

CG Docket NO. 03-123



Information Technology Department

600 E Boulevard Ave., Dept 112 • Bismarck, ND 58505-0100 • (701) 328-3190

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September 14, 2007

Thomas Chandler, Chief
Disability Rights Office,
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

DOCKET FILE COPY ORIGINAL

RE: Changes to the North Dakota Telecommunications Relay Services

Dear Mr. Chandler:

As the North Dakota Telecommunications Rely Service Administrator, I wanted to ensure that North Dakota is in compliance with FCC rule 47 C.F.R. § 64.605 (f)(1) by notifying the Commission of substantive changes to the state's TRS program, which transpired in 2006. The North Dakota TRS implemented a Cap Tel program for North Dakota consumers. Please accept my letter certifying that North Dakota's TRS program continues to meet federal minimum standards after implementing this substantive change.

If you have any questions, please do not hesitate to contact me at 701-328-2300 or via e-mail at rennen@nd.gov.

Respectfully,

Roxy Ennen, RSPF Program Manager

CC: Marlene Dortsch, Commission Secretary

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STATE OF COLORADO

PUBLIC UTILITIES COMMISSION

Ron Binz, Chairman
Polly Page, Commissioner
Carl Miller, Commissioner
Doug Dean, Director

Department of Regulatory Agencies

D. Rico Munn
Executive Director



CG Docket No
03-123

Bill Ritter, Jr.
Governor

MEMORANDUM

TO: Dana Wilson, FCC
Diane Mason, FCC
Arlene Alexander, FCC
Pam Gregory, FCC

DOCKET FILE COPY ORIGINAL

FROM: Joe Benedetto, State Relay Administrator, CO PUC

DATE: October 1, 2007

SUBJECT: **Point of Contact:** CG Docket No. 03-123, Colorado TRS Application for the Renewal of TRS Program Certification

The point of contact for all correspondence regarding the pending Colorado Public Utilities Commission TRS Application for the Renewal of TRS Program Certification, per CG Docket No. 03-123, is as follows:

Joe Benedetto
State Relay Administrator
Colorado Public Utilities Commission
1560 Broadway Street, Suite 250
Denver, Colorado 80202
TTY: 303 894 2512
FAX: 303 894 2065
EMAIL: Joe.Benedetto@Dora.State.Co.Us

Thank you.

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1560 Broadway, Suite 250, Denver, Colorado 80202, 303-894-2000

www.dora.state.co.us/puc
TTY Users 711 (Relay Colorado)
Permit and Insurance (Outside Denver) 1-800-888-0170
Consumer Affairs 303-894-2070

Fax 303-894-2065
Transportation Fax 303-894-2071
Consumer Affairs (Outside Denver) 1-800-456-0858



CG Docket NO. 03-123

State of Vermont
Department of Public Service
112 State Street
Drawer 20
Montpelier, VT 05620-2601
TEL: 802-828-2811

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FAX: 802-828-2342
TTY VT: 800-734-8390
email: vt dps@state.vt.us
<http://publicservice.vermont.gov/>

CG Docket 03-123

September 15, 2007

Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Room TW-B204
Washington, DC 20554

RE: Notice of substantive change in Vermont
Telecommunications Relay Service

Dear Madame Secretary:

As required by 47 C.F.R. §§ 64.605 (f), Vermont is hereby notifying the Federal Communications Commission of a substantive change in the Vermont Telecommunications Relay Service.

As of July 1, 2004, Vermont added Captioned Telephone (CapTel) service to the relay services available to Vermont consumers. CapTel service was added pursuant to the attached letter of agreement dated June 10, 2004, between the Vermont Department of Public Service (VT DPS) and Sprint, Vermont's relay provider under Vermont Contract #3658. The VT DPS requested clarification from the Vermont Public Service Board (Board), per the attached letter dated April 14, 2004, as to whether Board approval would be required to add this service in light of the fact that the addition of CapTel would not increase the existing contract price. When the Board did not respond, the DPS interpreted this silence as meaning that no Board approval was required.

I apologize for the delay in providing notification to the Commission of this substantive change in Vermont's TRS, as required under § 604.605 (f).

No other substantive changes to the state's TRS program have occurred since Vermont notified the Commission on August 19, 2002, that Vermont changed its relay provider from AT&T to Sprint. The contract with Sprint includes stringent provisions that ensure the program meets or exceeds federal minimum standards for TRS. In addition, the VT DPS manages the contract and monitors the service to ensure compliance with FCC standards and state requirements. We can therefore certify that Vermont continues to meet federal minimum standards following this substantive change.

