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Comparison of 1-Line and 2-Line CapTel Phones

One-Line CapTel	2-Line CapTel
Captions and voice are provided across one telephone line.	Conversation is carried on one line, captions are provided on a second telephone line.
Captions must be initiated at the start of a call.	Captions can be turned on or off on demand, at any point in a conversation.
Your callers must first dial the toll-free captioning service, then enter your number, in order for you to receive captions of their call.	Incoming calls are automatically captioned. Your callers simply dial your phone number directly.
Call-waiting tones may interrupt captioning support. You cannot use call-waiting during a captioned call.	You can use call-waiting during a captioned call.
Automatic call-back (*69) option cannot be used.	Automatic call-back (*69) option is supported.
Calls to 9-1-1 and 7-1-1 are treated as Voice Carry Over calls and routed to 9-1-1 and relay directly. The 9-1-1 or relay operator's typed messages appear on the CapTel display, but you will not have sound over the phone line while receiving captions.	Calls to 9-1-1 and 7-1-1 are captioned through the Captioning Service on the second line. Your conversation is conducted on the first line. You get both sound and captions of the call.
Calls are automatically routed through the Captioning Service on outgoing calls only.	Calls are direct between parties. On every call (outgoing or incoming), the Captioning Service is connected automatically through the second telephone line.
Requires one standard (analog) telephone line.	Requires two standard (analog) telephone lines.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

IV-5. ~~GENERAL REQUIREMENTS~~: ~~The proposal should provide details as to the methods of meeting the following minimum general standards:~~

> *a. Permit the users to select the toll/IXC carrier or local exchange carrier of their choice in accordance with federal and state laws as well as Commission rules and regulations.*

Hamilton ensures that CTVRS users will have the ability to access their chosen carrier of choice for intrastate or interstate interexchange carrier calls without regard to what CapTel phone they

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may call from to the same extent such access can typically be made by a TRS user (such as using 10-10-XXXX to access carrier of choice).

Hamilton will inform CapTel users of the need to designate a long distance carrier for long distance CapTel calls and the consequences of not making such a designation through a variety of outreach methods including newsletters, outreach events, the website, etc.

Please see previously in this Tab Section IV-2.p for more information regarding carrier of choice policies.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

b. Make arrangements for a default toll/IXC carrier in the event the user does not have one.

In the event a **CapTel** user does not register a preferred long distance provider with CapTel, any long distance captioned calls they make will be automatically billed by their state's TRS long distance carrier, at their long distance rate (which varies by state). There is no charge to customers for using the CapTel captioning service.

If a **voice** user who calls a CapTel user does not let CapTel know their preferred long distance provider, any long distance captioned calls they place to a CapTel user will be charged on their phone bill under that state's TRS long distance carrier, at that state's long distance rate (which varies).

Please see previously in this Tab Section IV-2.p for more information regarding carrier of choice policies.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

c. Provide CTVRS access in high traffic or public access areas such as airports, shopping malls, and other areas where public telephones are located. Prospective contractors must explain how they would accomplish this.

Today's technology does not allow for CTVRS access on pay phones. If the Commission desires something else besides pay phone access, Hamilton will work with the Commission to accomplish this goal.

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IV-6. SESSION MINUTES OF USE. CTVRS shall be billed on a session minute basis, defined as follows: The clock starts the moment a relay caller connects to the first switch point of the CTVRS that connects the call to a CA and ends at the time the call is disconnected from both the CA and the last relay user. This includes start-up, relay call conversation, and wrap-up. It does not include holding time waiting for initial contact with a CA. Each CTVRS call must have its MOUs measured as the total of its session minutes and seconds.

Individual calls must not be rounded up to the next full minute, e.g., one minute and ten seconds (i.e., 70 seconds) is not billed as two minutes. A one-month billing cycle and the total call minutes and seconds (summed over the billing cycle) must be used for billing purposes. For example, if 100 calls were made during a billing cycle and each call is 70 seconds (in session minutes), the total billed MOU for the cycle is 116; the 40 seconds are truncated as illustrated:

70 seconds/call × 100 calls = 7000 seconds
7000 seconds ÷ 60 seconds/minute = 116 minutes & 40 seconds
truncated to 116 minutes for the month

Hamilton will bill CTVRS on a session minute basis, using the definition listed above. Hamilton will measure the MOUs of each CTVRS call as the total of its session minutes and seconds.

For billing purposes, minutes are rounded to the nearest hundredth of a minute. Using the example above, Hamilton will bill the State for 116.67 minutes. Hamilton is unable to truncate as described above. All call minutes within a calendar month are then added to determine the amount of time to be billed to the State.

IV-7. PAYMENT RESPONSIBILITIES.

a. The contractor shall have the sole responsibility for the complete effort of the contracted CTVRS, and payments will only be made to the contractor. The contractor has the sole responsibility for all payments to any/all sub-contractors under the contract.

~~Hamilton understands and will comply.~~

b. The contractor will invoice the Pennsylvania TRS fund administrator on a monthly basis for the intrastate services provided for the previous month, with a copy to the Commission's Bureau of Fixed Utility Services.

The Pennsylvania TRS fund administrator will receive Hamilton's monthly call traffic reports and invoice by the 15th of each month for the activity in the previous month. Hamilton will send a copy to the Commission's Bureau of Fixed Utility Services.

