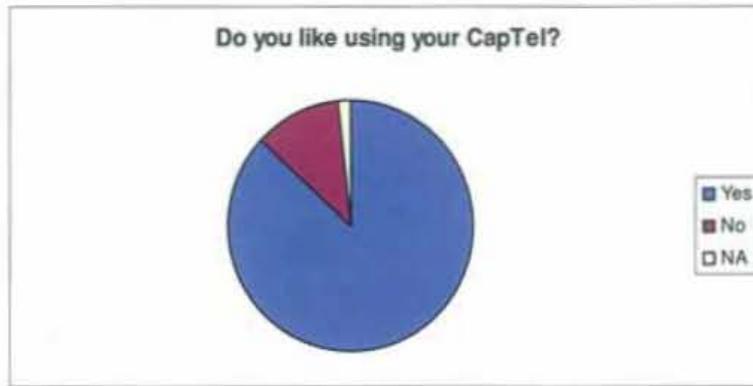
Video Relay Services in North Carolina

In 2003, Sprint Relay launched 2 new telecommunications products - Sprint Relay Online and Sprint Video Relay Service. Sprint Video Relay Service allows consumers to use their native language, American Sign Language, to place Relay calls with a web camera or videophone. The popularity and usage of this service has increased over the course of the past year. This service is paid for by the NECA fund, and that has contributed to the high level of competition in this product arena. At the present time there are approximately 12 VRS providers in the United States. With this service being funded by the FCC, it is an open market.



Sprint Relay Online (Internet Relay)

This product involves the use of a computer and the internet to connect to and use Relay. Internet Relay mirrors Traditional Relay services except for the mode of connection. Many NC consumers used to access the service at www.Sprintrelayonline.com. This past year the internet address was changed to www.SprintIP.com to make it easier for customers to remember. Sprint IP via AOL Instant Messaging has been added, as well as Sprint IP Wireless on Blackberrys and Sidekicks.



Relay Conference Captioning

NORTH CAROLINA CUSTOMER SERVICE CONTACT DATA

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 Relay information materials
- + Receiving customer suggestions, comments and complaints

Each request from a relay user is given full attention and every effort is made to satisfy the customer. The following chart illustrates the number and call types that were received from customer requests including commendations, complaints and information requests.

Recent statistics have shown that TTY users produce the greatest number of complaints. Voice users are second followed by VCO users.

The most frequent type of complaints are: Communications Assistant (CA) did not follow customer instructions, technical problems, and CA did not relay the calls properly. The most frequent commendations Relay NC users made about the relay was the CA did a great job relaying the call. Follow-up calls to the complainants often reveal the user's misunderstanding of the process involved during the call. This information is shared with the FCC on a yearly basis.

CUSTOMER CONTACTS													TOTAL
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
Complaints	2	2	15	10	5	3	2	5	4	0	2	2	52
Commendations	6	1	2	4	1	4	5	1	7	1	4	6	42
Inquiries/Other	310	230	269	269	69	541	322	332	338	259	327	552	3818

Division of Services for the Deaf and the Hard of Hearing

- ✦ Jan Withers – Director

Telecommunications Access of North Carolina

- ✦ Pamela Lloyd – Telecommunications Relay Services Administrator
- ✦ Tina Spearman - Administrative Assistant
- ✦ Tom Kuszaj – TEDP Coordinator
- ✦ Gary Cain – Program Assistant
- ✦ Phillip Woodward – Program Assistant
- ✦ Larry Smolick – Telecommunications Specialist – Charlotte Office
- ✦ Futurea Patterson – Telecommunications Specialist – Greensboro Office
- ✦ Russell Senter – Telecommunications Specialist – Morganton Office
- ✦ Linda Nelson – Telecommunications Specialist – Raleigh Office
- ✦ Alex Velez – Telecommunications Specialist – Wilson Office
- ✦ Archie Rivenbark – Telecommunications Specialist – Wilmington Office

Public Staff 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 – Assistant Vice President – Sprint TRS
- ✦ Paul Ludwick – Director, Business Development – Sprint TRS
- ✦ Mike Ellis – Director, TRS Sales - Sprint TRS

Business Service Operations**TRS Operations**

- ✦ Lori Lockhart - Director of TRS Operations
- ✦ Ron Peay - Manager Vendor Sub-Contracts
- ✦ Mary Cole - Manager Training

Billing

- ✦ Al Strayhall - Billing Analyst

Engineering

- ✦ Ron Edwards – Manager, Test & Implementation
- ✦ Delwin Coleman - Regional Manager, System Maintenance

Relay

NORTH CAROLINA OUTREACH AND MARKETING

One of Sprint's primary goals is to increase the awareness of Relay North Carolina to consumers, as well as the general public.

The Sprint Account Management and NC TRS Administration exhibited at the following conventions/events during the year of 2006:

2006 RELAY NORTH CAROLINA OUTREACH ACTIVITIES REPORT				
Dates	Location	Conventions/Event	Attendance	Booth Attendees
January				
Jan 26- 29	Wilson	Boys Mason Dixie Basketball Tournament	700	700
February				
Feb 10	Greensboro	Black History Expo	8000	1000
Feb 17, 18	Chapel Hill	Health of Emerging Generations, Program on Aging (TASCI)	150	150
Feb 18-22	Wrightsville Beach	Fire & Life Education Conference	300	300
Feb 23-24	High Point	NC Augmentative Comm. Conf.	300	200
March				
Mar 5-7	Southern Pines	Clinical Update Conf.	300	100
Mar 9	Charlotte	Spring Senior Wellness Fair	150	125
Mar 9	Wilmington	NC Council for Exceptional Children Mayor's Committee on Disabilities, Information Expo	300	75
Mar 13, 14	Jacksonville	25th Statewide Conf. on Child Abuse & neglect	500	350
Mar 21-22	Durham	Annual Health Fair	200	50
Mar 23	Cary	NC Assoc. for Educational Comm. And Tech.	125	125
Mar 23-24	Charlotte	Wayne County Senior Games – Health Fair/Open House	1500	250
Mar 30	Goldsboro		125	125
April				
Apr 1	Greensboro	DeafNation	3000	2000
Apr 1	Raleigh	Women's Empowerment	5000	400
Apr 4-6	Greensboro	NC Assoc. of Community based ICF/MR & Cap Srv. Prvdrs	200	50
Apr 6	Raleigh	Business Expo	5000	500
Apr 8-9	Wilmington	Azalea Festival	200,000	500
Apr 19	Charlotte	Central Piedmont Community College ITP	28	28

2006 RELAY NORTH CAROLINA OUTREACH ACTIVITIES REPORT				
Dates	Location	Conventions/Event	Attendance	Booth Attendees
Aug 28-29	Madison, Wisc	CapTel Training	2	2
Aug 30	Sanford	4 th Annual Baby Boomer Senior and Caregiver Expo (TASCI)	2500	500
Aug 30	Charlotte	Road Tour 2006 in Charlotte	85	85
September				
Sept 8-9	Morganton	Historic Morganton Festival	4000	200
Sept 9	Wilson	Eastern NCSD Homecoming	400	350
Sept 9	Hertford	Indian Summer Festival	1000	200
Sept 9-10	Raleigh	La Fiesta del Pueblo	2000	300
Sept 10-14	Wilmington	NC National Emergency Number Association (NENA) Annual Conference	500	300
Sept 15-16	Charlotte	ASL Festival	200	125
Sept 15-16	Charlotte	ASLTA Conference	50	50
Sept 16	Jacksonville	Women's Expo (no staff available)	n/a	n/a
Sept 20	Chapel Hill	Orange County Human Service Fourm	125	125
Sept 21	Havelock	Deaf, Deaf World	50	50
Sept 22	Havelock	Silent Dinner	25	25
Sept 22	Wendell	Eastern Wake Senior Center Health Fair	100	30
Sept 26	Greenville	Hard of Hearing Support Group	15	15
Sept 28	Sanford	NLee County Enrichment Center (TASCI)	15	15
Sept 29-Oct 1	Greensboro	Southern Women's Show	5000	1000
Sept 30	Raleigh	Road Tour 2006 in Raleigh	65	65
Sept 30	Raleigh	NC Deaf Black Advocates Annual Cookout	175	175
October				
Oct 2	Greenville	Disability Awareness Fair	325	275
Oct 5	Nashville	Nash County's 6 th Annual Health Fair (TASCI)	30	30
Oct 7	Kinston	Road Tour 2006 in Kinston	65	65
Oct 8	Wilmington	NBC Health Fair	200	75
Oct 12	Spindale	Rutherford County Health Fair (TASCI)	20	20
Oct 13-22	Raleigh	NC State Fair	785,956	3,908
Oct 14	Rocky Mount	25th Annual Down East Festival	2000	80
Oct 16-17	Chapel Hill	NC Rehabilitation Association 51st Annual Training Conference	140	50

Relay North Carolina Traffic Report

FY-2006



To: Pamela Lloyd - TRS Administrator
 DSDHH, 319 Chapanoke Road - Suite 108
 Raleigh, NC 27603

From: Kevin Earp, Account Manager
 3261 Atlantic Ave, Suite 216
 Raleigh, NC 27604

2006 TOTAL CALL VOLUME

Inbound	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TOTAL	AVERAGE
TTY	17,259	15,296	16,862	15,626	15,776	15,738	15,739	16,685	15,304	15,138	15,188	15,474	190,085	15,840
Turbo Code	14,906	14,197	15,376	13,710	14,412	14,375	14,073	14,082	13,472	12,366	11,508	10,899	163,376	13,615
ASCII	58	33	26	29	27	30	78	102	85	73	80	35	656	55
Voice	25,054	21,851	24,165	23,867	24,255	25,327	25,802	24,361	22,874	22,641	23,138	21,666	285,001	23,750
VCO	4,662	4,118	4,626	4,221	4,550	4,379	4,307	5,074	5,157	4,807	3,976	4,674	54,551	4,546
HCO	1	2	1	0	2	1	2	-	4	3	2	1	19	2
DIB ASCII/TTY	6	1	2	2	0	2	9	2	5	2	0	2	33	3
STS	1,026	1,075	1,326	406	456	499	478	504	514	474	707	469	7,934	661
TOTAL	62,972	56,573	62,384	57,861	59,478	60,351	60,488	60,810	57,415	55,504	54,599	53,220	701,655	58,471
Spanish	53	84	73	65	62	72	79	65	69	94	123	109	948	79

% PERCENTAGE OF CALLS

AVERAGE

TTY	29.20%	28.6%	30.0%	29.5%	29.0%	27.7%	26.8%	27.3%	28.36%	29.4%	30.0%	31.29%	0.29
Turbo Code	40.92%	41.6%	40.2%	39.6%	40.3%	41.8%	40.8%	40.6%	39.02%	37.3%	37.1%	35.84%	0.40
ASCII	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.02%	0.0%	0.0%	0.01%	0.00
Voice	19.83%	19.3%	19.6%	20.6%	20.7%	20.3%	22.0%	19.8%	19.92%	20.6%	21.7%	19.81%	0.20
VCO	11.06%	10.6%	10.2%	10.1%	10.0%	10.1%	10.4%	12.3%	12.72%	12.7%	11.2%	13.20%	0.11
HCO	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.00%	0.0%	0.0%	0.00%	0.00
DIB ASCII/TTY	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.00%	0.0%	0.0%	0.00%	0.00