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If there are any questions about this change, please direct them to me. I may be reached at 802-828-4015 or susan.paruch@state.vt.us. Thank you.

Sincerely,

A handwritten signature in cursive script that reads "Susan L. Paruch".

Susan L. Paruch, on behalf of
Stephen J. Wark, Director
Consumer Affairs & Public Information

Encs.

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State of Vermont
Department of Public Service
112 State Street
Drawer 20
Montpelier, VT 05620-2601
TEL: 802-828-2811

FAX: 802-828-2342
TTY VT: 800-734-8390
email: vtdps@state.vt.us
<http://publicservice.vermont.gov/>

April 14, 2004

CG Docket
03-123

Susan M. Hudson, Clerk
Vermont Public Service Board
112 State Street – Drawer 20
Montpelier, VT 05620

RE: Re: Docket 6675 – VTRS contract

Dear Mrs. Hudson:

The purpose of this letter is to make the Board aware of new service available to Vermont Telecommunications Relay Service users, and to determine whether Board action will be necessary to take advantage of this service.

On May 1, 2002, the Board approved a contract between the Vermont Department of Public Service (DPS) and Sprint to provide VTRS services.

On August 1, 2003, the FCC in Common Carrier Docket No. 98-67 issued a Declaratory Ruling approving captioned telephone service as a form of Telecommunications Relay Service. The FCC found that:

Captioned telephone VCO [voice carry-over] service, offers consumers the benefit of operating more like conventional voice telephone service, with direct dialing of the called party's number and the nearly simultaneous delivery of the actual voice of the called party and written text of what the called party has said as generated by the CA [communications assistant] re-voicing the message. The record reflects that it is less intrusive and more natural for the call participants, and that users who become hearing impaired later in life may find it easier to adjust to captioned telephone VCO service than to traditional TRS services. Therefore, captioned telephone VCO service will reach a segment of the population that has traditionally not been well serviced by current TRS options. Finally ... we believe that captioned VCO service will provide greater functional equivalence for those people who prefer VCO TRS and use this technology.¹

On January 26, 2004, Sprint offered the State of Vermont the opportunity to add captioned VCO ("CapTel") to the mix of services offered to users of VTRS. The new

¹FCC 03-190, Declaratory Ruling under CC Docket No. 9867, Released: August 1, 2003.

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Susan M. Hudson, Clerk
Re: Docket 6675 – VTRS contract
April 14, 2004
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service is priced slightly higher (\$.18 cents per minute higher) than existing services, but CapTel reduces the average length of relay calls by 44 percent, resulting in a projected net reduction in costs to the VUSF.

On January 26, 2004, the VTRS Advisory Council voted unanimously to recommend that Vermont add CapTel to the mix of services available to VTRS users. One current and one former council member participated in national trials of CapTel conducted by Sprint, and both report the significant advantages of CapTel over traditional relay for persons who are able to use their own voices over the phone but cannot hear the other party's speech.

Prior to the Board's consideration of the Sprint contract, DPS was required to submit it to the Attorney General and the Department of Administration for approval. In that submission, no per-minute pricing was included because that information was deemed proprietary by the company, and, in fact, is subject to a protective order approved by the Board. The only financial information submitted to the Attorney General and the Department of Administration was an overall contract maximum. Even with the price increase, VTRS services will not reach or exceed the contract maximum as approved. Thus DPS will not be submitting the new price information to the AG or Department of Administration for approval.

In light of the fact that the new price does not require re-review by the administration, it is DPS's hope that Board review will similarly be unnecessary. We hope to implement the change through the attached letter of agreement. The precedent for handling mid-term changes in available services in this way was established in Docket 6082 in which the Board agreed in a letter issued on February 8, 2001, that a similar amendment to the then-current contract with AT&T did not require Board approval.

The addition of CapTel to VTRS will not cause TRS reimbursement to the Vermont Universal Service Fund to exceed projections. As stated above, although CapTel costs about 13 percent more per minute than traditional relay, CapTel call lengths are 44 percent shorter than traditional relay because of the technological advantages offered by CapTel.

Susan M. Hudson, Clerk
Re: Docket 6675 - VTRS contract
April 14, 2004
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We ask that the Board advise the Department of whether the price modification can be accomplished in the manner we have proposed, or whether the Board prefers that DPS submit a formal petition and stipulated agreement.