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Please refer to Appendix I for the suggested invoice format that Hamilton proposes to submit to the State.

c. The contractor will invoice the National Exchange Carriers Association (NECA) on a monthly basis for the interstate and international services provided for the previous month, with a copy to the Commission's Bureau of Fixed Utility Services.

Hamilton will invoice the Interstate TRS Fund administrator (NECA) on a monthly basis for the interstate and international services provided for the activity in the previous month. Hamilton will send a copy to the Commission's Bureau of Fixed Utility Services.

Hamilton estimates spending 8 Accounting staff hours to implement CTVRS invoicing and reporting. Hamilton estimates spending an additional 2 hours per month on invoicing and reporting.

IV-8. RATE. *The rate charged to the Pennsylvania TRS fund for the session MOUs for CTVRS must be just and reasonable and in conformity with the Commission rules, regulations, policies, and orders for rates and service, such as those in Title 66 of the Pennsylvania Consolidated Statutes and Title 52 of the Pennsylvania Code. See Section II-6 for a detailed explanation of rate elements.* ***The rate portion of the proposal must be bound and sealed separately from the remainder of the proposal. Failure to meet the separately-sealed requirement will result in automatic disqualification of the proposal.***

Because this process is a competitive bid process, Hamilton is not providing all elements of debt, equity (capital costs), operating expenses, or its subcontractor costs.

IV-9. CUTOVER FROM INTERIM SERVICE AND GROWTH OF CTVRS.

a. The transition from Interim Service to the contracted CTVRS must take place without interrupting captioning service for the existing users. Cutover should be seamless for existing CTVRS users. Prospective contractors must explain how they would handle any change-over/cut-over issues to ensure a seamless transition.

Hamilton ensures a seamless transition from the Interim Service to the contracted CTVRS without interrupting captioning service for existing users. Because the service is already available on an interim basis, there is very little work that needs to be done with regards to the service itself.

b. It is expected that there will be approximately 450 CTVRS existing users as a result of the CapTel Trial and Interim Service by the time of migration to contractor

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operations. Prospective contractors may obtain information on the number of existing CTVRS users and past growth rates from the Issuing Officer.

As amended in the State's responses to Pre-filed questions RFP 2005-2 CTVRS
As allowed in Section IV-9.b with regards to call history

A. The following information can be provided. Further detail is barred due to proprietary claims.
Number of CapTel phones distributed as of 7/31/06 is in excess of 600, over 500 have been activated at one point in time. For the 12 months ending 6/30/06, less than 5) CapTel phones were distributed through the TDDP program. For the 6 months ending 7/31/06, session minutes have averaged 1,720 per day and increased 23.7% through the six month period. For the same period 64.4% have been reported as intrastate.

Hamilton understands.

c. To the extent that a request from one prospective contractor for information described in Section IV-9b is submitted and answered, the information will be provided to all prospective contractors, consistent with Section I-32 of this RFP.

Hamilton understands.

d. New users are to be added in a non-discriminatory, consistent, "first-come, first-served" basis, with due regard for user preference for new or refurbished equipment.

The distributor of the equipment, which could either be the state's equipment distribution program or directly through the vendor of captioned telephones (Weitbrecht), handles the distribution of phones. Meaning the user is "added" upon receiving the CapTel phone. The phones are distributed on a first come first serve basis with due regard for user preference for new or refurbished equipment. Either of these organizations would manage the list and fulfill orders as they come in or at the beginning of the month if there is a waiting list.

e. Proposed contractors must be prepared to add at least 35 new users each month if demand warrants.

Hamilton is prepared to add at least 35 new users per month if demand warrants.

f. Growth at rates between 36 and 74 new users per month may be handled or wait-listed at the contractor's option, consistent with Section IV-9h.

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Hamilton is prepared to add at least 35 new users but no more then 74 per month. Any additional requests after the 74 per month will put on a wait list unless otherwise instructed by the Commission as directed in the following Section.

g. Growth at a rate greater than 75 new users a month must be coordinated with Commission staff to ensure that adequate TRS funds are available.

Hamilton understands and will comply with the State's expansion process. Hamilton will not add more than 74 new users per month without coordinating with Commission staff to ensure that adequate TRS funds are available.

h. The rates of expansion specified in Sections IV-9e-g may be adjusted, based upon demand and TRS fund availability, in conjunction with the annual TRS surcharge recalculation process so long as notice of a request to adjust the expansion is given to the other party by April 1 prior to the recalculation process. Such adjustments should reflect demand for CTVRS and TRS fund availability.

Hamilton understands and will comply.

i. Prospective contractors must provide a firm timeline for how quickly they will be able to convert from Interim Service to the contracted CTVRS.

As stated previously Hamilton does not foresee any interruption in service to existing users. Hamilton offers the following timeline to show how quickly their service can be converted to Hamilton.