TOTAL NUMBERS OF OUTBOUND CALLS

TOTAL

AVERAGE

Local	36,618	33,516	37,309	35,361	35,276	35,010	34,278	34,217	32,977	31,330	29,750	29,446	405,088	33,757
IntraLATA	783	812	896	886	1,093	579	603	772	732	612	787	655	9,210	768
InterLATA	1,855	1,902	2,167	1,913	2,466	1,957	1,778	1,789	2,022	1,781	1,666	1,680	22,976	1,915
Interstate	2,528	2,374	2,669	2,433	2,538	2,639	2,542	2,709	2,682	2,547	2,062	2,179	29,902	2,492
General Assist.	22,861	19,580	21,576	20,374	20,979	23,238	23,674	24,147	21,857	21,365	21,761	20,965	262,377	21,865
Toll Free	3,570	3,472	3,639	3,267	3,471	3,190	2,792	3,035	2,819	2,693	2,623	2,710	37,281	3,107
Directory Assist.	189	224	173	163	169	161	206	264	168	169	148	252	2,286	191
900 Access	-	0	0	0	0	0	0	0	0	0	0	-	0	0
International	13	2	1	4	3	8	17	8	3	5	10	2	78	6
Marine	0	0	0	0	0	0	0	0	0	0	0	-	0	0
Other	0	1	0	0	0	0	0	0	0	0	0	0	1	0
Busy/No Answer	15,099	13,510	14,304	13,192	13,637	13,100	12,435	12,799	11,632	11,807	12,124	10,580	154,219	12,852
TOTAL	83,516	75,393	82,734	77,593	79,632	79,882	78,325	79,740	74,892	72,309	70,931	68,469	923,416	76,951

MINUTES OF SERVICE
TOTAL AVERAGE

Total Minutes	254,043	234,945	263,796	232,456	236,972	225,917	226,985	237,409	223,006	216,324	209,620	210,751	2,774,225	231,185	
Local	157,874	146,003	161,074	145,714	145,573	140,679	140,679	143,803	135,445	133,627	128,495	126,605	1,705,572	142,131	
IntraLATA	4,043	3,945	4,415	3,828	4,661	2,652	2,733	3,538	4,019	2,996	3,554	3,285	43,669	3,639	
InterLATA	9,256	10,583	11,867	10,569	12,634	9,803	9,268	10,165	9,977	9,472	8,609	9,243	121,649	10,137	
Interstate	16,908	14,587	17,512	14,325	15,809	14,833	15,962	16,157	15,963	15,383	13,136	14,366	184,982	15,415	
General Assist.	12,447	10,037	11,062	10,731	10,668	12,141	12,906	13,078	12,148	11,752	12,470	11,478	141,118	11,760	
Toll Free	36,734	33,918	40,277	32,755	34,030	31,160	30,243	34,590	31,084	29,193	28,706	29,535	392,227	32,686	
Directory Assist.	639	782	578	570	565	583	710	925	624	669	545	869	8,060	672	
900 Access	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
International	62	34	17	23	19	121	160	61	11	20	57	12	600	50	
Marine	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Other	0	1	0	0	0	0	0	0	0	0	0	0	1	0	
Busy/No Answer	16,080	15,052	16,993	13,940	14,612	13,944	14,301	15,091	13,734	13,211	13,847	15,336	176,343	14,695	
TRS Session Mins	254,043	234,945	263,796	232,456	238,972	225,917	226,983	237,409	223,006	216,324	209,620	210,751	2,774,221	231,185	
STS Session Mins	2,111	2,110	2,676	1,800	1,940	1,343	1,242	1,530	1,710	1,610	1,811	1,629	21,713	1,809	

NUMBER OF INBOUND CALLS
TOTAL AVERAGE

Offered	57,246	57,321	63,222	60,239	61,445	62,248	61,517	61,440	58,084	56,933	55,360	53,714	708,769	59,064	
Answered	55,860	55,498	61,058	57,455	59,022	59,852	60,010	60,306	56,901	55,030	53,892	52,751	687,635	57,303	
In Queue	57,246	57,321	63,222	60,239	61,445	62,248	61,517	61,440	58,084	56,933	53,892	53,714	707,301	58,942	
Abandoned in Queue	1,386	1,823	2,164	2,784	2,423	2,396	1,507	1,134	1,183	1,903	1,468	963	21,134	1,761	
Avg. Weekend	2,138	2,143	2,114	2,071	2,012	2,149	2,053	1,969	2,004	1,841	1,843	1,795	24,132	2,011	
Avg. Weekday	2,922	2,913	2,862	2,844	2,762	2,850	2,752	2,782	2,707	2,533	2,554	2,406	32,887	2,741	

AVERAGE LENGTH OF CALL - INBOUND
AVERAGE

Work time	4.10	4.23	4.32	4.03	4.03	3.77	3.78	3.93	3.97	3.92	3.88	4.98	4.08		
Set-up/Wrap-up	0.50	0.51	0.52	0.51	0.52	0.52	0.53	0.53	0.53	0.53	0.53	0.54	0.52		
Conversation Time	2.80	2.90	2.97	2.73	2.72	2.50	2.50	2.62	2.58	2.63	2.57	2.63	2.68		

AVERAGE LENGTH OF CALL BY TYPE
AVERAGE

TTY	2.98	3.07	3.13	2.98	2.85	2.88	3.10	3.28	2.82	2.85	2.90	3.10	3.00		
Turbo Code	2.85	2.88	3.12	2.83	2.90	2.62	2.75	2.88	2.82	3.03	3.02	2.85	2.88		
ASCII	0.73	16.78	2.85	4.30	4.30	0.00	0.92	0.00	3.83	9.92	0.50	7.00	4.26		
VOICE	2.32	2.23	2.03	1.87	1.92	1.90	1.85	1.95	2.03	1.97	1.95	2.20	2.02		
VCO	3.48	3.58	3.65	3.55	3.50	3.55	3.53	3.40	3.65	3.65	3.57	3.77	3.57		
HCO	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.60	0.00	0.00	0.00	0.13		
DB ASCII/TTY	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.98	0.00	7.40	0.87		
STS	3.13	6.26	5.88	3.90	4.88	3.92	4.69	4.16	4.97	4.24	2.82	2.40	4.27		

SPEED OF ANSWER **AVERAGE**

ASA	2.30	2.20	2.30	2.30	2.50	2.30	2.00	1.90	1.80	2.1	2.2	2.0	2.16
Service Level	92.0%	93%	91%	90%	90%	91%	93%	94%	94%	92.0%	92.0%	93.0%	0.92

CUSTOMER CONTACTS **TOTAL**

Complaints	2	2	15	10	5	3	2	5	4	0	2	2	52
Commendations	6	1	2	4	1	4	5	1	7	1	4	6	42
Inquiries/Other	310	230	269	269	69	541	322	332	338	259	327	552	3,818

SUBSCRIBERS **TOTAL** **AVERAGE**

Nbr of ANIs	19,884	17,606	18,709	18,085	18,434	19,920	19,821	19,526	18,153	18,167	17,893	17,070	223,268	18,606
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TRS COST **TOTAL** **AVERAGE**

TRS Cost	\$194,268.85	\$181,128.18	\$201,766.60	\$179,506.37	\$183,295.41	\$173,314.68	\$173,382.42	\$180,723.05	\$169,955.28	\$164,936.45	\$161,629.77	\$161,360.81	\$2,125,267.87	177,106
Outbound Calls	60,655	55,813	61,158	57,219	58,653	56,644	54,651	55,593	53,035	50,944	49,170	47,502	661,037	55,086
Cost Per Call	\$3.20	\$3.25	\$3.30	\$3.14	\$3.13	\$3.06	\$3.17	\$3.25	\$3.20	\$3.24	\$3.29	\$3.40	\$3.22	3

CAPTEL **TOTAL** **AVERAGE**

Minutes of Svc	61,441	62,581	68,450	63,445	63,829	71,150	71,647	76,519	73,906	85,278	84,933	90,548	873,727	72,811
Call Count	24,245	24,347	25,819	23,636	25,837	24,709	24,322	27,049	25,953	30,187	26,462	30,296	314,862	26,239
CapTel Costs	88,091	89,756	\$95,975.06	\$82,873.94	\$89,835.00	\$79,902.22	88,840	95,092	90,885	104,107	101,981	109,554	1,116,873	93,073
CapTel Acct Mgr				\$25,000.00		\$25,000.00			25,000			25,000	100,000	8,333
CapTel Outreach				\$25,000.00		\$25,000.00			25,000			25,000	100,000	8,333

NC RELAY CONFERENCE CAPTIONING **TOTAL** **AVERAGE**

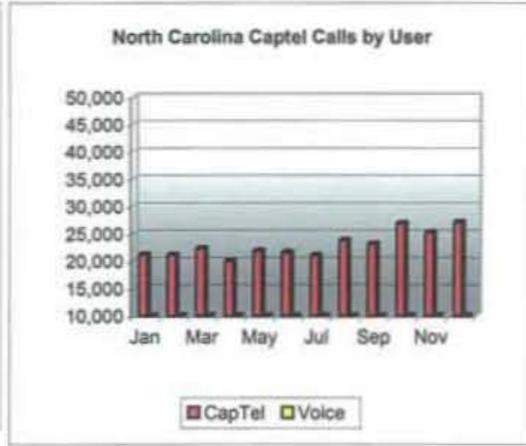
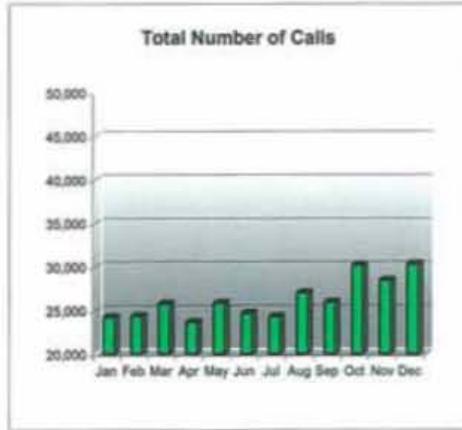
Minutes of Svc	750	2,460	660	210	345	2,340	0	525	525	780	375	387	9,357	780
Number of Calls	7	24	6	2	4	21	0	5	7	9	3	4	92	8
Costs	668	2,189	587	187	307	\$2,082.60		\$467.25	\$467.25	\$694.20	\$333.75	\$387.15	\$8,370.45	698
								Not on bill						

