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- Employees are aware that all suspected breaches of confidentiality and other ethical standards are vigorously investigated and may result in termination of employment.
- Supervisors are present in the work area to observe Relay Operator performance.
- During initial training, all Relay Operators work through various scenarios that help them handle emotional calls and they are taught how to discuss their concerns without revealing confidential customer information or the details of call content.

Sprint Relay Center's Agreement Regarding Confidential Customer Information

All Relay Center personnel are required to sign and abide by the Sprint Relay Center's Agreement Regarding Confidential Customer Information. A copy is attached as Attachment I. This agreement provides guidelines for the ethical conduct of Relay Operators. Employees agree to:

- Not disclose the identity of any caller or any information learned during the course of relaying calls
- Not record any customer information or conversation content
- Not edit, omit, add or interject anything into the content of the customers' conversation
- Provide maximum user control and be flexible in adapting to customers' needs
- Further skills and knowledge through continued training.



Sprint's Ethical Standards

All Sprint employees, including Relay Operators are required to complete "Sprint Nextel Code of Conduct" training which explains the ethical and legal responsibilities that are expected of Sprint employees and all others who represent the company. Sprint's Subcontractors are required to complete and follow the companion orientation training that explains Sprint's ethics standards for vendors.

No employee is ever authorized by Sprint to commit, or direct another employee to commit, an unethical or illegal act. Failure to comply with these responsibilities will result in disciplinary action, including termination of employment.



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Proposals shall specify the policy for handling violations of confidentiality.

Sprint has two policies in place to protect user's confidentiality, Sprint Relay Center's Agreement Regarding Confidential Customer Information as mentioned previously, and Sprint's "Principles of Business Conduct". Both policies establish high standards for ethical behavior and employees are subject to disciplinary action, including termination of employment, for violating ethical standards. All suspected or reported incidents of violation will be thoroughly investigated and, if verified, employment will be terminated. Please see Sprint's procedures for investigating allegations of confidentiality breaches:

- A report of breach of confidentiality is received by Management.
- The allegation is investigated by Management with guidance from Human Resources.
- If a breach of confidentiality is verified, termination of employment is prescribed for the first offense.
- Employee access to Relay facilities and systems is immediately ended.



4.3.2.6 *Spanish-to-Spanish calls. In view of Colorado's significant Hispanic population, English-to-English and Spanish-to-Spanish as well as English-to-Spanish and Spanish-to-English translation are considered standard features within Colorado TRS and should be included in the Offeror's proposal.*

"Soy operadora de Relay Colorado. Usted a recibido llamada por el servicio de relay?"

With these words, the Relay Operator introduces a Relay call to Spanish speaking Relay users. **Sprint began providing Spanish language Relay long before it was mandated by the FCC or offered by other TRS Vendors.** As a provider of Relay in California, Texas, Florida and Puerto Rico, Sprint's Spanish language gate is the largest in the nation. Sprint utilizes certified Spanish Language Relay Operators located in multiple Centers, providing geographical diversity and full Spanish Language Relay redundancy.

While other providers use vocabulary not traditionally used in some areas of the United States, such as, "teclear" for typing, Relay Operators use "escribiré". This terminology is an example of the regional understanding that Sprint is sensitive to when providing Spanish Relay Services. Another distinction between Relay providers is that Sprint Relay Operators do not identify themselves as 'translators', or refer to the process of relaying as 'translating'.



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Bilingual Relay Operators are trained to process all types of Spanish Relay calls, including the following call-types:

- | | |
|---|--|
| <ul style="list-style-type: none"> • Third Party Calls • TTY-to-Voice • Voice-Carry-Over • TTY-to-VCO • VCO-to-VCO • Two-line-VCO • TTY-to-TTY • Answering machines • Beepers • Directory Assistance • Collect Calls | <ul style="list-style-type: none"> • Voice-to-TTY • VCO-to-TTY • Hearing-Carry-Over • VCO-to-HCO • Two-Line-HCO • Recorded Announcements • Interactive Menus • Pagers • Emergency Calls • Calling Cards • Third Party Calls |
|---|--|

Sprint's bilingual Relay Operators are trained to meet the specific needs of Spanish-speaking Relay users and are able to adapt to various dialects used by the Spanish-speaking community.



Sprint's Spanish Relay Operators are trained and experienced to handle regional variations of the Spanish language, as noted above. Sprint handles dialects from all parts of Latin America and the Caribbean. Those include:

- | | |
|--|--|
| <ul style="list-style-type: none"> • Mexico • Nicaragua • El Salvador • Colombia • Ecuador • Argentina • Cuba • Dominican Republic | <ul style="list-style-type: none"> • Guatemala • Honduras • Panama • Peru • Venezuela • Chile • Puerto Rico • Standard Castilian Spanish |
|--|--|

It should be noted that all Spanish dialects are mutually intelligible. A person from one Spanish-speaking country will be able to understand another fairly well. They are comparable to the variations that would be found in American English as spoken across different parts of the United States. An emphasis is placed on ensuring that Relay Operators serving Relay Colorado are aware of Mexican idioms and dialects. Additional training is provided to ensure awareness of the differences between Mexican-based Spanish and to ensure Relay Colorado users will be provided the best service possible.



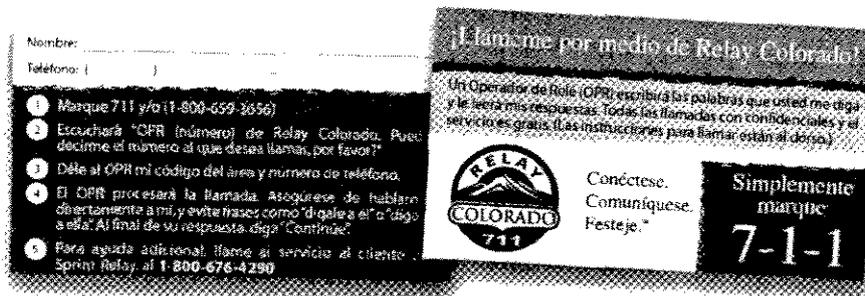
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Spanish Relay Promotional Materials

Sprint has developed a Spanish version of the Relay Colorado brochure for Spanish Relay consumers. Below are samples of the Spanish Relay Colorado brochure and instruction business cards.



Spanish Language Brochures



Spanish Version Business Cards

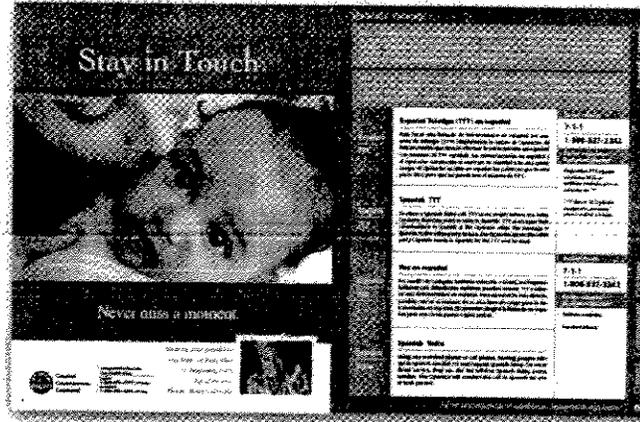




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📄 Relay Colorado Brochure on Spanish Relay Service (English version)



The default is to use the standard Latin American Spanish where it doesn't create confusion, and use regional variations when clarity is needed. Sprint's Relay Operators are able to switch to the regional words where necessary (this would be equivalent to using American English regional variations for words like "soda" and "pop").