Action	Time Line
• Notice of intent to award	
• Contract Negotiations/Signing	Effective Date
• Upon Contract Signing, Submit Contract Order to CapTel	Within 3 days of the Effective Date
• Submit Implementation Guide to CapTel	Within 3 days of the Effective Date
• CapTel internal setup • load service specifications • configure databases • add monthly reports • Provide Customer Service with Pennsylvania rules	Begins Effective Date to service start-up
• Service start-up	Within 2 weeks of contract signing

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• Distribution of materials about CTVRS including news releases, distribution of other informational material through various channels including all deaf and speech disability organizations, to be used to assist in the education of various organizations, businesses and groups.	From Start Date through Term of Contract
• PUC receives from Hamilton, CTVRS Consumer Complaint Log Summaries for the first day of service through May 31, 2007 per FCC Docket #98-67.	June 15, 2007

Because CapTel provides service to all states from a common call center and a common customer service group, the number of work hours for a cutover from interim service and growth of CTVRS is not specific to a single state's service and therefore is not available.

IV-10. <u>OUTREACH</u>. Prospective contractors must present a plan for a comprehensive, effective, and measurable outreach campaign to develop public awareness of the service and provide information about the service to communities statewide. The campaign should include grassroots education to Pennsylvania seniors, educational workshops, a brochure, media advertising, an accessible website, and media relations. All materials must be understandable and accessible by a majority of the communities of persons with disabilities. The plan must provide a statistical method of measuring the effectiveness of the outreach and a methodology for making adjustments to the plan based on performance. The Commission will retain the right to continue the theme of any outreach if it so chooses after the expiration of any contract entered into pursuant to this RFP.

Hamilton will provide users with information on how to place a CapTel Relay call, provide users with suggestions on how to improve the efficiency of CapTel Relay calls, and inform users about new CapTel functions and changes in the service through a variety of methods including inquiries made to the CTVRS Customer Service Department, CapTel brochure and other printable materials, website, newsletters, tradeshows, presentations, direct mails, press releases, etc.

In Appendix H Hamilton has included current CapTel and 2 Line CapTel brochures, CapTel call-me-cards and other promotional literature that were developed by CTI. All of these documents are in use in each CapTel state today.

However, for the State of Pennsylvania, Hamilton will develop its own product brochure that explains the various services of CapTel and will distribute it across the State.

As discussed previously, Hamilton will maintain and publicize a CTVRS website and toll-free service with user and potential user information for Pennsylvania.

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Presentations

Hamilton Outreach will give educational presentations and training sessions about CTVRS to the CapTel using community. Organizations serving and organizations of, by and for persons who are hard of hearing (including older persons who recently lost their hearing) will be the primary targets of customized workshops. Presentations to groups, such as emergency services providers, trade shows, civic organizations, university classes, senior citizens centers and physical and mental health service providers will also be given.

These workshops will include: sharing of CapTel related information pertinent to the specific group, specific tips on using relay, showing promotional and educational videotapes, sharing of personal experiences with CapTel and other media materials. At many of these presentations, CapTel phones will be set up to allow actual hands on experience in making CapTel calls.

Press Releases/Media Relations

Hamilton will promote the existence and use of the CapTel through a variety of press releases and other media relations to inform the public about CapTel.

Educational Videos

Hamilton Relay designed a DVD for relay users and is highly educational. This DVD is designed to educate the hearing community and non-traditional relay users (late deafness, etc.) about relay services and includes a Chapter about CapTel. Hamilton will distribute the DVD to businesses, schools, local telephone companies and a variety of other groups.

Hamilton is unable to accept the following requirement and has listed this as an exception in the Attachment to the Transmittal Letter:

- The Commission will retain the right to continue the theme of any outreach if it so chooses after the expiration of any contract entered into pursuant to this RFP.

Hamilton is agreeable to this if the State develops all new material specific to CTVRS. Please see the Written Materials/Ownership section in the Attachment to the Transmittal Letter.

Hamilton has discussed consumer input programs in the following section (IV.-11) which includes statistical methods of measuring the effectiveness of the outreach as well as a methodology for making adjustments to the plan based on performance.

Hamilton has prepared a sample Outreach Plan specifically for Pennsylvania CapTel which follows.

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Outreach Plan for CapTel

Organization/Agency
Pennsylvania Public Utility Commission (PUC) Consumer Advisory Council

Outreach Method:
Attend PUC Consumer Advisory Council meetings to learn ways to best meet needs of hard-of-hearing and late-deafened people in Pennsylvania. Be available for community functions supporting CTVRS. Provide the PUC Consumer Advisory Council with pamphlets and other promotional materials on CapTel for walk-in traffic. Provide one-on-one training or group training with any leads provided by the PUC Consumer Advisory Council with CapTel equipment.

Who will provide outreach with the PUC Consumer Advisory Council:
Hamilton Relay Outreach Team will be in direct contact with PUC Consumer Advisory Council for all CapTel outreach needs.

Timeframe:
This will commence upon contract award, and will be an outreach priority.

Organization/Agency:
Hearing Loss Association of Pennsylvania

Outreach Method:
Attend chapter conferences and events held by HLAA of Pennsylvania with an exhibit booth to discuss CapTel relay services available in Pennsylvania. Present at HLAA functions whenever possible. Provide brochures, demonstrations, and presentations as frequently as possible. Follow up on all leads provided through HLAA of Pennsylvania.

Who will provide outreach with HLAA of Pennsylvania:
Hamilton Relay Outreach Team will maintain contact with the president and members of the HLAA Pennsylvania chapters.