VRS for NC **TOTAL** **AVERAGE**

Minutes of Svc	4,837	4,353	4,501	3,167	3,793	3,009	2,848	3,386	3,480	4,356	3,534	2,574	43,837	3,653
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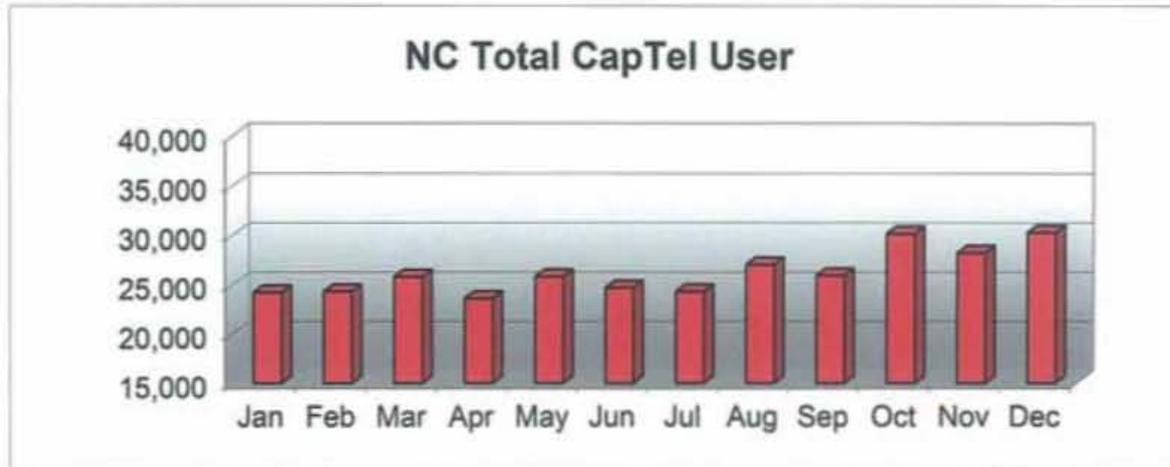
FY-2006 NC CapTel Statistic Charts

Total Number of Calls		Called by CapTel or Voice Caller			Minutes to NC Relay (Seas Min)	
			CapTel	Voice		
Jan	24,245	Jan	21,185	3,060	Jan	57,954
Feb	24,347	Feb	21,111	3,236	Feb	59,049
Mar	25,819	Mar	22,262	3,557	Mar	63,141
Apr	23,636	Apr	19,983	3,653	Apr	74,300
May	25,837	May	21,873	3,964	May	75,397
Jun	24,709	Jun	21,612	3,097	Jun	71,149
Jul	24,322	Jul	21,030	3,292	Jul	71,647
Aug	27,049	Aug	23,802	3,247	Aug	76,519
Sep	25,953	Sep	23,105	2,848	Sep	73,906
Oct	30,187	Oct	26,915	3,272	Oct	85,277
Nov	28,462	Nov	25,236	3,226	Nov	84,932
Dec	30,296	Dec	27,144	3,152	Dec	90,548
Total	314,862	Total	275,258	39,604	Total	883,819



FY 2006 NC CapTel calls

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	%
CapTel	24,245	24,347	25,819	23,636	25,837	24,709	24,322	27,049	25,953	30,187	28,236	30,296	314,636	



Relay North Carolina Traffic Report

FY-2006



To: Pamela Lloyd - TRS Administrator
 DSDHH, 319 Chapanoke Road - Suite 108
 Raleigh, NC 27603

From: Kevin Earp, Account Manager
 3261 Atlantic Ave, Suite 216
 Raleigh, NC 27604

2006 TOTAL CALL VOLUME

Inbound	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TOTAL	AVERAGE
TTY	17,259	15,296	16,862	15,626	15,776	15,738	15,739	16,685	15,304	15,138	15,188	15,474	190,085	15,840
Turbo Code	14,906	14,197	15,376	13,710	14,412	14,375	14,073	14,082	13,472	12,366	11,508	10,899	163,376	13,615
ASCII	58	33	26	29	27	30	78	102	85	73	80	35	656	55
Voice	25,054	21,851	24,165	23,867	24,255	25,327	25,802	24,361	22,874	22,641	23,138	21,666	285,001	23,750
VCO	4,662	4,118	4,626	4,221	4,550	4,379	4,307	5,074	5,157	4,807	3,976	4,674	54,551	4,546
HCO	1	2	1	0	2	1	2	-	4	3	2	1	19	2
D/B ASCII/TTY	6	1	2	2	0	2	9	2	5	2	0	2	33	3
STS	1,026	1,075	1,328	406	456	499	478	504	514	474	707	469	7,934	661
TOTAL	62,972	56,573	62,384	57,861	59,478	60,351	60,488	60,810	57,415	55,504	54,599	53,220	701,655	58,471
Spanish	53	84	73	65	62	72	79	65	69	94	123	109	948	79

% PERCENTAGE OF CALLS

AVERAGE

TTY	29.20%	28.6%	30.0%	29.5%	29.0%	27.7%	26.8%	27.3%	28.36%	29.4%	30.0%	31.29%	0.29
Turbo Code	40.92%	41.6%	40.2%	39.6%	40.3%	41.8%	40.8%	40.6%	39.02%	37.3%	37.1%	35.84%	0.40
ASCII	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.02%	0.0%	0.0%	0.01%	0.00
Voice	19.83%	19.3%	19.6%	20.8%	20.7%	20.3%	22.0%	19.8%	19.92%	20.6%	21.7%	19.81%	0.20
VCO	11.06%	10.6%	10.2%	10.1%	10.0%	10.1%	10.4%	12.3%	12.72%	12.7%	11.2%	13.20%	0.11
HCO	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.00%	0.0%	0.0%	0.00%	0.00
D/B ASCII/TTY	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.00%	0.0%	0.0%	0.00%	0.00

TOTAL NUMBERS OF OUTBOUND CALLS

TOTAL

AVERAGE

Local	36,618	33,516	37,309	35,361	35,276	35,010	34,278	34,217	32,977	31,330	29,750	29,446	405,088	33,757
IntraLATA	783	812	896	886	1,093	579	603	772	732	612	787	655	9,210	768
InterLATA	1,855	1,902	2,167	1,913	2,466	1,957	1,778	1,789	2,022	1,781	1,666	1,680	22,976	1,915
Interstate	2,528	2,374	2,669	2,433	2,538	2,639	2,542	2,709	2,682	2,547	2,062	2,179	29,902	2,492
General Assist.	22,861	19,580	21,576	20,374	20,979	23,238	23,674	24,147	21,857	21,365	21,761	20,985	262,377	21,865
Toll Free	3,570	3,472	3,639	3,267	3,471	3,190	2,792	3,035	2,819	2,693	2,623	2,710	37,281	3,107
Directory Assist.	189	224	173	163	189	161	206	264	168	169	148	252	2,286	191
900 Access	-	0	0	0	0	0	0	0	0	0	0	-	0	0
International	13	2	1	4	3	8	17	8	3	5	10	2	76	6
Marine	0	0	0	0	0	0	0	0	0	0	0	-	0	0
Other	0	1	0	0	0	0	0	0	0	0	0	0	1	0
Busy/No Answer	15,099	13,510	14,304	13,192	13,637	13,100	12,435	12,799	11,632	11,807	12,124	10,580	154,219	12,852
TOTAL	83,516	75,393	82,734	77,593	79,632	79,882	78,325	79,740	74,892	72,309	70,931	68,469	923,416	76,951

MINUTES OF SERVICE
TOTAL AVERAGE

Total Minutes	254,043	234,945	263,796	232,456	238,972	225,917	226,985	237,409	223,006	216,324	209,620	210,751	2,774,225	231,185
Local	157,874	146,003	161,074	145,714	145,573	140,679	140,679	143,803	135,445	133,627	128,495	126,605	1,705,572	142,131
IntraLATA	4,043	3,945	4,415	3,828	4,661	2,652	2,733	3,538	4,019	2,996	3,554	3,285	43,699	3,639
InterLATA	9,256	10,583	11,867	10,569	12,634	9,803	9,268	10,165	9,977	9,472	8,809	9,243	121,649	10,137
Interstate	16,908	14,587	17,512	14,325	15,809	14,833	15,982	16,157	15,963	15,383	13,136	14,386	184,982	15,415
General Assist.	12,447	10,037	11,062	10,731	10,868	12,141	12,906	13,078	12,148	11,752	12,470	11,478	141,118	11,760
Toll Free	36,734	33,918	40,277	32,755	34,030	31,160	30,243	34,590	31,084	29,193	28,706	29,535	392,227	32,686
Directory Assist.	639	782	578	570	565	583	710	925	624	669	545	869	8,090	672
900 Access	0	0	0	0	0	0	0	0	0	0	0	0	0	0
International	62	34	17	23	19	121	180	61	11	20	57	12	600	50
Marine	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	1	0	0	0	0	0	0	0	0	0	0	1	0
Busy/No Answer	16,080	15,052	16,993	13,940	14,812	13,944	14,301	15,091	13,734	13,211	13,847	15,336	176,343	14,695
TRS Session Mins	254,043	234,945	263,796	232,456	238,972	225,917	226,983	237,409	223,006	216,324	209,620	210,751	2,774,221	231,185
STS Session Mins	2,111	2,110	2,876	1,800	1,940	1,343	1,242	1,530	1,710	1,610	1,811	1,629	21,713	1,809

NUMBER OF INBOUND CALLS
TOTAL AVERAGE

Offered	57,246	57,321	63,222	60,239	61,445	62,248	61,517	61,440	58,084	56,933	55,360	53,714	708,769	59,064
Answered	55,860	55,498	61,058	57,455	59,022	59,852	60,010	60,306	56,901	55,030	53,892	52,751	687,635	57,303
In Queue	57,246	57,321	63,222	60,239	61,445	62,248	61,517	61,440	58,084	56,933	53,892	53,714	707,301	58,942
Abandoned in Queue	1,386	1,823	2,164	2,784	2,423	2,396	1,507	1,134	1,183	1,903	1,468	963	21,134	1,761
Avg. Weekend	2,138	2,143	2,114	2,071	2,012	2,149	2,053	1,989	2,004	1,841	1,843	1,795	24,132	2,011
Avg. Weekday	2,922	2,913	2,862	2,844	2,762	2,850	2,752	2,782	2,707	2,533	2,554	2,406	32,887	2,741

AVERAGE LENGTH OF CALL - INBOUND
AVERAGE

Work time	4.10	4.23	4.32	4.03	4.03	3.77	3.78	3.93	3.97	3.92	3.88	4.98	4.08
Set-up/Wrap-up	0.50	0.51	0.52	0.51	0.52	0.52	0.53	0.53	0.53	0.53	0.53	0.54	0.52
Conversation Time	2.80	2.90	2.97	2.73	2.72	2.50	2.50	2.62	2.58	2.63	2.57	2.63	2.68