However, Relay Operator workstations provide State specific notifications, greetings, macros, and call-screen information, including caller origination and destination information. Such notification enables Relay Operators to draw upon terminology, mimic accents, and use appropriate idioms and other language characteristics, for their speech to be fully understandable by Spanish-speaking user groups.



Sprint Relay workstation Spanish macros and greetings are listed on the following pages:





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Spanish Greetings:

TTY: RELAY COLORADO OPERADOR/A XXXXF/M NUMERO LLAMANDO POR FAVOR GA

TTY: RELAY COLORADO OPR XXXXF/M NBR PLS GA

VCO: RELAY COLORADO OPERADOR/A XXXXF/M HABLE (O ESCRIBA A MAQUINA) AHORA GA

VCO: RELAY COLORADO OPR XXXXF/M TALK (OR TYPE) NOW GA

HCO: POSIBLE USUARIO DE HCO: "HOLA RELAY COLORADO OPERADOR/A XXXX ME PUEDEDAR EL NUMERO QUE LLAMA POR FAVOR? GA"

POSSIBLE HCO USER: "HELLO OPR XXXXF/M MAY I HAVE THE NUMBER YOU ARE CALLING PLEASE?"

VOICE: RELAY COLORADO OPERADOR/A XXXX. PERMITAME EL NUMERO QUE DESEA LLAMAR?

VOICE: OPR XXXX. MAY I HAVE THE NUMBER YOU ARE CALLING PLEASE?

Spanish Macros:

POR FAVOR EL AREA Y EL NUMERO DE DONDE NOS LLAMA USTED Q GA

PLEASE PROVIDE THE NUMBER WITH AREA CODE FROM WHERE YOU ARE CALLING

EL NUMERO QUE DESEA LLAMAR Q GA

NUMBER THAT YOU WANT TO CALL Q GA





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(OPERADOR/A XXXXF/M CONTINUANDO SU LLAMADA)

(OPERATOR NUMBER XXXXF/M CONTINUING YOUR CALL)

(OCUPADO...MARCANDO)

(BUSY SIGNAL.....REDIALING)

RELAY COLORADO OPERADOR/A XXXXF/M CON UNA LLAMADA

RELAY COLORADO OPERADOR/A XXXXF/M WITH A CALL

(EXPLICANDO SERVICIO)

(EXPLAINING THE RELAY SERVICE)

(MARANDO PARA DEJAR MENSAJE UN MOMENTO)

(REDIALING TO LEAVE A MESSAGE. ONE MOMENT.)

(MAQUINA CONTESTADORA COLGO) GA

(ANSWERING MACHINE DISCONNECTED) GA

(SU MENSAJE FUE DEJADO) OPR/A XXXXF/M GA

(YOUR MESSAGE WAS LEFT) OPR XXXXF/M GA





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(LA PERSONA HA COLGADO) RELAY COLORADO OPR XXXXF/M GA O SK

(THE PERSON HUNG UP) RELAY COLORADO OPR XXXXF/M GA TO SK

EL SERVICIO DE RELAY HA CAMBIADO LA PROGRAMACION PARA LOS
CLIENTES QUE USAN EL ASCII DE ALTA VELOCIDAD. EN EL FUTURO, PARA
PODER VER LO QUE ESTA ESCRIBIENDO EN LA PANTALLA, FAVOR DE
ACTIVAR EL "ECO LOCAL ON" GA

THE RELAY SERVICE HAS CHANGED THE PROGRAMMING FOR HIGH
SPEED ASCII USERS. IN THE FUTURE, TO SEE WHAT IS BEING TYPED ON
THE SCREEN, PLEASE ENABLE "ECHO LOCAL" GA

(MARCANDO DE NUEVO)

(REDIALING)

(GRABACION)

(RECORDING)

(MAQUINA CONTESTADORA ESTA CONTESTANDO)

(ANSWERING MACHINE ANSWERED)

(SU NUMERO SE TRANSMITIO) GA TO SK

(YOUR NUMBER WAS TRANSMITTED) GA OR SK





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(OPR/A NO TIENE ESA INFORMACION DISPONIBLE)

(OPR DOES NOT HAVE THE INFORMATION AVAILABLE)

(UN MOMENTO POR FAVOR)

(ONE MOMENT PLEASE)

TRANSFIRIENDO

TRANSFERRING

(GRABACION CONTESTO)

(RECORDING ANSWERED)

(CON MUCHO GUSTO) SKSK

(YOU'RE WELCOME)

(PERSONA COLGO) SKSK

(THE PERSON HUNG UP) SKSK

(POR FAVOR COLOQUE SU TELEFONO EN LA MAQUINA CONTESTADORA
Y LUEGO LA ACTIVA) GA

(PLEASE PLACE THE HANDSET ON YOUR ANSWERING MACHINE AND
TURN IT ON) GA





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(DEJANDO MENSAJE)

(LEAVING MESSAGE)

RELAY COLORADO OPR/A XXXXF/M DEJANDO UN MENSAJE

RELAY COLORADO OPR/A XXXXF/M LEAVING A MESSAGE

(SU MENSAJE NO ESTA CLARO POR FAVOR REPITA) GA

(YOUR MESSAGE WAS NOT CLEAR, PLEASE REPEAT) GA

(FAVOR DE DEJAR SU MENSAJE CUANDO MIRE "GA" MARCANDO)

(PLEASE LEAVE YOUR MESSAGE WHEN YOU SEE "GA"... DIALING)

LA PERSONA COLGO HACE <HOW LONG AGO> SEGUNDOS Y LAS
ULTIMAS PALABRAS COMUNICADAS FUERON <LAST RELAYED> RELAY
COLORADO OPR XXXXF/M GA O SK

THE PERSON HUNG UP <HOW LONG AGO> SECONDS AGO AND THE
LAST WORDS RELAYED WERE <LAST RELAYED> RELAY COLORADO OPR
XXXXF/M GA OR SK

(GRABACION) DESEA MENSAJE COMPLETO Q GA

(RECORDING) DO YOU WANT THE OPR TO TYPE THE COMPLETE
MESSAGE Q GA

(H)

(FEMALE)





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(M)

(MALE)

(HABLE AHORA) GA

(SPEAK NOW) GA

(OPRIMIENDO LA INFORMACION)

(TYPING INFORMATION)

(CODIGO DE AREA POR FAVOR) GA

(AREA CODE PLEASE) GA

(COMO DESEA ANUNCIAR SU LLAMADA Q) GA

(HOW DO YOU WANT TO ANNOUNCE YOUR CALL Q) GA

(ESTA VELOCIDAD ES ACEPTABLE Q GA)

(IS THIS SPEED ACCEPTABLE Q GA)

(ESPERANDO..... SIGA ESPERANDO)

(HOLDING..... STILL HOLDING)

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MARCANDO <call type> <number>

DIALING <CALL TYPE> <NUMBER>

SU NUMERO NO CORRESPONDE CON NUESTRA COMPUTADORA PARA ASISTENCIA LLAME AL DEPARTAMENTO DE SERVICIOS AL CLIENTE 800 676 4290 GA