Timeframe:
Upon contract award Hamilton Relay Outreach Team participation will commence with Pennsylvania HLAA chapters, and will remain as long as the organization is active.

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Organization/Agency:
Pennsylvania Office for the Deaf and Hard of Hearing (ODHH)

Outreach Method:
Attend ODHH meetings with an exhibit booth and as a presenter, with particular focus on relay options for hard of hearing and late-deafened Pennsylvanians. Attend special workshops/events hosted for the Pennsylvania community with an exhibit booth highlighting CapTel. Maintain an affiliation with ODHH and create an awareness campaign for new CapTel services.

Who will provide outreach with ODHH:
Hamilton Relay Outreach Team will be responsible to attend the events and create a strong relationship with ODHH.

Timeframe:
Hamilton Relay will maintain this relationship with ODHH as long as the organization is active, and will commence upon award.

Organization/Agency
Telecommunications Device Distribution Program (TDDP)

Outreach Method:
Hamilton Relay Outreach Team will work closely with TDDP to train relay users on CapTel equipment, and be a continuous resource for partnered training opportunities with TDDP.

Who will provide outreach with TDDP:
Hamilton Relay Outreach Team will encourage a natural coordination of services and liaison work.

Timeframe:
Upon contract award Hamilton Relay Outreach Team will initiate contact to build a strong relationship between TDDP CapTel equipment distributor and CTVRS.

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Organization/Agency:
Mainstream Schools with hard of hearing children

Outreach Method:
Provide CapTel information to schools with students, parents, and faculty who are hard of hearing. Collect contact names of teachers, or specialists who work with hard of hearing students to see if any may benefit from using CapTel. Offer CapTel training to hearing teachers, parents, and classmates. Provide empowerment curriculum so teachers can incorporate telephone independence training with students. Be involved with school activities, as appropriate.

Who will provide outreach with Mainstream Schools?
Hamilton Relay Outreach Team will maintain contact with persons who have an affiliation with children who are hard of hearing in mainstream programs.

Timeframe:
The initial contacts will begin within the first three months to assess where CapTel education may best fit.

Organization/Agency:
Association of Late-Deafened Adults Region I

Outreach Method:
Be a continual resource to ALDA for all relay educational needs as it relates to community development and advocacy. Provide pamphlets, presentations and general outreach to needs identified for CapTel. Provide one-on-one training or group training with any leads provided by ALDA. Attend conferences and events held by ALDA with an exhibit booth and presentation on all relay services available in Pennsylvania.

Who will provide outreach with ALDA:
Hamilton Relay Outreach Team will be in direct contact with ALDA for all outreach opportunities particular to CapTel education.

Timeframe:
Presentations and training will be a priority, and will commence upon contract award.

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Organization/Agency:
Pennsylvania Speech-Language-Hearing Association (PSHA)

Outreach Method:
Be a continual resource to PSHA for educational needs as it relates to community development and advocacy of people who are hard of hearing. Provide pamphlets, presentations and general outreach to people who may benefit from telephone access through CapTel. Provide one-on-one training or group training with any leads provided by the PSHA. Attend conferences and events held by PSHA with an exhibit booth and presentation on CapTel availability in Pennsylvania.

Who will provide outreach with PSHA:
Hamilton Relay Outreach Team will be in direct contact with PSHA for all outreach opportunities.

Timeframe:
Presentations and training will occur as identified, and will be a priority upon contract award.

Organization/Agency:
Pennsylvania Council on Independent Living (PCIL)

Outreach Method:
Maintain contact with PCIL to be known as an available resource for assistance when working with residents or families who are hard of hearing, or are experiencing a late-onset hearing loss.

Who will provide outreach with Pennsylvania Council on Independent Living:
Hamilton Relay Outreach Team will maintain contact with PCIL and plan for providing training opportunities to employers and employees of the agency, as well as their clients on the availability of CapTel. Share the benefits and ease of use of CapTel, especially tailored to this consumer group.

Timeframe:
Presentations and training will actively occur upon contract award.

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Organization/Agency:
Pennsylvania Nursing Homes

Outreach Method:

Maintain contact with Pennsylvania nursing homes to be known as an available resource for working with patients and families who are hard of hearing. Educate about CapTel's availability and its benefits to nursing home residents who are late-deafened.

Who will provide outreach with Pennsylvania nursing homes:

Hamilton Relay Outreach Team will be responsible to maintain contact with Pennsylvania nursing homes and plan for providing training opportunities to employers and employees of the agency, as well as their clients when in need.

Timeframe:

Presentations and training will actively occur upon contract award.

Organization/Agency:
Spanish communities, services and agencies

Outreach Method:

Maintain contact with Spanish communities, services and agencies to be known as an available resource for assistance when working with Spanish families who are hard of hearing can benefit from CapTel relay education.

Who will provide outreach with Spanish communities:

Hamilton Relay Outreach Team will maintain contact with Spanish-speaking communities, organizations, and agencies, and provide training as requested to clients who are hard of hearing.

Timeframe:

Presentations and training will occur by request, as well as stemming outreach efforts.

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Organization/Agency:

Service Agencies (OVR , SSA, community colleges, Children and Family Services, etc.)