AVERAGE LENGTH OF CALL BY TYPE
AVERAGE

TTY	2.98	3.07	3.13	2.98	2.85	2.88	3.10	3.28	2.82	2.85	2.90	3.10	3.00
Turbo Code	2.85	2.88	3.12	2.83	2.90	2.62	2.75	2.88	2.82	3.03	3.02	2.85	2.88
ASCII	0.73	16.78	2.85	4.30	4.30	0.00	0.92	0.00	3.83	9.92	0.50	7.00	4.26
VOICE	2.32	2.23	2.03	1.67	1.92	1.90	1.85	1.95	2.03	1.97	1.95	2.20	2.02
VCO	3.48	3.58	3.65	3.55	3.50	3.55	3.53	3.40	3.65	3.65	3.57	3.77	3.57
HCO	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.60	0.00	0.00	0.00	0.13
DIB ASCII/TTY	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.98	0.00	7.40	0.87
STS	3.13	6.26	5.88	3.90	4.88	3.92	4.69	4.16	4.97	4.24	2.82	2.40	4.27

SPEED OF ANSWER **AVERAGE**

ASA	2.30	2.20	2.30	2.30	2.50	2.30	2.00	1.90	1.80	2.1	2.2	2.0	2.16
Service Level	92.0%	93%	91%	90%	90%	91%	93%	94%	94%	92.0%	92.0%	93.0%	0.92

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TRS COST **TOTAL** **AVERAGE**

TRS Cost	\$194,268.85	\$181,128.18	\$201,766.60	\$179,506.37	\$183,295.41	\$173,314.68	\$173,382.42	\$180,723.05	\$169,955.28	\$164,936.45	\$161,629.77	\$161,360.81	\$2,125,267.87	177,106
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Minutes of Svc	61,441	62,581	68,450	63,445	63,829	71,150	71,647	76,519	73,906	85,278	84,933	90,548	873,727	72,811
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CapTel Acct Mgr				\$25,000.00		\$25,000.00			25,000			25,000	100,000	8,333
CapTel Outreach				\$25,000.00		\$25,000.00			25,000			25,000	100,000	8,333

NC RELAY CONFERENCE CAPTIONING **TOTAL** **AVERAGE**

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VRS for NC **TOTAL** **AVERAGE**

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North Carolina
Department of Health and Human Services
for Telecommunications Relay Service
Annual Report - 2005

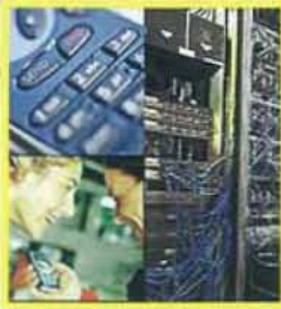
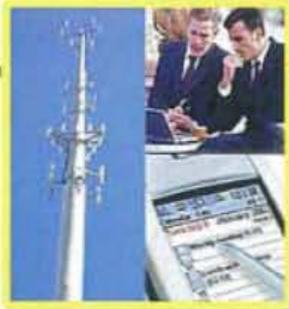




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Letter from Sprint Account Managers

Dear Relay North Carolina Consumers,

The year of 2005 has shown that Sprint continues to deliver the highest quality, functionally equivalent, services to meet our customers' communication needs. We have provided outstanding Traditional Relay Services, some of which include: TTY to Voice, Voice to TTY, Speech to Speech, Voice Carry Over, and CapTel. Sprint has been proud of our ability to meet and exceed the requirements put forth by the State. Sprint is thrilled with the positive feedback and ongoing positive remarks from the customers and agencies we serve in the community. As always, Sprint is grateful to be granted the opportunity to continue providing North Carolina with superior Telecommunication Relay Services.

Sprint and DSD/HH share the same vision: To hold the customer satisfaction as our top priority and provision of stellar services. DSD/HH has been very supportive and has strived to help increase awareness of all telecommunication services to the Deaf and the Hard of Hearing. The Telecommunications Access of NC (TANC) has worked closely with Sprint to collaborate in marketing Relay NC through the state.

Relay NC has once again experience a decrease in Traditional Relay Service call volume, due to the continued increase in Internet supported Relay calls, Video Relay Services, and Wireless Communication. There has been a steady increase in the number of Captioned Telephone (CapTel) calls, which has contributed to the decrease in traditional VCO calls.

North Carolina has completed our second year of CapTel services. The demand for CapTel has gone above and beyond our expectations. A survey sent out to 600 CapTel users found that this new technology has had a tremendous positive influence in their overall quality of life. For some, the CapTel phone has even allowed users to keep jobs requiring telephone access, as a condition of employment.

One of the newest features this year has been the addition of the 2 Line CapTel Service which is the ability to receive calls without the caller being required to call CapTel first. Users have found this to be extremely effective in places of employment.



In January, this past year, the Division of Services for the Deaf and the Hard of Hearing launched a huge Public Service Announcement campaign that would continue throughout the year. This announcement would help generate awareness of the NC Telecommunications Equipment Distribution Program, Hearing Aid Distribution Program, Relay NC, and the Emergency Awareness Program. It also had an additional benefit – promoting awareness of the needs of Deaf, Hard of Hearing, Deaf Blind, and Speech Impaired individuals in the state.

One example of the success of the PSA project is the tremendous increase of calls to the DSD/HH administrative office. Prior to the PSA screening, the number of phone calls averaged at 255 per month. Following the airing of the PSA, these calls increased to 5,000 calls per month. It has leveled off with an average of 2500 calls per month. Need for increased manpower to assist with calls has resulted in the need to expand the head-count of the TANC program. The PSA success has exceeded the expectations of everyone involved.

Promotion of the PSA also resulted in a prime sponsorship for the NBC, Channel 17 Health Fair. Being one of the largest sponsors provided TANC with a 20 by 40 foot layout and put TANC and Relay NC in a high profile location at the event. Over a 2 day period, approximately 35,000 individuals went through the center, with around 1,000 to 1,500 stopping by our booth daily. The PSA also generated opportunities for Relay NC and CapTel to share our services on a one hour show called Open Net.



This is a statewide TV show sponsored by the government. Another segment of Open Net was added in order to promote Emergency Awareness Services for the Deaf, the Hard of Hearing and the Deaf Blind population. Relay NC, along with TANC, was involved an interview with a WITN TV 7 in Greenville. This opportunity created several 2 minute "Business Break" commercials that shared information on TRS, CapTel, TEDP, and the Emergency Awareness Program. These "breaks" were shown throughout the year on an ongoing basis. There are plans in the works to continue providing awareness through PSAs during 2006. The plans that are being discussed include continuing the TV announcements, yet adding cable stations and billboards.

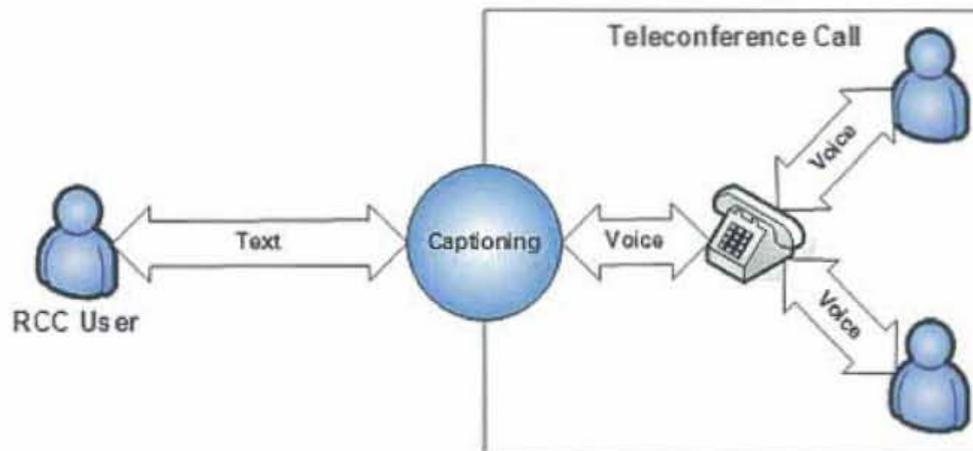


Another marketing tool we utilized, this past year, has been the expanded Relay NC website, www.RelayNC.com. The website not only provides information on Relay NC products, but also includes demonstrations on where people can download applications for equipment, Emergency Alert Radios, and Hearing Aids. Individuals are able to go to 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. Video Clips are also available for people to watch and learn more about Relay NC. These clips are open captioned and are easily downloaded.



NC is one of few states that provide Relay Conference Captioning (RRC) services to its citizens. This is a service that allows individuals to participate in conference calls and read what all the other participants say. The call is captioned by a stenocaptionist. This service has continued to increase with an increase to 3,675 minutes this past year. One of the greatest advantages of RRC is that the customer is able to keep a transcript, of the call, for their

review/records. This service is available at www.NCRelayCC.com. RCC uses the same high-quality stenocaptioners that provide closed captioning for live news, sports, and weather on television. Real-time text is streamed to an internet-connected computer anywhere, and does not require a high-speed internet connection--dial-up (56k) will work.



The past year has seen changes in the CapTel program for NC. To date, the NC Account Manager has contracted 6 CapTel consultants to assist with providing demonstrations, to ensure the device fits the consumer's expectations as well as their communication needs. In addition, the consultants provide training to anyone who receives a CapTel phone, working one on one to those in need of understanding how to maximize the use of device. There is no fee for either service - this is all part of Relay NC continuing efforts to increase awareness and productivity of services and in honoring the contract with the state of NC.



CapTel has been promoted in various functions that have hard of hearing populations in attendance. Events such as the AARP Health Fair, the Senior Health Fair, the Golden Jubilee, and the NC Department of Aging Conference, offered opportunities to share information

about CapTel services. There has been an increase of minutes in CapTel usage, of between 1,500 to 2,000 minutes, per a month. The steady increase of minutes shows that those who use CapTel have incorporated it into their lives. Total minutes of CapTel usage, for the year 2005, were 464,902 minutes. This is a 347,546 minute increases over last year.

In March, Deaf Nation came to NC, back by popular demand, with one unique change. This year the event took place in Greensboro, rather than Charlotte. This was a huge advantage, since Charlotte was very expensive in terms of hotel cost, parking, and meals for many of staff hosting the exhibits. The Charlotte Convention Center was also difficult for people to find. Greensboro was the perfect location, parking was easy and so was finding the Convention Center. An added advantage was the close proximity to the airport. This event brought in 2,800 individuals, and offered a forum for over 30 different exhibitors. Telecommunications Access of NC and Sprint Relay were well received and were given opportunities to share our services to all of the people that came. Individuals from all over NC, SC, Virginia, Tennessee, and Georgia attended this event.

At the Deaf Nation event, we had opportunities to share Sprint Video Relay, CapTel, Sprint Relay Online, Sprint Relay Wireless, using a Sidekick, and TRS services. The CapTel phone proved to be a huge draw. People were able to place a live call and see how the phone worked first hand. We had 4 locations where individuals could test www.SprintRelayOnline.com and sign up for free D-link videophones. We received a lot of interest in all of our products as well as opportunities to educate others on their functional equivalency rights to Relay Services. We also gave individuals opportunities to enroll in one of our unique services called Sprint Video Mail through www.RNCVRS.com website. With this service, individuals can receive "Voice" mail but in Video format instead.