YOUR NUMBER DOES NOT MATCH OUR RECORDS, FOR CUSTOMER SERVICE PLEASE DIAL 800 676 4290 GA

NO PODEMOS RECONOCER SU LLAMADA POR QUE ES UN NUMERO DE TELEFONO PUBLICO O RESTRINGIDO GA

WE CAN NOT IDENTIFY YOUR CALL BECAUSE IT IS FROM A PUBLIC PHONE OR FROM A RESTRICTED NUMBER GA

SU PEDIDO HA SIDO PROCESADO ESTARA LISTO DENTRO 3 DIAS SI HAY ALGUN PROBLEMA FAVOR DE LLAMAR A SERVICIOS AL CLIENTE 800 676 4290 GA

YOUR ORDER HAS BEEN PROCESSED AND WILL BE READY IN 3 DAYS. IF YOU HAVE ANY PROBLEMS PLEASE CONTACT CUSTOMER SERVICE AT 800 676 4290 GA

SU LLAMADA SERA TRANSFERIDA ... MANTENGASE EN LA LINEA

YOUR CALL WILL BE TRANSFERRED ... PLEASE STAY ON THE LINE

SONANDO 1 ... 2 ... 3 ... 4 ... 5 ... 6 ... 7 ... 8 ... 9 ... 10 ... TODAVIA SONANDO GA

RINGING 1... 2... 3... 4... 5... 6... 7... 8... 9... 10.. STILL RINGING





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LA COMPUTADORA NO PUEDE PROCESAR SU LLAMADA POR EL SERVICIO DE RELEVO <call type> LLAMADAS HAN SIDO RESTRTINGIDAS DE SU NUMERO TELEFONICO GA

THE COMPUTER CAN NOT PROCESS YOUR RELAY CALL <call type>. CALLS HAVE BEEN RESTRICTED FROM YOUR PHONE NUMBER GA

SUS ARCHIVOS ESTAN AL CORRIENTE

YOUR FILES HAVE BEEN UPDATED

LA COMPUTADORA NO PUEDE PONER AL DIA SUS DOCUMENTOS POR FAVOR INTENTE SU LLAMADA MAS TARDE GA

THE COMPUTER CAN NOT UPDATE YOUR FILES. PLEASE TRY YOUR CALL LATER GA



POR FAVOR REPITA, EL NUMERO DE 10-10-XXX ES INVALIDO GA

PLEASE REPEAT, THE 10-10XXX NUMBER IS NOT VALID GA

LA PERSONA HA COLGADO GRACIAS POR USAR RELAY COLORADO SKSK

THE PARTY HAS HUNG UP THANK YOU FOR USING RELAY COLORADO SKSK

 Spanish Language IP Relay

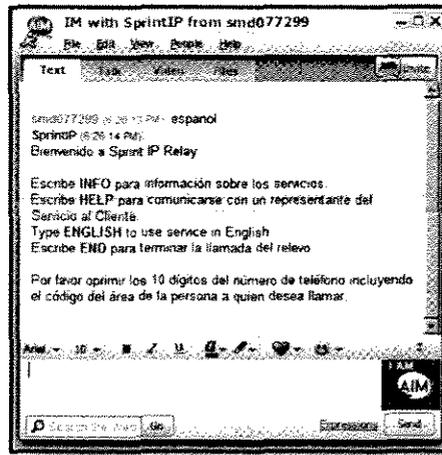
With the use of instant messaging via Sprint IP Relay, users are able to request Spanish language text. Should the customer require a different language than English (default), the customer may type:

'Español'



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This will trigger all menus and application responses to be returned in Spanish, as seen in the screenshot which follows:



The language can be changed back to English by typing:

'English'



4.3.2.7 Internet relay calls. *The technical capability exists for TTY users to initiate relay calls using the Internet instead of regular phone lines, but there are several unresolved issues that remain. These issues must be resolved at the national level before Internet relay calls can be processed and paid for appropriately at the state level.*

Sprint Relay recently upgraded our Internet Relay product to enhance the customer experience. Sprint IP Relay (formerly Sprint Relay Online) offers Internet technology for Deaf and Hard-of-Hearing consumers via a web-based application.

A great number of Colorado Internet Relay users have chosen Sprint IP Relay to process their calls, with an average of 23,300 minutes processed per month in 2005.



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Sprint IP Relay marketing materials can be seen below:

SprintIP.com

Sprint IP Relay

Make unlimited calls anywhere using just a computer and an Internet connection.

Sprint ▶️ **yes you can.**

SprintIP.com offers:

- Increased reliability
- Fast connections
- Experienced and active IP operators
- No long distance charges within the U.S.

Other features include:

- Drive n' go! Internet features are available for using
- Easy to remember Website: www.sprintip.com
- Multiple computer access: 800, Mac OS, 4 users (200)
- Many browser options: Internet Explorer 5.5 and higher, Netscape 6.1 and higher, Firefox 1.0 and higher or Safari

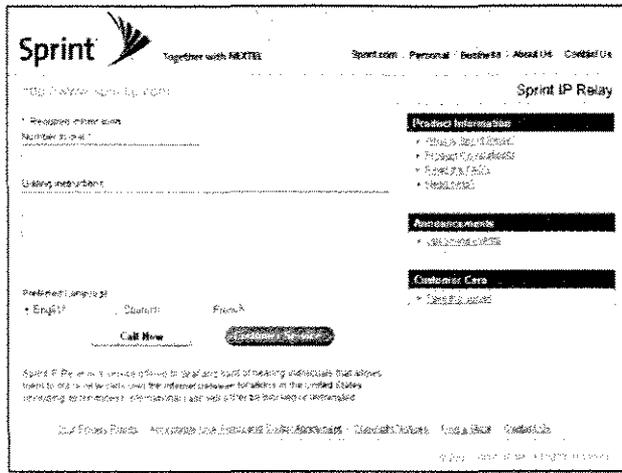
Sprint ▶️ **yes you can.**



Sprint meets all minimum FCC standards regarding Internet Relay. Sprint launched Internet Relay nationally in July, 2002. Sprint IP Relay is available via www.sprintip.com combining Relay with the ease and ubiquity of the Internet. This allows users to make calls from any Personal Computer (PC) and multi-task while using the internet without the use of traditional TTY equipment.



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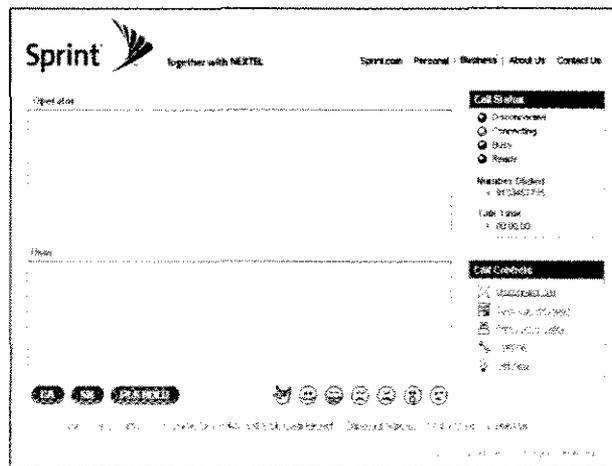
Sprint IP Relay Call Set-up Screen

Sprint IP Relay functions are similar to those of the traditional TTY-to-Voice Relay Call, with the one major difference, the call is initiated from a Personal Computer (PC) via an Internet connection to a voice telephone user.

During call set-up, users will only need to provide three (3) pieces of information:

1. The phone number to dial
2. Dialing instruction (optional)
3. Desired language

Then click: 'Call Now', as seen above.