Outreach Method:

Utilize service agencies to reach out to hard of hearing individuals who would benefit from CapTel by providing available information in brochures and presentations to individuals and groups. Host and provide presentations with these agencies for educational purposes in gaining independence.

Hamilton Relay Outreach Team will work with service agencies in ensuring that their clients are receiving equal telephone access by providing workshops for employees who are hard of hearing.

Who will provide outreach to service agencies:

Hamilton Relay Outreach Team will be responsible to initiate and maintain contact with the service agencies and plan for providing training opportunities to employees of such agencies throughout the state of Pennsylvania.

Timeframe:

This outreach effort would commence three months after contract award.

Hamilton estimates spending approximately 40 Hamilton Outreach Team hours monthly in the area of outreach.

IV-11. USER INPUT AND SATISFACTION.

a. CTVRS users must be asked to provide input on the quality of service by means of an annual survey (or similar device). The intent of the survey is to determine whether those using the contractor's CTVRS are satisfied with the service and whether there are any issues that need to be addressed or features to be added. Prospective contractors must present their plans for annual user evaluations of the system. The plans should explain methods for quantifying user input and how the recommendations from these evaluations will be incorporated into the CTVRS. Prospective contractors must advise the Commission how they will annually conduct the user surveys and notify the Commission and the TRS Board of the results of the user surveys.

If awarded the contract Hamilton will work with the PUC to develop a User Satisfaction Survey that meets the needs of CTVRS. This survey tool will consist of questions about CTVRS performance and outreach programs to determine whether the users of CTVRS are satisfied with the service and whether there any issues that need to be addressed or features to be added.

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Hamilton will work to distribute this form annually to known CapTel users across Pennsylvania as well as organizations and agencies that serve CTVRS users and will notify the Commission and the TRS Board of the results.

Recommendations maae by users will be carefully evaluated by Hamilton and shared with the PUC.

Hamilton actively uses its customer service number to gather input from relay users. Any time a suggestion, compliment, or complaint is taken via the customer service line, we make a record and respond appropriately.

Users are able to access the Hamilton Customer Service 24 hours a day. ***This line is used to complete all customer service functions.*** Hamilton's Customer Service Department instructs relay users on how to place calls through CapTel, shares tips for improving efficiency, and answers questions about new services or about any changes that have been made. Hamilton's Customer Service Department also assists relay users with billing questions, equipment testing, and provides a variety of referral numbers to State Organizations, other long distance carriers, and schedules one-on-one visits as needed. The Customer Service number is also the contact point for people wishing to compliment or complain about the service.

Pennsylvania CapTel users will be able to email feedback directly to us via the CTVRS web site.

The Hamilton Relay Outreach Team will solicit consumer input through evaluations and other informal mechanisms from the hard of hearing community. The Outreach Team will be very involved in the hard of hearing community through organizations, groups and one-on-one sessions. CTVRS users will be given the opportunity to express their opinions and offer suggestions each time the Hamilton Relay Outreach Team is present.

Methodology for Incorporating Feedback

Hamilton will use the results of its consumer input evaluations as a tool to measure the effectiveness of both performance and outreach. Hamilton will incorporate feedback from relay users, the PUC, the TRS Board as well as organizations that serve people who are hard of hearing in its quality process. Hamilton will look for trends in the feedback we receive from customers in order to identify outreach needs or areas that may require additional training. Hamilton will review results of consumer input evaluations with its subcontractor.

Following is a sample of how Hamilton will summarize the results of the annual CTVRS user evaluation survey.

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Sample CTVRS Survey Summary

Date

Hamilton Relay was pleased to sponsor a user evaluation survey to gather feedback from CTVRS users specific to CapTel and the CTVRS outreach program. Below is a summary of the survey, findings, conclusions, and recommendations.

SURVEY

The online survey was open for ___ weeks, starting ____ and ending ____. The contact information obtained for the survey came from _____. Hamilton Relay, the provider of CTVRS, hosted the survey in conjunction with the PUC.

Out of _(number)__ distributed surveys, _(number)__were returned as "undeliverable." Of the _(number)__delivered, _(number)__responded to the survey for a total _(number)__% response rate. The response rate was high (or is not near the threshold for statistical significance; therefore, we can (or cannot) draw specific conclusions from the collected data.

FINDINGS

The first ___ questions dealt with the user's actual experience during CTVRS calls.

- "CTVRS answers my calls quickly." xxx out of xxx stated 'always' or 'most of the time.' xxx stated 'sometimes.'
- "I always get connected to CTVRS on the first call." xxx out of xxx stated 'always' or 'most of the time.'
- "The CA has good transcription skills." xxx out of xxx stated 'always' or 'most of the time.'
- "CTVRS helps me manage my business better." xxx out of xxx stated 'always' or 'most of the time.'
- "My family and friends use CTVRS to call me." xxx out of xxx stated 'always' or 'most of the time.'
- "CTVRS handles calls quickly with few connection delays." xxx out of xxx stated 'always' or 'most of the time.'