During the year of 2005 Relay NC, powered by Sprint, processed 1,182,645 Traditional Relay Service calls with 3,697,672 TRS Session minutes being utilized. These calls come from a total of 256,322 customers, including repeat customers. Sprint CapTel Relay Service processed a total of 514,987 CapTel minutes with a total of 192,990 calls being made. NC Relay Conference captioning processed a total of 3,675 minutes of Conference captioning services based on 34 Conference calls.

One of Relay NC's valuable assets is our Relay Ambassador Program – RAP. This program exists to help promote all of our services throughout NC, especially Speech to Speech and Voice Carry Over. These are some of the most difficult markets to educate so with our STS and VCO "rappers", they have been out in the community promoting these unique services along with other programs that Relay NC provides. They also educate consumers about services they can receive from Telecommunication Access of NC including the Equipment Distribution Program, Emergency Alert Program and Hearing Aid Program. Our RAPs provide both workshops and one on one trainings, presentations and operate exhibit booths as ways of educating individuals.

Our ambassadors for Relay NC consist of Carolina Computer Access Center, the NC Assistive Technology Project, and TACSI Assistive Systems. These are the VCO and STS Ambassadors which cover services from Manteo to Murphy. These ambassadors also talk about TRS and CapTel. The RAPs are trained and equipped to customize the information shared to fit the individual customers' needs. This program has resulted in an outstanding relationships and a team effort between everyone to help the consumers receive the top quality service they deserve.



Relay NC and Sprint have worked together with Telecommunications Access of NC to continue to provide workshops, town hall meetings, presentations, media materials, and advertising opportunities, as well as trade shows, expos and health fairs. We have worked to improve our promotional opportunities and have worked to ensure that everyone knows what the purpose behind Dial 711 means. DSD/HH has add more staff to complete this task and have also added the hearing Aid Distribution Program and the Emergency Alert Program. DSD/HH including the TANC staff have also partnered with Relay NC to host the various events throughout NC.



Teaming together, TANC and Relay NC participated in over 75 different expositions, workshops, trade shows, health fairs, and other events in which have impacted thousands of customers. The PSA aired via radio and TV impacted millions of North Carolinians throughout the state, all year long. This has been a huge success and the citizens of NC have become aware of what is available to them, family members, friends, and co-workers.

This past year, Sprint has achieved a long term milestone when it enrolled its Telecommunication Relay Service in the FCC's Telecommunication Service Priority Program. This is a program that prioritizes the restoration of telephone services during emergency/crisis situations, such as a natural disasters or issue of homeland security. Sprint continues to be proud of our ability to re-route relay services to other centers during a crisis. With our enrollment in the TSP, we now have the ability to be back on line even faster. This requires the Local Exchange Carriers to restore service to our centers according to the priority



status that has been assigned to the centers. Sprint is proud to be part of the FCC's Telecommunication Service Priority Program.



The "Don't Hang Up" kits have been distributed throughout NC to various businesses, agencies, and individuals to educate them about not hanging up on Relay NC Consumers when they call to place orders or to ask questions. These were distributed to all the Regional Resource Centers and they in turn distributed them to various locations state wide. Consumers can also request a kit to be sent to any business where in the Regional Resource Center would follow up with the company by issuing them a kit and a follow up call. This is one area that promoted consumers involvement.

This year, the Division of Services for the Deaf and the Hard of Hearing has experience a "Changing of the Guard" when Linda Harrington left to replace George McCoy of Vocational Rehabilitation as the Director. The new Acting Director position has been filled by Jan Withers, who brings a tremendous amount of personal experience to the job as well as professional knowledge and leadership. Pamela Lloyd, TANC Administrator, has worked closely with Relay NC to help make our service the best it can be. She has been a strong team player and has helped involve other resources and individuals in promoting Relay NC.

The ongoing Leadership from DSD/HH reflects on NC as an outstanding state for our Deaf, Hard of Hearing, Deaf Blind and Speech Impaired citizens. It is a state that is proud of its leadership and is exemplified by the way America views NC and it's progressive leadership within the Relay Community. As we have mentioned in the past, without the outstanding leadership that DSD/HH provides, Relay NC would not be where it is today.

Sprint, including Relay NC, would like to extend a sincere note of thanks to the Division of Services for the Deaf and the Hard of Hearing, all of the Regional Resource Center staff, and the many individuals that have partnered with us to provide top quality Telecommunications Relay Services for the fine citizens of North Carolina. We could not have done it without their support.



Sprint looks forward to working closely with DSD/HH, TANC and NC Public Utilities Commission to ensure that we continue to be the best Total Relay Service provider.

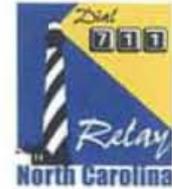
Sincerely yours,

Kevin W. Earp

Kevin W. Earp
Customer Relations Manager
Relay NC

Kim M. Calabretta

Kim Calabretta
Customer Relations Manager
CapTel NC

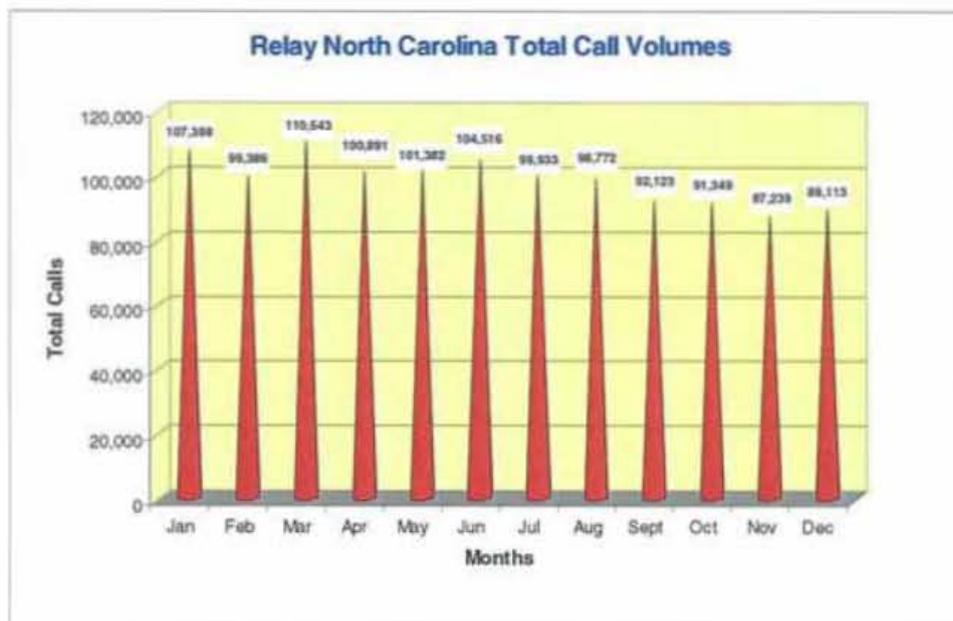


Relay North Carolina Statistic Report:

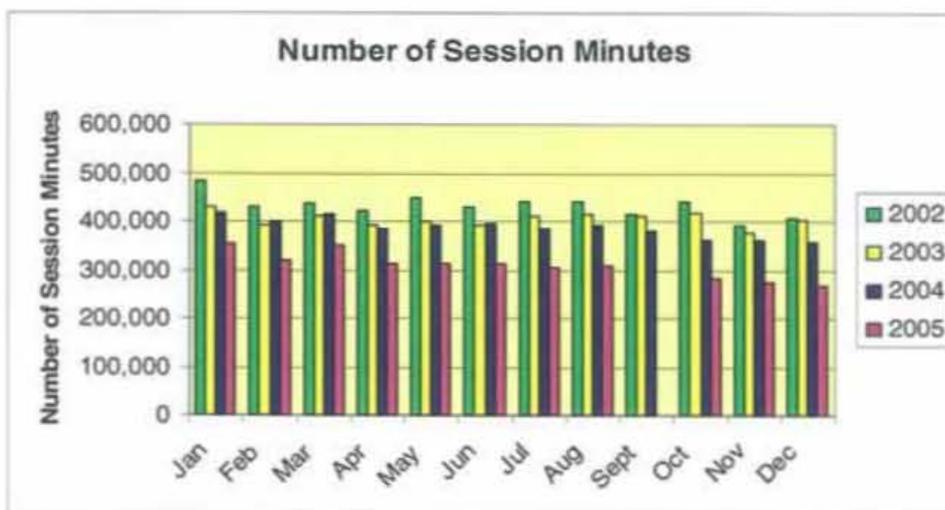
Total Relay NC Outbound Calls

These charts indicate the trends of our annual call volume. The numbers reflect the availability and usage of the technology that is provided by Relay NC and Sprint. The state of North Carolina, with continuing support from Relay NC TANC Administration and Sprint's Relay Ambassador Program, will continue to perform proactive outreach and educational activities throughout the state. As indicated in the letter earlier, the Session minutes continue to show a drop in calls over the past 2 years. This is the result of more consumers utilizing alternative modes of communications such as email, VRS, wireless pagers, fax machines or online services.

Traditional Relay North Carolina Service (including TTY, Voice, VCO, HCO, STS)