Sprint IP Relay Conversation Screen





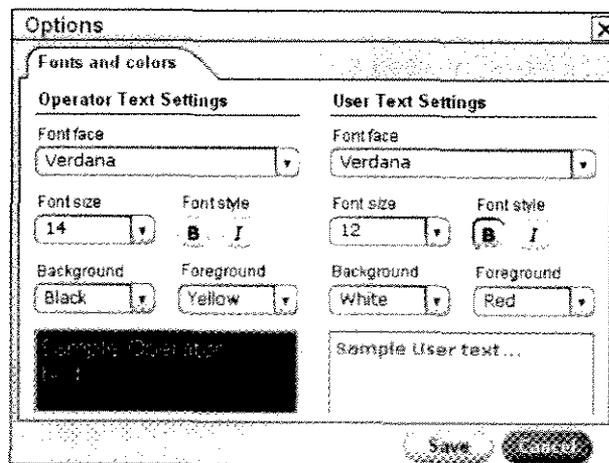
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The conversation window is designed to be simple and easy to use. This window contains several sections, which include the conversation with the Relay Operator, call status, and call controls. The following convenient, user-friendly features are available:

- Stores User Preferences
- Language Preferences (English and Spanish)
- American Sign Language Emoticons
- Horizontal Split-screen
- Print and/or save conversation transcript
- Re-Sizable Window
- One window to handle call set up and conversation
- Dialing instructions
- Background color options
- Text size options
- GA, SK & PLS HOLD Macros
- Online Help
- Connection to Sprint Customer Service in English
- Two Line VCO and HCO capability

The system has the ability to store user preferences. Font family, style, size, font color, and background colors are the preferences users can use to adjust as desired. These preferences eliminate the need for users to set up on every call.





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4.3.2.8 *CA community contacts. Offerors shall propose a method for a relay user to uniquely identify a relay agent in the event a complaint is filed or a user wants to praise the work of the CA.*

Each Relay Operator is assigned a unique four-digit number with gender identification. For TTY calls, the system automatically sends the ID number and the gender at the beginning of the call and the end of each call. On voice-generated calls, the Relay Operator verbally states his or her Relay Operator ID number. Such identification allows the Relay user to be able to identify the Relay Operators gender. Whenever possible, the user's preference to utilize the same Relay Operator during the entire conversation will be honored. Upon a request from an inbound caller for a specific gender, every attempt is made to honor the request.

Offerors proposing an in-state center shall describe how they will handle the confidentiality concerns related to possible social contact or the provision of other services by relay agents for members of the deaf and hearing impaired community that use the relay.

Sprint strictly enforces Confidentiality in its Relay Centers. All Relay Operators and other Relay Center personnel are required to sign and abide by the Sprint Relay policy for confidentiality. Sprint Relay employees receive training on confidentiality and ethics. Issues of confidentiality and the confidentiality agreement are reviewed with Relay Operators at least annually. Employees are trained to understand why confidentiality is important, how to protect confidentiality, the appropriate protocol to protect Relay user's privacy, how to prevent the unintentional disclosure of Relay communications and the consequences of not following all confidentiality requirements. Employees are expected to abide by the pledge of confidentiality during and after their period of employment.

All claims of breach of confidentiality are investigated. If the investigation confirms that any employee committed a breach of confidentiality, the employee is terminated. If a breach of confidentiality occurs after employment with Sprint, Sprint and the State reserve the right to pursue all available legal remedies, which may result in penalties and prosecution.





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4.3.3 FCC Technical Standards

4.3.3.1 ASCII and Baudot. TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.

All Relay telecommunications equipment to support Colorado, including station terminals, are capable of receiving and transmitting in voice, Baudot and ASCII codes, with Baudot (TTY) as the primary setting. Access via all commonly used TTY protocols, including 2400 and ASCII rates are available at each Relay Operator position. Upon a call being received at the Relay Colorado Operator position, TTY signals are automatically identified as either Baudot or ASCII; if ASCII, the Baud rate is detected. ASCII rates up to and including 19,000 bps is supported by the Sprint platform. The domestic TTY Baud rate of 45.5 and the international rate of 50 Baud are also supported.

4.3.3.2 Speed of answer. TRS providers shall ensure adequate TRS facility staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network. TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS facility's network.

Sprint has a proven history of providing Relay services. Through that experience, Sprint has developed the capability to effectively manage a human resource pool that provides unsurpassed quality. We have grown our Relay Operations capability to handle more than 23 million calls-per-year. Historical call detail is gathered in 15-minute periods throughout the years of providing Relay service. This historical information will continue to be combined with Colorado-specific information to establish anticipated call patterns that accurately predict the personnel needs necessary to efficiently process Relay Colorado calls.

Sprint Relay is committed to providing Relay users with functionally equivalent telecommunication services as that enjoyed by standard telephone users. To this end, Sprint will continue to answer 85% of all Relay Colorado calls within 10 seconds. There will be no more the 30 seconds of elapsed time between receipt of dialing information and the dialing of the requested number.

Sprint begins measuring speed-of-answer at the time the call hits the Relay switch. Calls are answered by a live Relay Operator and are not be placed in a queue or on hold after reaching the Relay switch.





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Sprint's Service Level Explanation described below:

Service Level (SVL)
Number of calls handled < 10 seconds / (total calls handled + total calls abandoned)
The SVL is the number of calls handled in 10 seconds or less divided by the total number of calls offered.

(Number of calls offered = total number of calls handled + total number of calls abandoned),

(SVL = Number of calls handled in < 10 / Number of calls offered).

Sprint's weighted Service Level explanation is described below:

Sprint uses a 'weighting' process to combine the results of several Call Centers into a single result:

The 'weighted' service level (SVL) is a calculation that multiplies the number of 'State' calls handled in each Center by the Center's daily SVL (the outcome is a factor called 'SVL points'). The resultant 'SVL points' for each Center that handled that 'State' traffic is then summed. The sum of the 'SVL points' is then divided by the total number of 'State' calls to get a daily 'weighted' SVL.



A TRS facility shall ensure that adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

Sprint will answer 85% of all calls within 10 seconds on a daily basis and will not place a caller in queue or on hold. The ten seconds begins at the time the call is delivered to the Sprint Relay Center and Sprint will ensure that adequate network facilities are available to avoid the possibility of a busy response due to loop trunk congestion.

The call is considered delivered when the TRS facility's equipment accepts the call from the local exchange carrier (LEC) and the public switched network actually delivers the call to the TRS facility. Abandoned calls shall be included in the speed-of-answer calculation.

Sprint considers delivered when the Relay Center's equipment accepts the call from the LEC, and the public switched network actually delivers the call to the TRS Center. Abandoned calls will be included in the Speed-of-Answer calculation.



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A TRS provider's compliance with this rule shall be measured on a daily basis.

Sprint exceeds this requirement by sampling the average answer time a minimum of every 15 minutes each 24-hour period. Our Traffic Management Control Center (TMCC) and our Service Assurance Monitoring Center (SAMC) are staffed with professionals who understand call processes, call volumes, distribution patterns, contract requirements and call routing, thus ensuring exemplary service.

The system shall be designed to a P.01 standard.

Sprint complies by ensuring no greater than 1% blockage on a daily basis. Sprint offers Relay Colorado customers the advantages of a superior digital fiber network unsurpassed in the industry. Through use of leading switch technology and SONET network survivability techniques, Sprint's network ensures a very low level of call interruption or blockage.