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- "If I have a problem with CTVRS I call Customer Service to try to resolve the problem." xxx out of xxx stated 'always' or 'most of the time.'
- "Customer Service answers my call and responds appropriately to my requests." xxx out of xxx stated 'always' or 'most of the time.'
- "CTVRS outreach program is effective." xxx out of xxx stated 'always' or 'most of the time.'
- "CTVRS outreach materials are understandable." xxx out of xxx stated 'always' or 'most of the time.'
- "CTVRS educational workshops are informative." xxx out of xxx stated 'always' or 'most of the time.'
- "I prefer to use CTVRS than depend on my family or friends to communicate for me." xx out of xxx stated ' always' or 'most of the time.'

xxx users identified themselves as hard of hearing, and xxx as hearing.

xxx users identified their language of preference English and xxx Spanish.

Comments:

The survey included a free-write section. The comments included _____. We are grateful to receive individualized feedback on CTVRS in general.

CONCLUSIONS

Our general feel from the respondents is that they do use CTVRS to _____, their experiences are ____, the quality of the CAs is _____, the quality of the outreach program is _____.

According to the results, items for specific improvement are _____.

RECOMMENDATIONS

1. We will encourage the Outreach Team to make concerted efforts to _____.
2. We will work with our subcontractor to _____.

For further discussion of the results or process of this survey instrument, please do not hesitate to contact us. We at Hamilton Relay continue to strive to meet and exceed your expectations.

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Hamilton looks forward to working with and interfacing with the PUC and CTVRS users on an ongoing basis.

Hamilton estimates spending approximately 80 Contract Management staff hours annually to complete this task.

b. Ad hoc user comments (favorable and unfavorable) are to be forwarded to the Commission monthly through the Staff Analyst and to the TRS Board quarterly.

Hamilton will forward Ad hoc user comments (favorable and unfavorable) to the Commission monthly through the Staff Analyst and to the TRS Board quarterly.

Hamilton estimates 2 Accounting staff hours monthly will be required to complete this task.

c. The survey results and other user input may not be further disseminated without express authorization from the Commission.

Hamilton will not circulate survey results and user input without authorization from the Commission.

Hamilton verifies that there are no staff hours involved.

IV-12. CONTRACTOR RESPONSIBILITIES TO THE PENNSYLVANIA TRS ADVISORY BOARD, THE PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY, AND OTHER GROUPS.

a. The contractor must cooperate with the Board in matters concerning the CTVRS program. A contractor representative must attend the Pennsylvania Telecommunications Relay Service Advisory Board (TRS Board) quarterly meetings and report to the Board the condition and status of the CTVRS. The report must include but is not limited to MOU, customer complaints and new technologies that impact CTVRS and services.

Hamilton will cooperate with the Pennsylvania TRS Advisory Board in matters concerning the CTVRS program. Hamilton will designate Todd Behanna to attend meetings of the TRS Board. In addition, Hamilton's Vice President of Relay, and/or the Hamilton State Outreach Program Manager will occasionally attend these meetings and will also be available to the TRS Board as needed. Hamilton will give presentations at TRS Board meetings regarding CTVRS statistics, outreach activities, and other relevant topics as requested by the Board or PUC.

Hamilton estimates 24 staff hours quarterly will be required to complete this task.

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b. The contractor must cooperate with the Pennsylvania Department of Labor and Industry or its designee in matters concerning the TDD Program.

Hamilton will cooperate with the Pennsylvania Department of Labor and Industry or its designee in matters concerning the TDD Program.

Hamilton estimates 4 Contract Management staff hours monthly will be required to complete this task.

c. The contractor must participate in meetings with the Commission, Commission staff, other agencies, consumers, and consumer groups as may be required.

Hamilton understands and will comply.

Without knowing the frequency of these meetings, it is difficult to predict the number of staff hours that will be spent on participation.

IV-13. CONTRACTOR REPORTING REQUIREMENTS.

a. All contractor reports shall be submitted to the Commission's Secretary's Bureau with a copy to the Bureau of Fixed Utility Services.

Hamilton will submit reports to the Commission's Secretary's Bureau with a copy to the Bureau of Fixed Utility Services.

b. Monthly reports will be required from the contractor. The monthly report must contain: the type of call (single-line, two-line, then broken down into answering machine, international, interstate, intrastate, toll-free), session minutes, average session minutes, call counts, and call types with a call count for each. The report must also have a weekly summary of the call count and session minutes by day and date. A separate section will show the month's summary of consumer service complaint logs. The consumer complaint log must include all complaints regarding CTVRS in the Commonwealth, regardless of the entity fielding or resolving the complaint call, and must retain the log for the duration of the contract. The log must include, at a minimum, the filed date of the complaint, the nature of the complaint, the date of resolution, and an explanation of the resolution. The monthly report must also contain the SLA results for the preceding month. The reports are due the 15th day of the month following the month being reported.

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Hamilton will submit monthly reports that contain the type of call, such as single-line, two-line and answering machine. For a sample please refer to report B, in Appendix I. For Hamilton's report of international, interstate, intrastate and toll-free calls please refer to report A, in Appendix I. For session minutes, average session minutes, call counts, and call types with a call count for each, please see report B, in Appendix I. Hamilton's report B1 will have a weekly summary of the call count and session minutes by day and date. See Appendix I for report B1. Hamilton will also include a separate section showing the month's summary of consumer service complaint logs, which will include all complaints regarding CTVRS, regardless of the entity fielding or resolving the complaint call. Please refer to the CapTel Summary Report, in Appendix I for a sample of this report. Hamilton will retain a log for the duration of the contract. Hamilton's log will include at a minimum the filed date of the complaint, the nature of the complaint, the date of resolution, and an explanation of the resolution. Please see the CapTel Summary Report in Appendix I, for a sample. Hamilton will provide statistical reports by the 15th of each month.