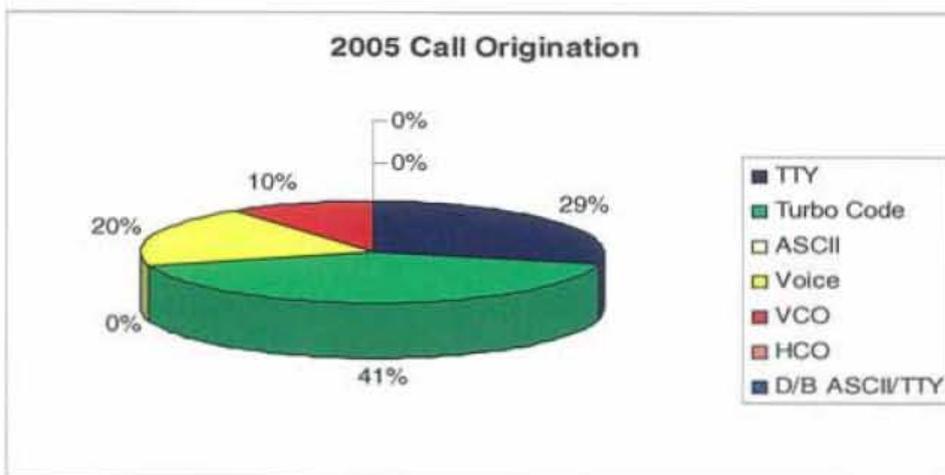


Total Relay North Carolina Session Minutes



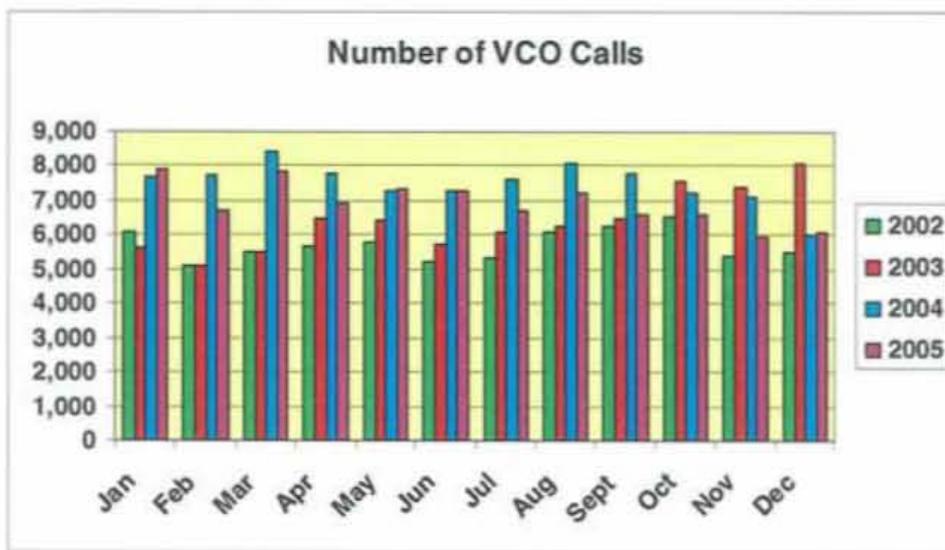
Relay North Carolina Call Origination

In the past, a vast majority of the relay calls originated from TTY (text telephone) users. This chart indicates a clear picture that the majority of Relay North Carolina calls are made by Turbo Code TTY Users with the 2nd largest category being the TTY users. Voice Carry Over (VCO) and Speech to Speech (STS) have been on the rise over the past few years, and with the help of the Relay Ambassador Program (RAP) subcontractor, they have increased constantly this past year. This is the first time that the Turbo Call usage has exceeded the TTY usage.

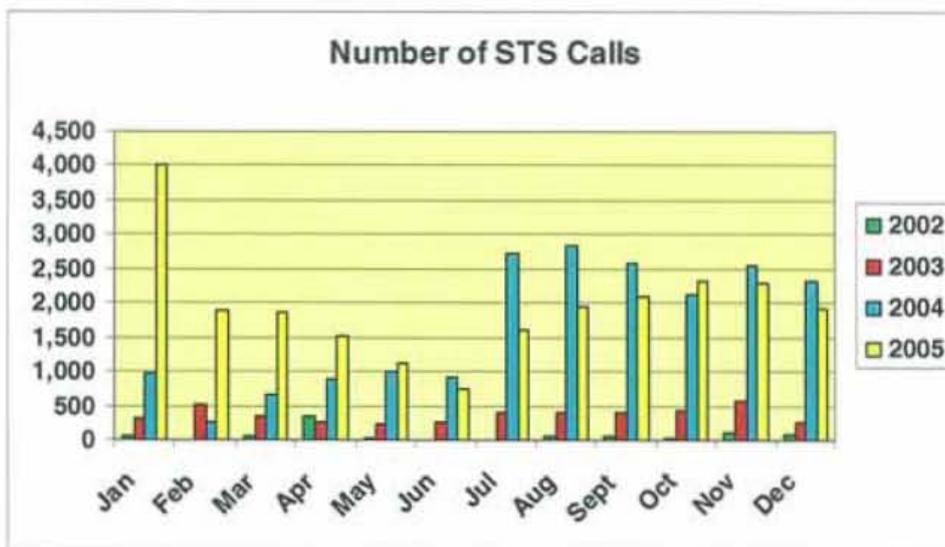


Total Voice Carry Over (VCO) Calls

The next 2 charts indicate the success of the Relay Ambassador Program. As you can see by the graphs, the number of STS calls has increased this past year. The number of VCO calls have been declining due to increase in CapTel usage.

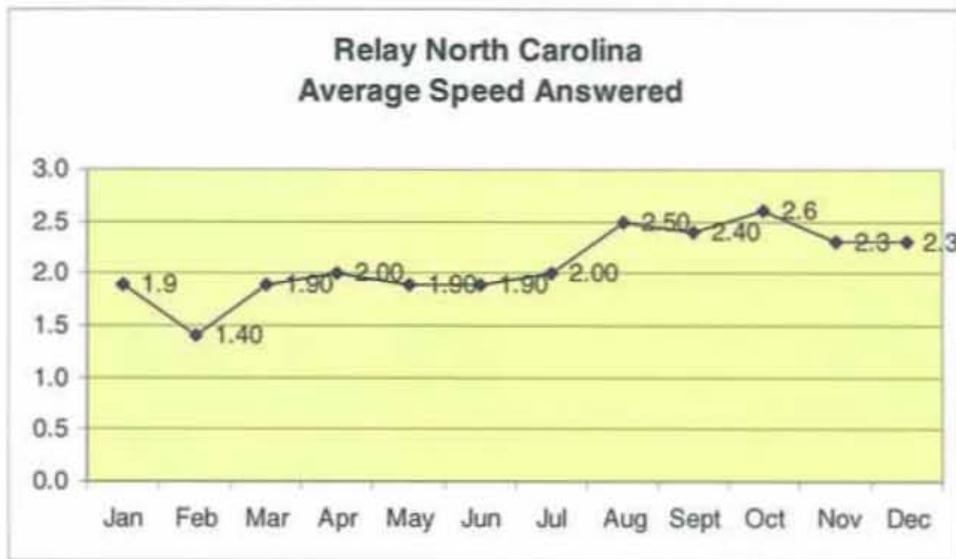


Total Speech to Speech (STS) Calls

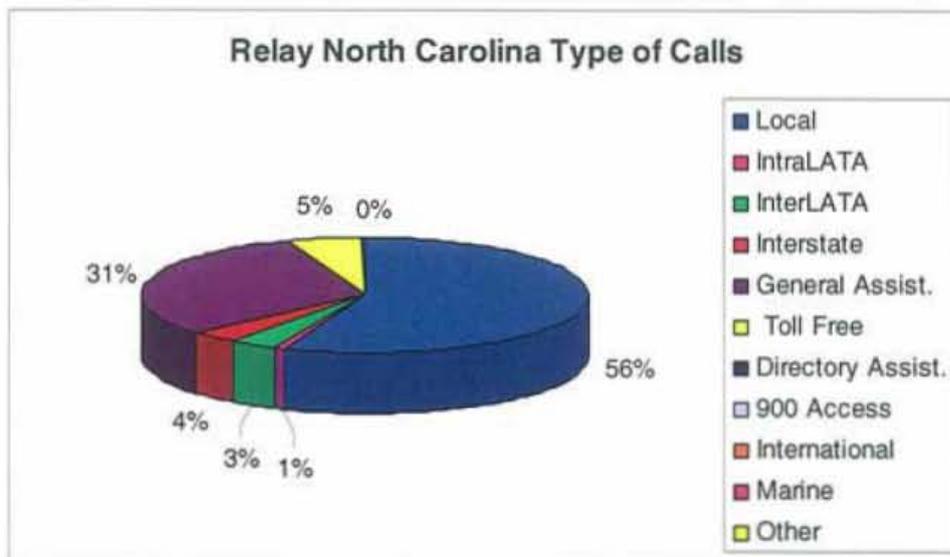


Speed of Answer

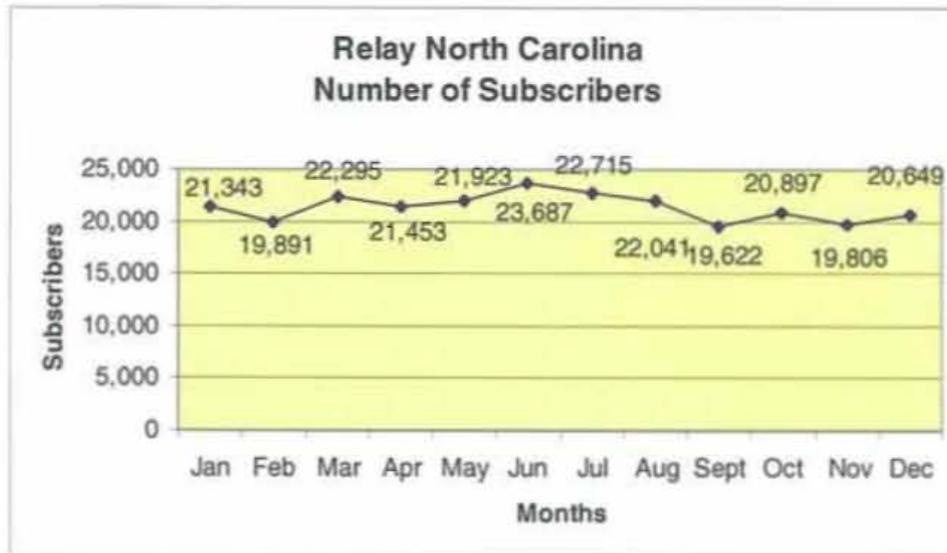
This chart illustrates that Sprint exceeded the speed of answer requirement throughout the year. Speed of answer identifies the number of seconds required to answer a call. The daily requirement is 90 % of all calls to be answered within 10 seconds and 3.3 seconds as the Average Speed Answered (ASA). This year's ASA was 2.09 seconds or 94% of calls were answered within 10 seconds.