The Sprint network switch architecture is non-hierarchical, that is, all switches are directly interconnected. Sprint switches are processor-controlled using advanced digital technology and are virtually non-blocking. A call across the Sprint network passes over Inter Machine Trunks (IMT) which are engineered at P.01 Grade of Service (GOS) at the busy hour to allow for maximum network call completion. The P.01 GOS requirements ensure that at least 99% of calls to the Relay Center will reach a Relay Operator. The Local Exchange Carrier (LEC) network typically utilizes a P.01 grade of service also, and similar blockage rates should apply on their facilities.

Sprint has additionally incorporated these other advanced technology features to ensure a very low level of blockage or call interruption.

A LEC shall provide the call attempt rates and the rates of calls blocked between the LEC and the TRS facility to SRAs and TRS providers upon request.

Sprint has read and understands.





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4.3.3.3 *Equal access to interexchange carriers. TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.*

Sprint offers Relay Colorado users the option of having their intrastate, interstate, and international calls carried by any IXC who has agreed to participate in the Sprint COC program. When a Colorado user indicates their COC preference, the Relay Operator verifies that the requested Carrier is a COC participant. If so, the call is routed accordingly. Relay Colorado users will be able to use any billing method made available by the requested Carrier; including Collect, Third-Party Calling and Pre-paid cards. Relay Colorado users may also designate their preferred COC in their Customer Profile in order to default to that specified Carrier. This feature is included in Sprint's standard Relay offering. Sprint will invite all Regional Carriers within the State to join Sprint's Regional Carrier Program.

4.3.3.4 *TRS facilities. TRS shall operate every day, 24 hours a day.*

Sprint will continue to offer Relay Colorado TRS and *CapTel* 24 hours-a-day, 7 days-a-week, 365 days-a-year.

TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.

Sprint's network solution takes advantage of the inherent efficiencies of having multiple Call Centers with redundant features. Redundancy and reliability is assured through Sprint Relay's Call Centers geographically located across the United States. This availability negates the risk of loss of Call Center operations due to adverse weather in Colorado or elsewhere in the country. Should weather conditions result in the closure of any Call Center in Sprint's network, traffic is routed to the first available Relay Operator at Sprint's other Call Centers.

TRS shall transmit conversations between TTY and voice callers in real time.

Calls to Relay Colorado will continue to be transmitted in real time between TTY and voice users.



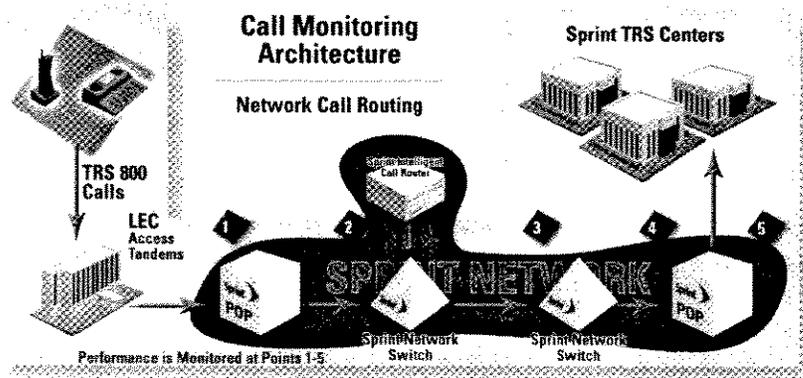


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Adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network. TRS that are not mandated by the FCC are not required to be provided every day, 24 hours a day. This definition is more detailed than the FCC requirement.

The Call Monitoring Architecture diagram in the figure below depicts the standard inbound call path to Sprint's Relay Centers. Unlike other Relay Providers, Sprint monitors each leg of the inbound call path at the points shown to ensure the call reaches the Relay Center with little to no blocking.



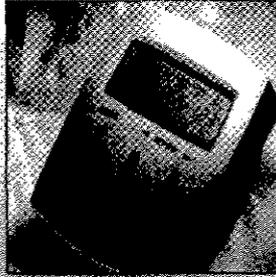
4.3.3.5 Technology and Caller ID. No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to person with disabilities.

TRS facilities are permitted to use Signal System 7 (SS7) technology or any other type of similar technology to enhance the functional equivalency and quality of TRS. TRS facilities that utilize SS7 technology shall be subject to the Calling Party Telephone Number rules set forth at 47 CFR 64.1600 et seq. Regarding Caller ID, when a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party.

Sprint is in full compliance with 47 CFR §64.1600 et seq. of the FCC's Rules for providing SS7 capability.



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In order to achieve functional equivalence, Sprint will continue to provide Caller ID service through SS7 signaling where the 10-digit number of the calling party is passed through to the called-party for local and long distance calls. Sprint receives calling party identifying information including blocking information, from all Relay Colorado users. Sprint's Caller ID SS7 solution includes receiving the privacy bit information from the inbound Relay caller as well as other SS7 call information elements such as:

- the Calling Party Number,
- Charge Number
- Originating Line Information.
- Sprint passes through the calling party information (rather than 711 or the number of the Relay Center).

Customer Control

With Sprint's Caller ID solution, the Relay user is in control. Relay Colorado users with this feature will be able to disable or block their Caller ID information from being transmitted with their LEC on either a 'per-call' or a 'per-line' basis. The Relay Colorado user can view the calling party's information before picking up the telephone. The Relay user can then decide whether to answer the call based on the name and number displayed on the Caller ID unit or their telephone display screen. Sprint's Caller ID benefits for TRS users include:

- Increased privacy
- Documentation of calls received
- A count of incoming calls on the display screen
- Phone numbers of hang-up callers
- Prompt emergency call processing





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When Caller ID information is not passed through, as with standard telecommunications, the call recipient receives a message such as:

"OUT OF AREA"

or

"CALLER UNKNOWN"

Technology

Sprint Relay offers Caller ID for all local and long distance calls to Carriers who have SS7 connectivity with Sprint. Sprint's SS7 network interfaces with all national long distance Carriers and major LECs, CLECs, and ILECs.

Caller ID Enhancements

Sprint's Caller ID solution for TRS allows Relay users to take advantages of Caller ID enhancements offered by the customer's Local Exchange Carrier. These enhancements vary by local telephone company.

Selective Call Acceptance

Selective Call Acceptance allows a user to create a list of phone numbers so that the user will receive only calls from numbers on that list. All other callers will be directed to an announcement that states:

"The number you have dialed is not accepting calls at this time."

If this recording is reached by Relay, it is typed or spoken to the inbound caller. When Selective Call Acceptance is in effect, it may supersede all other enhanced features.

Selective Call Rejection

Selective Call Rejection enables the user to create a list of special phone numbers so that when a call is received from that number, the call will be rejected. If this recording is reached by Relay, it will be typed or spoken to the inbound caller.

Selective Call Forward

Selective Call Forward enables the user to create a list of special phone numbers so that when a call is received from someone on that list, the call will be forwarded to a designated number.





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Anonymous Call Rejection

This feature allows users to restrict incoming calls from parties who have blocked their Caller ID information. If the name or number of the person that calls is unknown, the caller hears:

"The person you are calling has Sprint Privacy ID Service and does not accept blocked or unknown calls. At the tone, please say your name or company name and your call will be connected."

This information is typed or voiced to the originating caller. If the calling party wishes to leave their name, it will be left by the Relay Operator. The called-party, if hearing, may listen to the recording and choose an option to answer, block, or send to voice mail.

4.3.3.6 Voice mail and interactive menus. CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls that must be made by the relay user in order to complete calls involving recorded or interactive messages.