Hamilton is unable to accept the SLAs in Appendix D, as listed in the Attachment to the Transmittal Letter and in Appendix D.

> c. *The contractor must timely submit to the Commission, so that the Commission may report to the FCC annually, an annual summary log indicating the number of complaints received for the 12-month period ending each May 31st. The report must be submitted to the Commission on or before June 20th of each year. The report must also include the annual* ***Certification Relative to Business Continuity*** *set forth in Appendix E.*

Hamilton will submit to the Commission an annual summary log indicating the number of complaints received for the 12-month period ending each May 31st . This report will be submitted to the Commission on or before June 20th of each year on or before June 20th of each year.

In regards to the annual **Certification Relative to Business Continuity,** Hamilton is able to commit to a Disaster Recovery plan for CTVRS as in Appendix G. Hamilton is unable to certify compliance with the items in the annual **Certification Relative to Business Continuity.**

> d. *The contractor shall be responsible for maintaining all records and reports relating to CTVRS that may be required by the FCC and the Commission. Such reports must include, but not be limited to, traffic detailing:*
>
> > i. *Blockage rates, defined as the number of calls reaching a busy signal when calling the relay service.* See the CapTel Summary Report, in Appendix I.

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ii. Average number of calls waiting for system or operator answer. See the CapTel Summary Report, in Appendix I.

iii. Average length of time waiting for system or operator answer. See the CapTel Summary Report, in Appendix I.

iv. Area codes and state from which the calls originate. See Report C, in Appendix I.

Hamilton understands that it will be responsible for maintaining all records and reports relating to CTVRS that may be required by the FCC and the Commission.

e. The contractor shall be responsible for maintaining the accounting and financial records, in accordance with accounting procedures and generally accepted accounting principles, of expenses that are incurred in operating the CTVRS as a stand-alone entity.

Hamilton understands it is responsible for maintaining the accounting and financial records, in accordance with accounting procedures and generally accepted accounting principals.

f. The contractor is responsible for the professional quality, technical accuracy, and timely completion and submission of all deliverables, services or commodities required under this contract. The contractor, without additional compensation or cost to the TRS relay fund, shall correct or revise any errors, omissions, or other deficiencies in its deliverables and other services.

Hamilton understands and will comply.

g. The prospective contractor must provide documentation detailing methods and procedures, training guidelines, and code(s) of confidentiality to enforce the CA standards as presented in section IV-3.

Hamilton has provided documentation detailing the methods and procedures surrounding the provision of CapTel. Hamilton ensures that there are procedures in place to enforce the CA standards. Please see the information previously provided in Section IV-3.

In Addition, all CapTel CAs are required to have the requisite experience, expertise, skills, knowledge, training and education to perform CapTel Services in a professional and confidential manner. CTI has a detailed CA training plan in place to ensure that all standards as applied by the FCC to the provision of CapTel are met by each CapTel CA. At any time if a prospective CA does not demonstrate the ability to achieve the expected standards, they may be removed from the training group, and employment terminated.

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Please refer to back to Section D, for a description of CTI's Confidentiality Agreement and policies. A breach of any part of the Confidentiality Agreement may result in disciplinary action up to and including termination of employment.

h. By February 15th of each year, the contractor must supply the Commission's Bureau of Fixed Utility Services with a statement of the estimated minutes of CTVRS use and the annual charges for the ensuing 12-month period from July 1st through June 30th. The estimated costs must be detailed in schedule form showing the breakdown of costs to arrive at a per-MOU cost.

Hamilton will provide the Commission's Bureau of Fixed Utility Services with a statement of the estimated minutes of CTVRS use and annual charges for the ensuing 12-month period from July 1st through June 30th. The estimated costs will be calculated by multiplying the number of estimated minutes by Hamilton's per minute rate.

IV-14. CONTRACT REQUIREMENTS—DISADVANTAGED BUSINESS PARTICIPATION AND ENTERPRISE ZONE SMALL BUSINESS PARTICIPATION. All contracts containing Disadvantaged Business participation and/or Enterprise Zone Small Business participation must also include a provision requiring the selected contractor to meet and maintain those commitments made to Disadvantaged Businesses and/or Enterprise Zone Small Businesses at the time of proposal submittal or contract negotiation, unless a change in the commitment is approved by the BMWBO. All contracts containing Disadvantaged Business participation and/or Enterprise Zone Small Business participation must include a provision requiring Small Disadvantaged Business subcontractors, Enterprise Zone Small Business subcontractors and Small Disadvantaged Businesses or Enterprise Zone Small Businesses in a joint venture to perform at least 50% of the subcontract or Small Disadvantaged Business/Enterprise Zone Small Business participation portion of the joint venture.