Sincerely,

Sarah Hofmann
Special counsel

State of Vermont
Department of Public Service
112 State Street
Drawer 20
Montpelier, VT 05620-2601
TEL: 802-828-2811

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FAX: 802-828-2342
TTY VT: 800-734-8390
email: vt dps@state.vt.us
<http://publicservice.vermont.gov/>

*CG Docket
No. - 03-123*

June 10, 2004

Don Rawlings
Senior Contracts Administrator
13221 Woodland Park Road
Herndon, VA 20171

Re: Letter of agreement between Sprint and the Vermont Department of Public Service for the addition of CapTel to the services provided under Contract # 3658

Dear Mr. Rawlings:

This letter serves as a Letter of Agreement between Sprint and the Vermont Department of Public Service (DPS) regarding the addition of Captioned Telephone Voice Carryover (CT-VCO) to the services being provided by Sprint to the State of Vermont under Vermont Contract #3658.

Sprint agrees to provide CT-VCO services as described in its letter of January 26, 2004 (attached). CT-VCO service will commence on July 1, 2004, and will continue until the expiration of the contract, June 30, 2006. CT-VCO service will be provided in accordance with FCC requirements for this type of service. These requirements are currently provided under the FCC's Second Report and Order, Order on Reconsideration, Notice of Proposed Rulemaking, Released: June 17, 2003. If any discrepancy arises in the interpretation of how this service is to be provided, the FCC's Order(s) will take precedence. Consistent with the terms of Contract #3658, Sprint will bill only completed minutes of CT-VCO usage to the State. Completed minutes of CT-VCO will be billed at a rate of \$1.61 per conversation minute. CT-VCO minutes of use will be separately identified on all invoices.

Sprint agrees that CT-VCO will be included in its existing outreach efforts under the current contract and at the existing scale, i.e., DPS does not expect the addition of a full-scale CT-VCO outreach component, but rather, expects CT-VCO to be incorporated into the current scope of outreach.

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Don Rawlings

June 10, 2004

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Sprint further agrees that, in all public information and outreach it conducts concerning CT-VCO for the State of Vermont, Sprint will advise users and potential users that the service is currently being provisioned through proprietary technology, and that future changes may make the existing technology obsolete. The objective of this provision is to ensure that consumers investing in CapTel™ phones manufactured by Ultratec, Inc. understand that future, functionally equivalent service options may not be compatible with Ultratec's equipment.

If Sprint concurs with this letter of agreement, please sign below and return a copy with an original signature to me.

Sincerely,

Deena L. Frankel

Director for Consumer Affairs & Public Information

cc. Sarah Hofmann, DPS Special Counsel
Mary Morrison, DPS Business Manager

SPRINT

By: _____

Title: _____

Date: _____

STATE OF VERMONT

DEPARTMENT OF PUBLIC SERVICE

By: _____

Title: _____

Date: _____

CG Docket No. 03-123

InTRAC

*Indiana Telephone Relay Access Corporation
for the Hearing and Speech Impaired*

September 18, 2007

Thomas Chandler, Chief
Disability Rights Office
Consumer & Governmental Affairs Bureau
Federal Communication Commission
445 12th Street, SW
Washington, DC 20554

RE: Changes to the Indiana Telecommunication Relay Services

Dear Mr. Chandler,

As the Indiana Telephone Relay Access Corporation Executive Director, I want to ensure that Indiana is in compliance with FCC rule C.F.R. S 64.605 (f) (1) by notifying the Commission of substantive changes to the state's TRS program which transpired in 2005. At that time, InTRAC implemented CapTel as an enhanced VCO feature as part of its standard contract with Sprint Relay Services. Please accept my letter certifying that Indiana's TRS program continues to meet federal minimum standards after implementing this substantive change.

If you have any questions, please do not hesitate to contact me at 317-334-1413 or via e-mail at inrelay@aol.com.

Respectfully,



Virginia L. Barr
Executive Director

CC: Jan Carroll

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Appendix X: Copy of Letter to the FCC Regarding Relay North Dakota Substantive Changes

September 14, 2007

Thomas Chandler, Chief
Disability Rights Office,
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

RE: Changes to the North Dakota Telecommunications Relay Services

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If you have any questions, please do not hesitate to contact me at 701-328-2300 or via e-mail at rennen@nd.gov.

Respectfully,

Roxy Ennen, RSPF Program Manager

CC: Marlene Dortsch, Commission Secretary

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