Sprint Relay Operators will inform Relay Colorado users when reaching an answering machine, voice mail, or interactive menu. To keep the TTY caller informed of the call progress, the Relay Operator hits a "hot key" which transmits:

(ANS MACH PLAYING) or (ANS MACH HUNG UP) GA

or

(RECORDING PLAYING) GA

Hearing users will be informed orally of call status messages.

The Sprint Relay Operator transmits the caller's message either orally or via text.

The Relay Operator confirms with the caller that their message has been left. Once the Relay Operator has left the message on the answering machine or voice mail, the Relay Operator confirms orally or sends a pre-programmed response to the Relay Colorado caller stating:





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(UR MSG LEFT) Opr XXX GA

When reaching an answering machine or recorded message, the Relay Operator utilizes Sprint's recording technology, which has the capability of recording audio information from the outbound line on the first attempt using a 'hot-key'. The Relay Operator then plays back the recording at a pace that allows them to relay the entire message to the TTY caller. Relay Operators are trained to type or relay the entire recording.

- Callers to Sprint Relay are charged for the first call only.
- Subsequent redials to replay a message, leave a message, or enter information into an interactive menu are not charged to the caller.
- Sprint has developed a procedure using our Ultra WATS lines to ensure that with additional out-dials; the Relay caller does not incur toll charges.
- This process ensures that callers are not charged for the lengthier portion of the call, the portion requiring the Relay Operator to leave the message, interacts with the menu, or re-types the message.



4.3.3.7 Pay-per-call calls. TRS shall be capable of handling pay-per-call calls.

Sprint innovated Relay Pay-Per-Call services in 1996. Sprint's Relay platform supports the necessary telecommunication interconnections to support direct end-user billing by Pay-Per-Call Service Providers. Sprint exceeds the minimum requirement to ensure functional equivalence by preventing unauthorized end-users from circumnavigating LEC restrictions. This process ensures that the LEC will only complete those calls to the Relay Service that do not have a 900-number block added to their phone lines. Sprint will offer a dedicated 900 number for Relay Colorado users at no additional cost to the State.

Relay Colorado users who wish to place a 900 call must utilize the 900 toll-free access number in order for Sprint Relay to accurately detect restrictive blocks placed on the calling party's telephone line by the Local Exchange Carrier (LEC). This is done to circumvent fraud and increase the functional equivalence of Pay-Per-Call Services. All end-user billing for Pay-Per-Call Services through Sprint are rated and billed as if they were dialed directly from the originating user's telephone by the 900-Service Provider and 900-number Carrier. See Figure 9, which illustrates access to 900 Pay-Per-Call Services.



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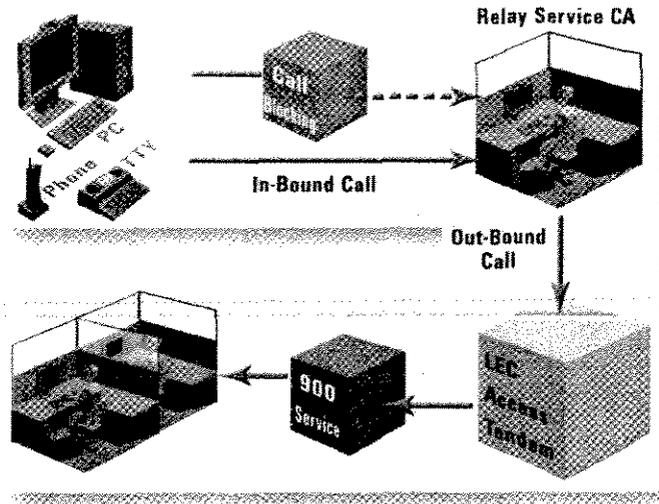


Figure 9 – 900 Pay-Per-Call Services

Sprint provides this functionally equivalent Pay-Per-Call Service by adhering to the FCC guidelines governing Pay-Per-Call Services. Pursuant to those FCC guidelines, the 900-Service Provider must include an introductory message including the name of the company, a brief description of the information or Service to be provided and the price terms of the transaction prior to beginning the charge for the call. This information is relayed to the Relay user, who may choose to disconnect before being charged. Like traditional voice users, the 900-Service Provider and the 900-number Carrier will rate and bill the user as if the call was dialed directly from the originating user's telephone.



4.4 Captioned Telephone Requirements

In addition to section 4.2, the following provides the requirements for Offerors seeking to provide Captioned Telephone services.

4.4.1 Captioned Telephone TRS

Captioned Telephone (CapTel) TRS was inaugurated in Colorado in March 2004 to provide services to Colorado's significant hard-of-hearing population. Captioned Telephone TRS is now considered by Colorado to be a basic service and is required in the Offeror's proposal. The FCC's declaratory ruling on captioned telephone service, adopted July 25, 2003 (CC Docket No.98-67) addresses captioned telephone issues and granted a number of waivers. The State's position on Captioned Telephone TRS is consistent with that of the FCC's.

Sprint has read, understands and will continue to comply with the FCC's rulings as they relate to the provision of *CapTel* services. Please see Attachment C for a copy of the FCC Compliance Matrix for *CapTel* services.



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Therefore, in accordance with the FCC ruling regarding Captioned Telephone TRS: 1) Speech to Speech (STS) and Hearing Carryover (HCO) requirements are waived. 2) 711 Dialing Access for inbound calls made to a captioned telephone user is waived. 3) CA's competency skill requirements are waived. 4) Sequential calls are waived. 5) Gender Preference is waived. 6) Interrupt Functionality is waived. 6) Call Release is waived. 7) ASCII and Baudot format requirements do not apply to captioned telephone service and are waived.

Clarified by the State:

Captioned Telephone TRS, provides for this development: "...Offerors must indicate in their response to this proposal that they clearly understand that, should the FCC's position change on captioned telephone waivers that they will adhere to FCC captioned telephone policy modifications.

Sprint meets all the minimum standard requirements mandated by the FCC. Sprint will adhere to all captioned telephone policy modifications made by the FCC. Although all minimum standards must be met, the FCC has granted *CapTel* waivers, which acknowledge that some standards do not apply. Requirements that received waivers are listed below:

- STS Requirements
- HCO Requirements
- Minimum requirements for Relay Operators
- Interpretation of typewritten ASL
- Oral-to-type tests (replace with oral-to-text tests)
- Not refusing single or sequential calls
- Gender preferences
- Interrupt Functionality
- Call Release
- ASCII and Baudot

Sprint is able to route inbound voice calls from 711 to the voice-in *CapTel* number. **While *CapTel* phones are waived from being required to dial 711 to access *CapTel*, *CapTel* phone users can still dial 711 to access VCO services instead of the *CapTel* service.**





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However, Offerors must indicate in their response to this proposal that they clearly understand that, should the FCC's position change on captioned telephone waivers that they will adhere to FCC captioned telephone policy modifications.

Sprint will comply with all FCC regulations regarding the provision of *CapTel* services and any modifications made by the FCC.

4.4.2 Captioned Telephone TRS Facilities

Captioned Telephone TRS shall operate every day, 24 hours a day.

Captioned Telephone TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use. Captioned Telephone TRS shall transmit conversations between Captioned Telephone users and voice callers in real time. Adequate network facilities shall be used in conjunction with Captioned Telephone TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network. Features that are not mandated by the FCC are not required to be provided every day, 24 hours a day. This definition is more detailed than the FCC requirement.