The selected contractor's commitments to Disadvantaged Businesses and/or Enterprise Zone Small Businesses made at the time of proposal submittal or contract negotiation shall be maintained throughout the term of the contract. Any proposed change must be submitted to BMWBO, which will make a recommendation to the Contracting Officer regarding a course of action.

If a contract is assigned to another contractor, the new contractor must maintain the Disadvantaged Business participation and/or Enterprise Zone Small Business participation of the original contract.

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*The selected contractor shall complete the Prime Contractor's Quarterly Utilization Report (or similar type document containing the same information) and submit it to the contracting officer of the Issuing Office and BMWBO within **10** workdays at the end of each quarter the contract is in force. This information will be used to determine the actual dollar amount paid to Small Disadvantaged Business and/or Enterprise Zone Small Business subcontractors and suppliers, and Small Disadvantaged Business and/or Enterprise Zone Small Business participants involved in joint ventures. Also, this information will serve as a record of fulfillment of the commitment the selected contractor made and for which it received Disadvantaged Business and Enterprise Zone Small Business points. If there was no activity during the quarter then the form must be completed by stating "No activity in this quarter."*

NOTE: EQUAL EMPLOYMENT OPPORTUNITY AND CONTRACT COMPLIANCE STATEMENTS REFERRING TO COMPANY EQUAL EMPLOYMENT OPPORTUNITY POLICIES OR PAST CONTRACT COMPLIANCE PRACTICES DO NOT CONSTITUTE PROOF OF DISADVANTAGED BUSINESSES STATUS OR ENTITLE AN OFFEROR TO RECEIVE CREDIT FOR DISADVANTAGED BUSINESSES UTILIZATION.

Hamilton understands the Disadvantaged Business Participation and Enterprise Zone Small Business Participation described on RFP section II-7 and it nor its subcontractor, CTI, qualify. Hamilton would like to clarify that because TRS is a specialized service, a TRS provider would typically subcontract with corporations that are specialized in the provision of TRS and that have successfully performed work on contracts of a similar size and scope to the work required by this RFP. As explained throughout its proposal, Hamilton currently has subcontracts in place with corporations who have this level of experience.

Hamilton would like to clarify that its Video Relay Service is powered by Birnbaum Interpreting Services (BIS), who provides certified sign language interpreters. Established in 1995, Birnbaum Interpreting Services' (BIS') major focus is to provide the best sign language interpretation and transliteration services possible. BIS also provides professional services and consultation with respect to the accessibility requirements of people with disabilities, particularly the Deaf and Hard-of-Hearing population. Being Deaf-owned, BIS is certified by the Maryland Department of Transportation as a Minority Business Enterprise, certification number DOT MBE 96-393. BIS is also recognized as a Small Business Enterprise.

Please see Tab 5 for detailed information regarding Hamilton's current subcontractor.

Appendix

No. 7.3

Hamilton Contract

COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE REFER TO OUR FILE
M-00900239
FDD16

August 6, 2007

Dixie Ziegler
Vice President of Relay
Hamilton Telephone Company
1001 12th Street
Aurora, NE 68818

Re: Pennsylvania Captioned Telephone Voice-Carry-Over Relay Service (CTVRS) Contract

Dear Ms. Ziegler: Dixie

Enclosed is a copy of the signed Pennsylvania Captioned Telephone Voice-Carry-Over Relay Service (CTVRS) Contract. Thank you for all your assistance and patience as the details were worked out.

I am looking forward to meeting the Hamilton staff as the opportunity presents itself through TRS functions and to working with you and your staff over the duration of the contract period.

If you have any technical questions, please call Eric Jeschke at 717-783-3850 or Missy Knerr at 717-783-6171. Customer Service questions should be directed to Holly Frymoyer at 717-783-1628. Tom Charles at 717-787-9405 is the contact regarding outreach. For any legal questions, please contact me at 717-787-8866.

Sincerely,

Louise Fink Smith

Enc.

cc: (w/out enclosure)
Pete Dalina & Mark Goodwin – Admin
Jaime McClintock – Legal
Kim Barrow – OSA
Eric Jeschke & Missy Knerr – FUS
Lenora Best & Holly Frymoyer – BCS
Tom Charles – Communications

Commonwealth of Pennsylvania
Office of Attorney General
August 03, 2007

Subject: Contract 2005-2
HAMILTON TELEPHONE COMPANY

To: MIKE SOBOLESKY
FINANCIAL & ASSESSMENTS CHIEF
PUBLIC UTILITY COMMISSION

From: Robert A. Mulle
Chief Deputy Attorney General
Legal Review Section, Harrisburg
Office of Attorney General

The referenced contract(s) has been approved for form and legality pursuant to the Commonwealth Attorneys Act, 71 P.S. Section 732.101 et seq.

No approval or opinion is offered as to the manner of execution if the document was submitted in proposed form. No approval or opinion is offered concerning any document referenced but not submitted or any events or other occurrences giving rise to the contract's creation or submission. Our review does not extend to compliance with the laws of other jurisdictions. To the extent, if any, that such other laws may be applicable to the making or performance of the contract in any respect, the agency may want to consult with counsel in that jurisdiction.

RAM /jmn
CC:

2007 AUG -6 AM 11:55
PA PUC
2007 AUG -3 PM 4:27
PA PUC