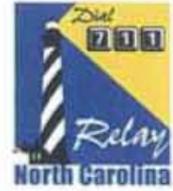


Type of Calls



Number of Subscribers

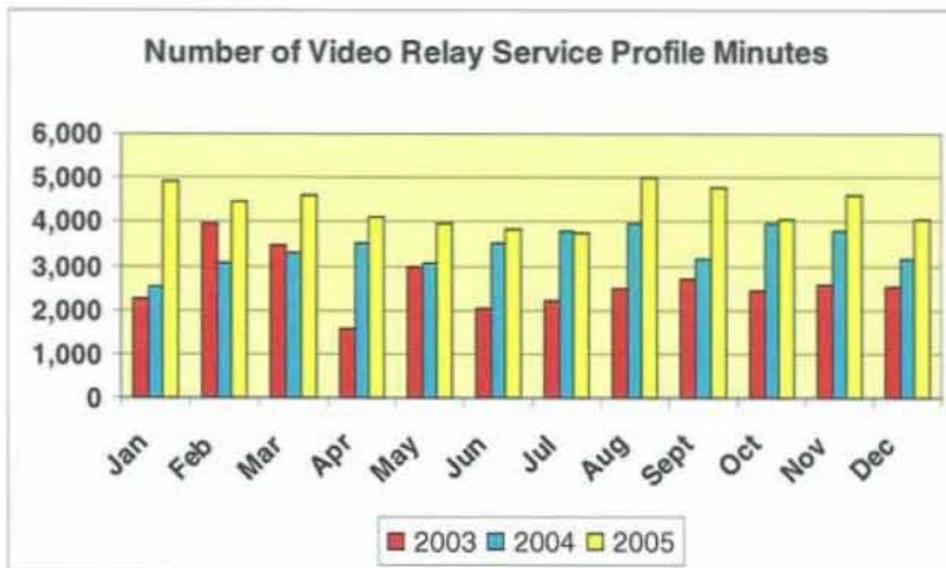




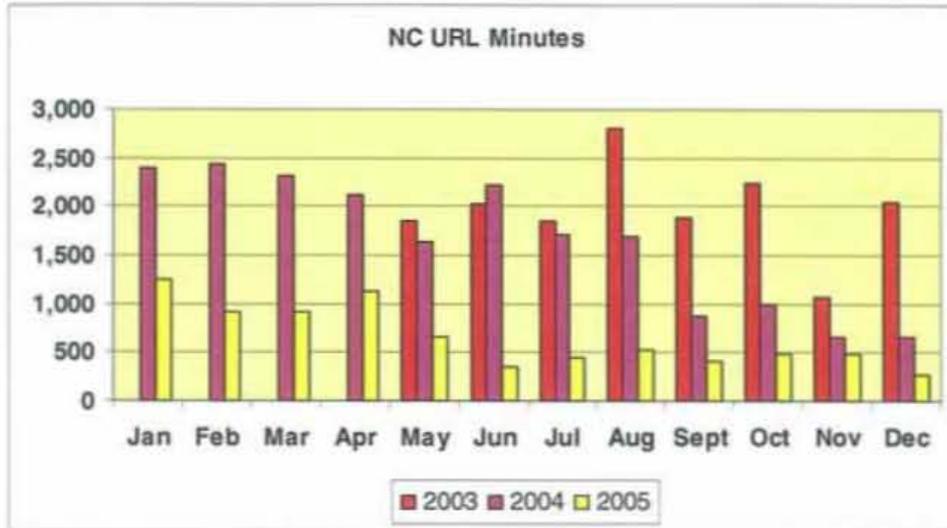
Video Relay Services in North Carolina

In 2003, Sprint Relay launched 2 new telecommunication products and these were Sprint Relay Online and Sprint Video Relay Service. Sprint Video Relay Service allows consumers to use their native language, American Sign Language, to use Relay, through a web camera or a videophone. This popularity and usage of this service has increased over the course of this past year. This service is paid for by the NECA fund which has contributed to the high level of competition in this product arena. There are 2 charts illustrated below. The first chart lists the customers that use www.sprintvrs.com while the 2nd chart lists the consumers that use the Relay NC's website, www.mcvrs.com. There has been a decrease in the number of individuals using www.mcvrs.com due to more customers are choosing to use videophones rather than webcams. These videophones typically are easier to use.

Total Video Relay Service Minutes

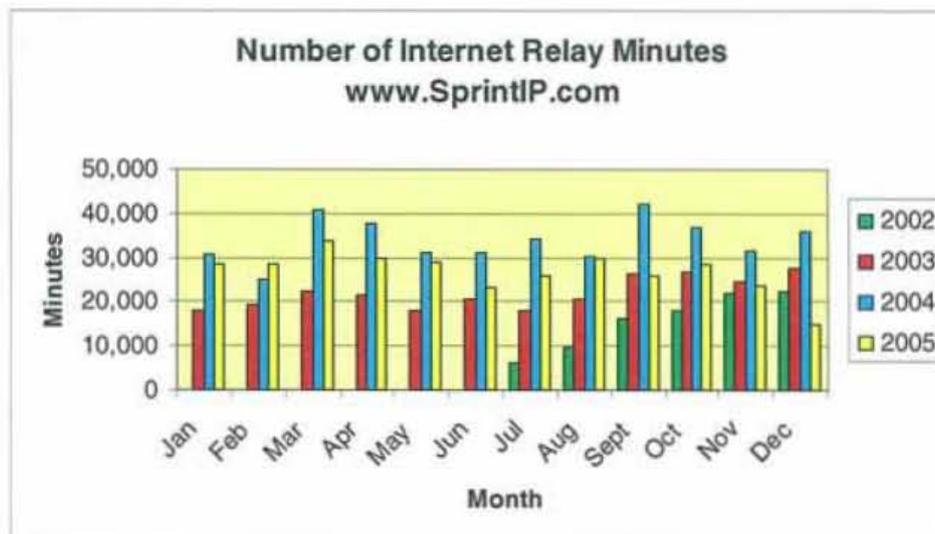


Total Video Relay Service Minutes – NC URL only – www.RNCVRS.com



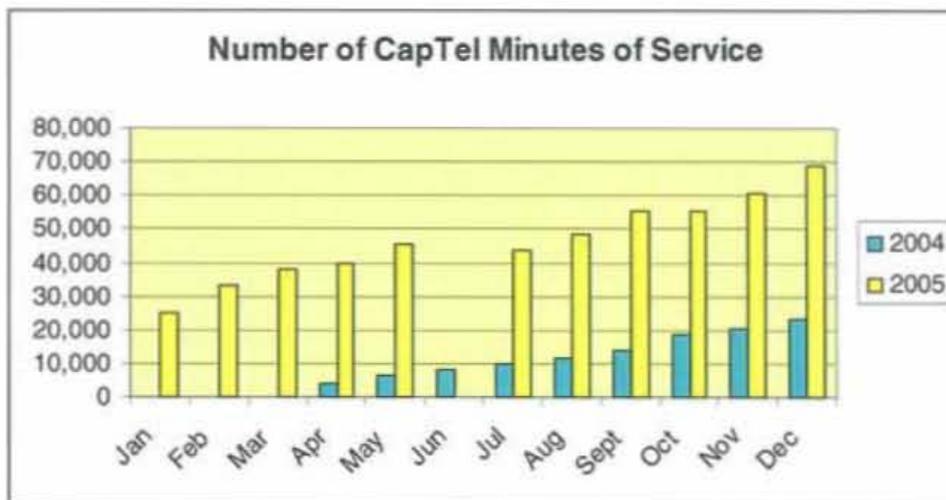
Sprint Relay Online (Internet Relay)

This product involves the use of a computer and an internet connection to connect to and use Relay. Internet Relay mirrors Traditional Relay services except for the mode of connection. The calls for NC have continued to increase. This graph illustrates the number of calls to NC consumers using www.Sprintrelayonline.com. This address has been changed to www.SprintIP.com to help make it easier for customers to remember.



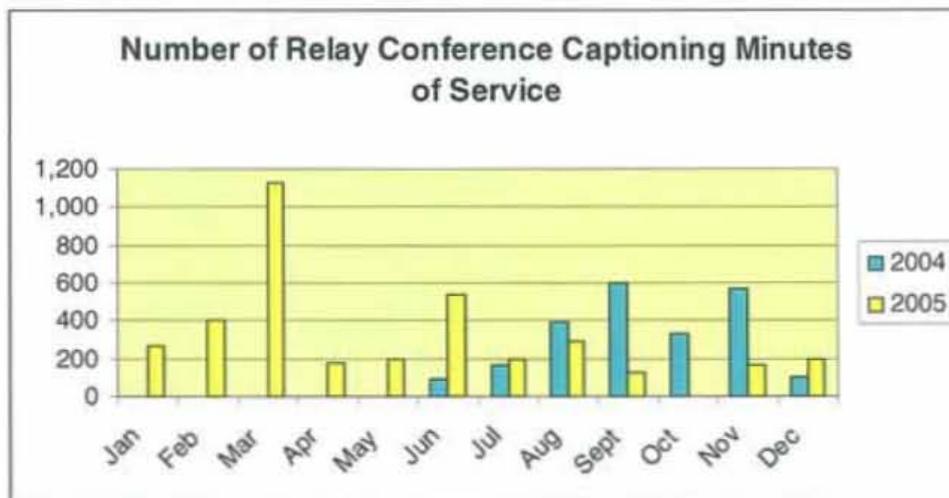
CapTel (Captioned Telephone)

One of the newest products that Sprint Relay is proud to offer to NC is the CapTel phone. Sprint will provide the State of NC 50 CapTel phones per month through the State to individual candidates. This year we have distributed approximately 600 CapTel phones. This chart indicates the number of CapTel minutes used in the second year of implementation. There has been an increase of over 350,000 minutes when compared to last year. Last year there were more than 42,000 calls, whereas this year there has been over 192,000 calls made utilizing CapTel.



Relay Conference Captioning

Another product available to NC is Relay Conference Captioning located at www.NCRelayCC.com. This is a captioning service available to individuals to use for conference calls. Due to the requirement of conference call capabilities this product is not being used as often as previously anticipated. This is the same concept as CART only it is used through Relay NC rather than through a CART operator.





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 Relay information materials
- Receiving customer suggestions, comments and complaints

Each request from a relay user is given full attention and every effort is made to satisfy the customer. The following chart illustrates the number and call types that were received from customer requests including commendations, complaints and information requests. Recent statistics have shown that TTY users produce the greatest number of complaints. Voice users are second followed by VCO users.

The most frequent type of complaints are: Communications Assistant (CA) did not follow customer instructions, technical problems, and CA did not relay the calls properly. The most frequent commendations Relay NC users made about the relay was the CA did a great job relaying the call. Follow-up calls to the complainants often reveal the user's misunderstanding of the process involved during the call. This information is shared with the FCC on a yearly basis.

	CUSTOMER CONTACTS												TOTAL
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
Complaints	2	4	4	10	2	3	5	3	3	5	3	2	46
Commendations	6	1	0	1	2	1	2	3	2	5	1	6	30
Inquiries/Other	235	233	213	48	620	314	260	284	420	441	419	284	3,771



Supporting Team Members

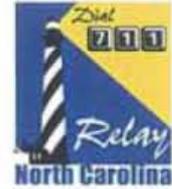
- **Division of Services for the Deaf and the Hard of Hearing**
 - Jan Withers – Acting Director

- **Telecommunications Access of North Carolina**
 - Pamela Lloyd – Telecommunications Relay Services Administrator
 - Tina Spearman - Administrative Assistant
 - Tom Kuszaj – TEDP Coordinator
 - Gary Cain – Program Assistant
 - Kimberly Hinton – Program Assistant
 - Larry Smolick – Telecommunications Specialist – Charlotte Office
 - Judy Labath – Telecommunications Specialist – Greensboro Office
 - Russell Senter – Telecommunications Specialist – Morganton Office
 - Linda Nelson – Telecommunications Specialist – Raleigh Office
 - Miguel Friday – Telecommunications Specialist – Wilson Office
 - Susan Dermid – Telecommunications Specialist – Wilmington Office

- **Public Staff 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 – Assistant Vice President – Sprint TRS
 - Paul Ludwick – Director, Business Development – Sprint TRS
 - Mike Ellis – Director, TRS Sales - Sprint TRS

- **Business Service Operations**
 - **TRS Operations**
 - Lori Lockhart - Director of TRS Operations
 - Ron Peay - Manager Vendor Sub-Contracts
 - Mary Cole - Manager Training
 - **Billing**
 - Al Strayhall - Billing Analyst
 - **Engineering**
 - Cindy Novak - Team Leader, TRS Design & Development
 - Ron Edwards – Manager, Test & Implementation
 - Delwin Coleman - Regional Manager, System Maintenance