CapTel Services are provided by CapTel, Inc. (CTI), an Ultratec company. CTI will manage the *CapTel* Service Center with traffic carried on the Sprint network. Sprint will be responsible for coordinating and managing all aspects of *CapTel* services for Colorado and will be the State's single point of contact.

Sprint offers the following assurances with the provision of *CapTel* Services:

- 24 hours-a-day, 7 days-a-week accessibility
CapTel Customer Service (888-269-7477) is available from 8:00 AM to 5:00 PM CST, Monday – Friday.
- Users can make Spanish calls between the hours of 7:00 AM to 11:00 PM CST, 7 days-a-week, 365 days-a-year.
- Adequate staffing to provide *CapTel* users with an average speed-of-answer of 10 seconds or less for 85% of calls on a daily basis. Please see Attachment N for the *CapTel* Disaster Recovery Plan.
- Compliance with P.01 GOS
- Access to their chosen IXC
- Routing of emergency calls to the appropriate Public Safety Answering Point (PSAP)
- Alternate billing arrangements





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Sprint will provide CapTel™ service from the *CapTel* Service Center in Madison WI. Sprint's *CapTel* vendor operates the sole *CapTel* Service Center in the nation. This unique Center operates with enough terminals for 300 Relay Operators, along with support personnel, Technicians, and Supervisors.



CapTel Call Center



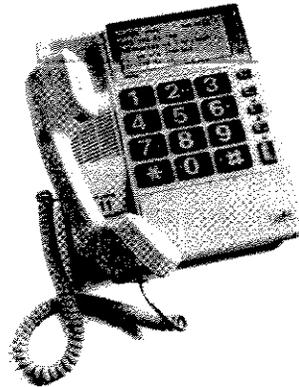
The *CapTel* Service Center is equipped with redundant systems for power, ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service. All calls between *CapTel* users and other callers are transmitted in real time.



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4.4.3 Captioned Telephone Compatibility

The Offeror shall provide Captioned Telephone services which must be compatible with the State's current form of Captioned Telephone, currently CapTel, and that all technologies must work with existing equipment currently being used by existing Colorado consumers.



The CapTel phone was developed by Ultratec, the specifications are listed below:

- Amplification with volume boost (up to 35dB) for maximum volume
- Adjustable tone & volume control for optimum sound clarity
- Ability to review captions during or after a call (approximately 500 lines of conversation can be reviewed in memory after hanging up)
- 5-line, contrast-controlled liquid crystal display (LCD) screen
- Speed dialing (3 programmable numbers)
- Last number redial
- Adjustable ringer pitch on/off
- Sound monitoring (graphic meter and signal indicator shows you the loudness of your voice and sounds during a captioned call)
- 2.5 mm & 3.5 mm audio jacks for use with a neck loop, cochlear implant, patch cord, headset/microphone, and other types of assistive listening devices
- Spanish to Spanish captioning available
- Amplify always "ON" option





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- "Over the wire" software upgrades (upgrades can be transmitted over your phone line)
- Easy access to voice-mail & interactive telephone menu systems
- Ability to caption your external voice answering machine messages

Carrier-of-Choice

- ❖ *CapTel* users and those calling *CapTel* users are encouraged to register their preferred Carrier-of-Choice.
- ❖ Users who have not registered their preferred Carrier-of-Choice are encouraged to contact *CapTel* Customer Service to complete their registration.
- ❖ All new *CapTel* phones distributed after June 1st, 2006 come with a Carrier-of-Choice card packaged with the *CapTel* phone.
- ❖ Users are responsible for filling out the card or contacting *CapTel* Customer Service to receive the benefits of registering their Carrier-of-Choice preferences for *CapTel* calls.
- ❖ Voice-in users calling *CapTel* users are also notified that their call may incur long distance charges - After connecting to the *CapTel* voice-in Voice Response Unit (VRU) and entering the phone number of the *CapTel* user they wish to call, they may receive a verbal announcement stating that their call may include long distance charges.

Please see Attachment H for the *CapTel* Choice-of-Carrier letter.

4.4.4 Pay-per-call calls

Captioned Telephone TRS shall be capable of handling pay-per-call calls.

In order for *CapTel* customers to utilize Pay-Per-Call, they are required to complete a Customer Profile form to remove the 900 call block. Please see Attachment D for the *CapTel* Database Profile request form.

4.4.5 2-Line Captioned Telephone Service

The Offeror shall ensure Captioned Telephone services support 2-line functionality.

Sprint provides 2-Line *CapTel* services at no cost to the State. This revolutionary new service enables users the ability to use two telephone lines to support both voice and data (captions) connectivity. One line handles the voice connection between the *CapTel* user and the called-party. The other line acts as the data connection that allows captions to be displayed on the *CapTel* phone.



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The *CapTel* user continues to receive all the benefits of the standard telephone service with 2-Line *CapTel* (2LCT). With the purchase of a second phone line, *CapTel* users are able to receive calls directly, as with standard telephone services. Extension telephones in the house can be used at the same time and the user can choose to see captions at any time during a call or turn them off.

CapTel Users will enjoy all standard telecommunication features, as seen below:

- Call-Waiting
- Three-Way Calling
- Caller ID
- Repeat Dialing
- Automatic Call-Back
- Call Screening
- ☎ 2LCT Emergency Calling

Because 2LCT uses separate voice and data connections, it offers the most efficient way to access Emergency Services via 911 response Centers. With 2LCT, the user is connected directly to 911 on a standard voice connection. The captions are connected on the second line. When using 2LCT to call 911, the call is connected:

- In the fastest time
- To the most appropriate 911 Center every time
- With a reliable voice grade connection
- With full speed captions

The Two-Line *CapTel* phone receives an inbound call directly on the primary telephone line of the *CapTel* user in the same way any other telephone would receive a call. Then the *CapTel* phone dials the *CapTel* Relay Center on the second line. For residential telephone service, there is no information available regarding the original calling party that could be forwarded with the call to the *CapTel* Relay Center on the second line. Therefore, due to this limitation of residential phone service, it is not possible to identify if the call is an intrastate, interstate, or a toll-free call.

The Two-Line *CapTel* offering includes the payment of some interstate minutes. For inbound Two-Line *CapTel* calls, there is no way of knowing where the call came from.





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With the Two-Line *CapTel* offering, NECA would be responsible for covering the per-minute cost for 11% of all incoming Two-Line *CapTel* calls from both inter-State and intra-State. The State would be responsible for the remaining 89% of all incoming two-line *CapTel* calls. **This requirement is a product requirement, and is not specific to any Provider of Relay.**

CapTel Outreach

The activities depicted below took place in April, 2006, at the Colorado Annual Senior Health Fair held at Colorado Convention Center, where over 600 people were in attendance and in March, 2005 at the Denver Chapter of the Self help for the Hard of Hearing.



Self help for the Hard of Hearing, Denver Chapter
Colorado Annual Senior Health Fair

Other *CapTel* Outreach activities are chronicled in the Outreach Appendix O. Additionally, as mentioned earlier, Relay Colorado conducted two highly successful specialized *CapTel* marketing campaigns during 2005, utilizing local radio stations and transit services to promote *CapTel* services and heighten consumer awareness.

