

Hearing Aid Compatible Telephones
WT Docket No. 01-309
RM-8658

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Carrier Name, Address, Phone, Contact Person:

Carolina West Wireless, Inc.

1307 Curtis Bridge Road
P.O. Box 959
Wilkesboro, NC 28697
Michael Kennedy (336) 973-5000

Counsel: Lukas, Nace, Gutierrez & Sachs
Pamela L. Gist, Esq.
1650 Tysons Blvd., Suite 1500
McLean, Virginia 22102
Ph. (703) 584-8665
Email: pgist@fcclaw.com

(1) Digital wireless phones tested: Carolina West Wireless, Inc. operates a CDMA wireless system and acquires wireless telephone handsets manufactured by Motorola, Samsung, Nokia and Kyocera (collectively, "Vendors"). The HAC phones offered to Carolina West Wireless' customers have tested successfully for use on Carolina West Wireless' system.

(2) Laboratory used: Carolina West Wireless does not conduct the laboratory testing of handset devices for compliance with the ANSI C63.19 standard. Carolina West Wireless relies upon its Vendors to conduct testing and to confirm the compliance of each specific handset device.

(3) Test results for each phone tested: The Compliant Phones deployed by Carolina West Wireless have tested successfully for M3 and T3 compliance.

(4) Identification of compliant phone models and ratings according to ANSI C63.19: The HAC phone models offered by Carolina West Wireless are as follows:

| <u>MODEL</u> | <u>FCC ID</u> | <u>RATING</u> |
|-------------------|---------------|---------------|
| Motorola 315 | IHDT56GE1 | M3 |
| Motorola 323 | IHDT56GS1 | M4 T4 |
| Motorola V3M Razr | IHDT56FT1 | M4 T4 |
| Samsung a870 | A3LSCHA870 | M3 M4 T4 |

(5) Status of product labeling: Carolina West Wireless typically relies upon its Vendors to label all products prior to their shipment to Carolina West Wireless' retail locations. The Compliant Phones offered by Carolina West Wireless contain M3 and T3 product labeling and additional information.

(6) Outreach efforts: Compliant Phones are publicly identified for consumers and audiologists. Carolina West Wireless' Compliant Phones are listed on Carolina West Wireless' web site, and the information is available to consumer groups. Carolina West Wireless trains its retail salespeople regarding which of the digital wireless phones offered are Compliant Phones. Sales representatives work with customers individually to assist with selection and operation of the appropriate Compliant Phone for each customer.

Written materials, pamphlets and other promotional literature on HAC phones are provided at the point of sale, addressing the needs of individuals with hearing disabilities. Carolina West Wireless conducts a consumer education program aimed at reaching hearing aid and cochlear implant users. Consumers are given a 30-day trial period within which to try out the digital wireless phone to determine whether they will work properly with their hearing aids. Flexible exchange and return policies apply to consumers seeking to obtain a Compliant Phone. Carolina West Wireless instructs its sales force to make this policy known to consumers, and to assure that the flexible policy is administered to HAC phone users. Additionally, Carolina West Wireless conducts outreach activities toward audiologists and hearing aid dispensers who are in a position to inform hearing aid users in advance concerning the immunity of their hearing aids and the degree of likelihood that they will be able to use particular digital wireless phones and services. Current technical and anecdotal information is made available to the public regarding the hearing aid compatibility of Carolina West Wireless' Compliant Phones in the form of handouts from Vendors that are distributed at retail centers and in all communications with the hearing disabilities community.

(7) Retail availability of compliant phones: The Compliant Phones offered by Carolina West Wireless are presently available in Carolina West Wireless' retail outlets.

(8) Incorporation of hearing aid compatibility features into newer models of digital wireless phones: Carolina West Wireless is in contact with its Vendors with regard to their incorporation of HAC features into future CDMA phones. Carolina West Wireless is following its Vendors' efforts to provide additional new handsets that will be hearing aid-compatible. Carolina West Wireless plans to add to its assortment of Compliant Phones as new models achieve M3 and T3 ratings.

(9) Activities related to ANSI C63.19 or other standards work intended to promote compliance with the FCC Order: Carolina West Wireless is aware that its Vendors are undertaking to comply with FCC requirements to provide Compliant Phones. Carolina West Wireless is ready and willing to offer new or additional compliant devices to interested customers, and will encourage its Vendors to expedite the availability of advanced handset devices.

(10) Number of compliant and non-compliant phone models offered at this time: Carolina West Wireless' core assortment presently includes eight models of CDMA handsets. Of that number four are rated at least M3 and three are rated at least T3.

(11) Differences in handset offerings among regions in service areas, if any: There are no differences in handset offerings among regions in Carolina West Wireless' service area. Carolina West Wireless' handset offerings are presently consistent in all markets.

(12) Ongoing efforts for interoperability testing with hearing aid devices: Carolina West Wireless will rely mainly upon its Vendors to conduct interoperability testing of Compliant Phones, and will provide to consumers information about those efforts upon request.