- **Sprint Nextel**

- **Government Systems Division**

- Tony D'Agata - Vice President and General Manager – Sprint GSD

- Mike Ligas - Assistant Vice President – Sprint TRS

- **Marketing**

- Kevin Earp - Account Manager

- Kim Calabretta – CapTel Account Manager

- Paul Rutowski – Manager, Customer Relations (Eastern Region Accounts)

- John Moore – Manager, Customer Relations (Western Region Accounts)

- Angela Officer - Senior Program Manager

- **Sales**

- Andrew Brenneman – Senior Government National Account Manager

- Kenneth Goulston – Government National Account Manager

- Mike Ellis – Senior Sales Manager

- **Business Development**

- Paul Ludwick – Senior Business Development 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

- North Carolina Assistive Technology Project – Ricki Hyatt

- **Voice Carry Over (VCO)**

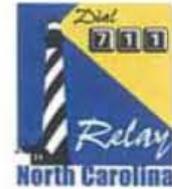
- TASCI Assistive Systems – John and Joan Black

- **CapTel Consultants**

- Dianna Attaway – Asheville and Surrounding Region

- David Bach – Charlotte and Surrounding Region

- Wendy McMahan – Greensboro and Surrounding Region



Outreach and Marketing

One of Sprint's primary goals is to increase the awareness of Relay North Carolina to consumers, as well as the general public. The Sprint Account Management and NC TRS Administration exhibited at the following conventions/events during the year of 2005:

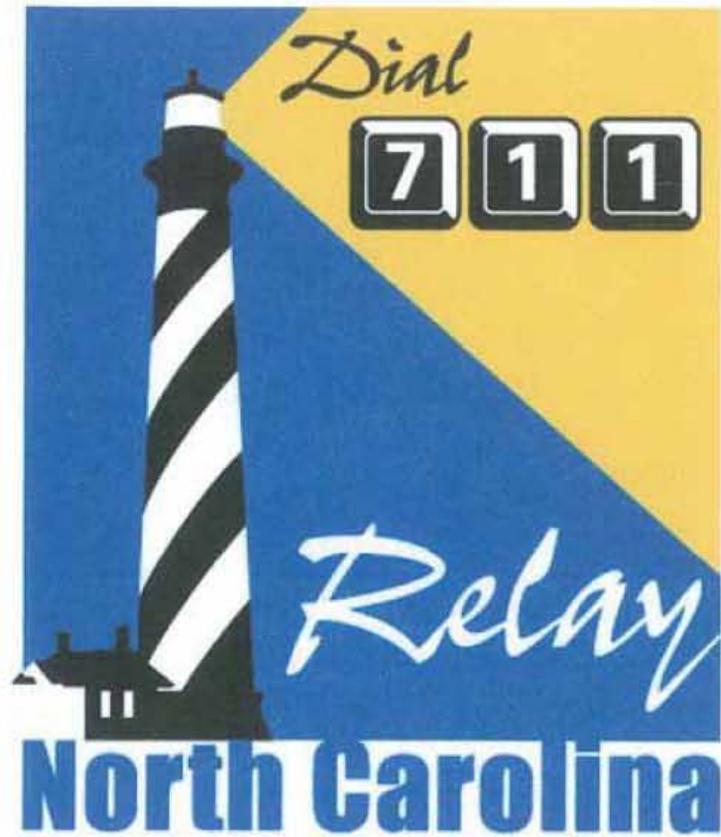
2005 Relay North Carolina Outreach Activities Report				
Dates	Location	Conventions/Event	Attendance	Booth Attendees
February				
2	Morganton	AARP	62	62
12-13	Raleigh	NBC 17 Health Fair	35,000	5000
16-17	Greensboro	NC Association County Directors Social Services	300	100
17	Greensboro	Beginnings Statewide Meeting	12	12
24-25	High Point	NC Augmentative Communication Association	300	200
March				
2-3	Wilmington	NC Council for Exceptional Children NC Education Communication and Technology	30	12
3-4	RTP		1,000	100
6-8	Southern Pines	Clinical Update Conference	300	90
11	Raleigh	National Association of Social Workers	50	50
11-13	Atlantic City	NC Deaf Blind Association	75	60
17	Wilson	Caregivers Conference on Aging	78	78
19	Greensboro	Deaf Nation Expo	2,300	1,500
31	Roanoke Rapids	Expo for Older Americans	100	50
April				
2	Winston-Salem	Deaf Day Rally	60	60
2	Morganton	Lions Club	21	21
6	Smithfield	Carolina Generic Education Day	120	120
7	Kernsville	SHHH	23	23
7	Raleigh	Business Expo	4,000	500
7-9	Greensboro	Early Hearing Detection	100	50
9-10	Wilmington	Azalea Festival	250,000	650
13-15	Wrightsville Beach	NC Association on Aging	44	44
15	Wilson	Directors Meeting- ENCSD	8	8
20-23	Winston-Salem	NC Speech Hearing and Language Association	600	100
22-24	Raleigh	Southern Women's Show	8,000	400



2005 Relay North Carolina Outreach Activities Report				
Dates	Location	Conventions/Event	Attendance	Booth Attendees
23	Charlotte	Deaf Heritage Day	75	75
28	Wilson	Tech Expo ENCSD	150	150
29-30	Kinston	Festival on the Neuse	200	50
29-30	Raleigh	NC Div of Mental Health	100	20
May				
3	Lee	World of Possibilities, Disabilities Expo	27	27
4	Orange	Senior Choices Forum	300	300
5	Surry	Annual Senior Health Fair	100	100
11	Martin	Martin County Senior Festival	100	100
19	Greensville	Disability Resource Fair	300	100
21		El Foro Latino		
21	Wilson	Cochlear Implant Forum	27	27
25	Raleigh	Golden Jubilee	2500	200
25	Alamance	Senior Health & Fitness Day	100	100
June				
3-4	Charlotte	AARP Lifestyle Conference	260	200
9	Raleigh	American Legion Meeting	600	120
9	Wilson	SSP Appreciation Event	30	30
13-14	Raleigh	NC Community Programs	110	40
17	Wilson	ENCSD Career Day	28	28
17-18	Greensboro	NCAD/NCRID	200	200
21	Goldsboro	Deaf Blind Awareness Day	55	40
29-31	Asheville	Belle Chere	400,000	700
July				
21	Monroe	Union County DSS Meeting	175	175
August				
11	Raleigh	DPI- Interpreter Program	98	98
20	Raleigh	RRC Appreciation Picnic	60	60
September				
19	Manteo	Deaf Awareness Day	30	30
20	Manteo	Deaf Awareness Day	20	20
22	High Point	NC Association of Rehab Facilities	150	20
21-23	Winston-Salem	NC Library Association	700	150
23	Raleigh	Community Expo	46	46
24	Wilmington	Deaf Awareness Day	85	85
28	Haywood	Haywood Senior Day	75	75
30-Oct 2	Greensboro	Southern Women's Show	10,000	500



2005 Relay North Carolina Outreach Activities Report					
Dates	Location	Conventions/Event	Attendance	Booth Attendees	
October					
1	Morganton	NCSD Homecoming	1400	500	
5	Durham	Senior Health Festival	50	50	
8	Raleigh	Senior Club	37	37	
12-13	Hickory	NC Association of County Directors	400	50	
14-23	Raleigh	State Fair	150,000	4415	
18	Goldsboro	Deaf Blind Community Event	12	12	
19-21	New Bern	NC Conference on Aging	400	200	
22	Wilson	ENCSD Homecoming	300	250	
22	Greensboro	Barbecue Festival	2000	400	
26	Charlotte	Technology Festival	50	50	
24-27	Asheville	SERID	450	450	
November					
1	Wilson	Wilson Tech Community College	10	10	
1	Randolph	Senior Fair	120	120	
4-6	Wilson	Whirligig Festival	14000	500	
7-8	Greensboro	Conference on Exceptional Children	300	50	
19	Charlotte	Charlotte Association of the Deaf	60	60	
22	Shelby	Gardner Webb University	24	24	
December					
30-Dec					
2	Pinehurst	NC Council of Community Programs	700	125	
1-2	Raleigh	Assistive Technology Expo	2500	1200	
8-Dec	3	Greensboro	NC Educational Technology	350	100
13	Greenville	Rose High School Class	60	60	



APPENDIX T

COPY OF LEGISLATION
ESTABLISHING TRS IN THE STATE

GENERAL ASSEMBLY OF NORTH CAROLINA
SESSION 2003

SESSION LAW 2003-341
SENATE BILL 939

AN ACT TO EXTEND THE SURCHARGE FOR THE TELECOMMUNICATIONS
RELAY SERVICE TO INCLUDE WIRELESS COMMUNICATIONS.

The General Assembly of North Carolina enacts:

SECTION 1. G.S. 62-157 reads as rewritten:

"§ 62-157. **Telecommunications relay service.**

(a) Finding. – The General Assembly finds and declares that it is in the public interest to provide access to public telecommunications services for hearing impaired or speech impaired persons, including those who also have vision impairment, and that a statewide telecommunications relay service for telephone service should be established.

(a1) Definitions. – For purposes of this section:

(1) 'CMRS' is as defined in G.S. 62A-21.

(2) 'CMRS connection' is as defined in G.S. 62A-21.

(3) 'CMRS provider' is as defined in G.S. 62A-21.

(4) "Exchange access facility" means the access from a particular telephone subscriber's premises to the telephone system of a local exchange telephone company, and includes local exchange company-provided access lines, private branch exchange trunks, and centrex network access registers, all as defined by tariffs of telephone companies as approved by the Commission.

(5) "Local service provider" means a local exchange company, competing local provider, or telephone membership corporation.

(b) Authority to Require Surcharge. – The Commission shall require local service providers to impose a monthly surcharge on all residential and business local exchange access facilities to fund a statewide telecommunications relay service by which hearing impaired or speech impaired persons, including those who also have vision impairment, may communicate with others by telephone. This surcharge, however, may not be imposed on participants in the Subscriber Line Charge Waiver Program or the Link-up Carolina Program established by the Commission. This surcharge, and long distance revenues collected under subsection (f) of this section, are not includable in gross receipts subject to the franchise tax levied under G.S. 105-120 or the sales tax levied under G.S. 105-164.4.

(c) Specification of Surcharge. – The Department of Health and Human Services shall initiate a telecommunications relay service by filing a petition with the Commission requesting the service and detailing initial projected required funding. The Commission shall, after giving notice and an opportunity to be heard to other interested parties, set the initial monthly surcharge based upon the amount of funding necessary to implement and operate the service, including a reasonable margin for a reserve. The surcharge shall be identified on customer bills as a special surcharge for provision of a telecommunications relay service for hearing impaired and speech impaired persons. The Commission may, upon petition of any interested party, and after giving notice and an opportunity to be heard to other interested parties, revise the surcharge from time to time if the funding requirements change. In no event shall the surcharge exceed twenty-five cents (25¢) per month for each exchange access facility.