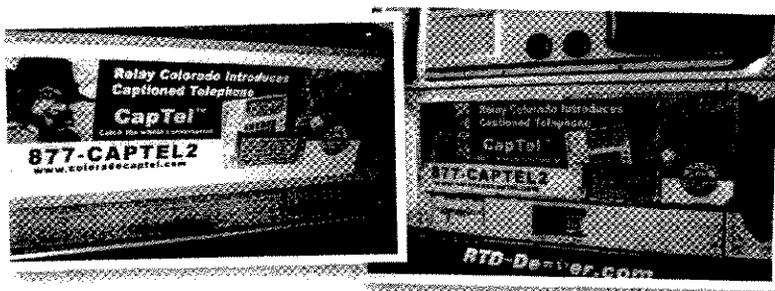
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Bus Kiosk Advertising in the Denver Metro Area Promoting *CapTel* Services



Transit Advertising in the Denver Metro Area Promoting *CapTel* Services

 Direct Mail Cards

Sprint will work with the CO PUC SRA to create and design new direct mail cards promoting *CapTel* via a direct mass mail campaign targeting potential *CapTel* Relay users. A sample mailing from another Sprint Relay State is depicted below:



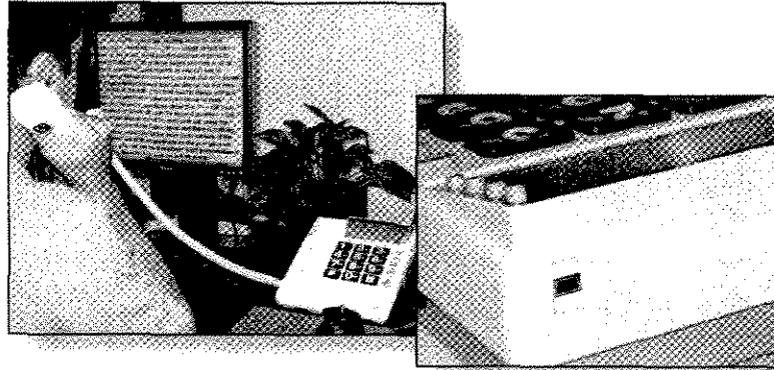


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 *CapTel USB Access*



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In March 2006, Ultratec released an advanced option with new *CapTel* phones – a Universal Serial Bus (USB) plug. This non-standard enhancement provides the following benefits:

- Users can read the captions off their computer screen in larger font size.
- Users can adjust the font, font size, font color, and background color for easier viewing.
- Users can save their font preferences for each call.
- Low vision users can adjust their computer screen to accommodate their vision needs.
- Users can save conversations for future reference and/or forward to Customer Service for troubleshooting issues.
- Users can print their conversations, as well as copy and paste their conversations into other programs.



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Future *CapTel* Reporting

Sprint is proud to offer Colorado *CapTel*-specific monthly Call Detail Record (CDR) reports in the same formatting as the familiar monthly TRS CDR reports the State already receives from Sprint. These reports can be found in Attachment P – Billing reports.

Sprint expects to provide all Sprint *CapTel* State customers with detailed reports such as:

- The number of *CapTel* calls made to or from each NPA-NXX (LEC Usage Statistics)
- Daily Answering Machine retrieval usage
- Daily length of call profile
- Daily Inbound Call Profile By Hour
- Usage breakdown, by minutes

These reports will allow Colorado to receive more detailed *CapTel* calling data and calling trends without identifying individual users and their personal calling habits. This reporting feature is expected to be available to all Sprint *CapTel* States, including Colorado, before the end of 2006.





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CapTel user from Lamar, Colorado.

This afternoon the UPS delivered my *CapTel* Phone and this evening after reading a few instructions, my daughter and I hooked it up.

Since that time I have called most of the rest of my family and a lot of my very best friends. I hope the captioner hasn't run out of patience putting up with my excess calls. After the new wears off, I promise to only use it for what I feel are necessary phone conversations.

I just wanted you to know how pleased I and everyone I have talked/read with this evening are with this new technology.

Thank you so much for taking such good care of me. I know a couple of people in this area that have cochlear implants. One of them is having a really tough time understanding conversations and I am sure he is probably even having a worse time trying to use a phone. The other person I know is presently marking time between his operation and the hooking up of his implant. I am sending a copy of this letter to them as I feel I can highly recommend this phone to them.

Thanks again and have a Merry Christmas.

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Testimonial from one of the *CapTel* user from
Pagosa Springs

I received a new *CapTel* from Wisconsin last week. And, though I am still holding my breath, I think we have a winner! Bill and I have been using it all weekend without static or other problems.

So, I will be returning your lender today. Since at one point I was advised to try attaching an ear buff to the receiver by one of my contacts, I will be including the new receiver from Wisconsin. The buffered one would be a mess if I tried to remove it. I am using a receiver with a jack and ear phones. I am also keeping all the paperwork you sent----guide book, applications for vouchers, etc.----in case I meet folks interested in the *CapTel*.

Let me know if there is a problem with any of the above.



New and Future *CapTel* Technology

IP *CapTel*

Among the challenges faced by Ultratec's Engineers were how consumers could have a choice of telephones, the ability to use the captioning service with VOIP (Voice Over Internet Protocol) phones, and digital phone lines. An individual can now use any phone from a cable company, Internet provider, wireless provider, or landline telephone company and a \$15 coupler available at stores such as Radio Shack to access the Captioning Service. Customers can download free software directly from Ultratec for this capability.

Rob Engelke, founder and President of Ultratec, said that "*one of the most important developments has been the ability to transport the captioned telephone over the Internet*". IP *CapTel* allows an individual with hearing loss to use a standard office phone and a computer to have conversations with captions.



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➤ *IP CapTel* Functionality and Advantages

- ❖ Anyone wanting to call an *IP CapTel* user simply dials their phone number.
- ❖ The user can choose to activate the captions at any time during the call.
- ❖ Telephones with multiple built-in lines can be used.
- ❖ A personal digital assistant (PDA) with Internet connection can also be used to make calls.
- ❖ *IP CapTel* requires an internet connection.
- ❖ In addition, the technology is compatible with both PC and Macintosh computers.
- ❖ The software is available as a CD and as a free download.

➤ Business Calls Using *IP CapTel*

IP CapTel is ideal for business callers, making the following options accessible:

- ❖ Intercom Conversations – can be captioned by selecting a button on the user's computer, enabling captions to begin streaming.
- ❖ Conference Calling – *IP CapTel* can be used for conference calls.
- ❖ Voice Mail Systems – *IP CapTel* can be used to access voice mail Systems.
- ❖ For PBX systems – Analog lines not required.
- ❖ Latency – with VOIP, any web-enabled device can serve as a captioning device.

➤ Emergency 911 Access (2-Line)

Emergency 911 access via *IP CapTel* is functionally equivalent to that of traditional telephone users. With traditional *CapTel* service, (using one telephone line) dialing 911 causes the phone to automatically convert to a Voice-Carry-Over (VCO) phone. Therefore, the 911 Center Operator is required to type the response back to the user.





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With IP *CapTel* (using two lines) the 911 Operator can speak normally as in traditional telephone interactions without the necessity of typing their response, resulting in a longer response time. Also, as with traditional TRS, 911 Operators are not always sufficiently trained to handle such specialty calls .

With IP *CapTel* calls, if the connection is ever lost, the 911 Center can call the caller back.

The steps to make a 911 call via IP *CapTel* are as follows:

1. The handset is lifted and the number is out dialed on the phone.
2. When 911 is dialed using IP *CapTel* to dial 911, it "steals the voice" of the 911 Operator and their PC sends it to the captioning service, which sends captions back to the caller.
3. The user makes the following selection on their PC:

"Caption this call".

4. At the end of a call, when the user hangs up, a computer prompt will ask the caller if they want to save the conversation.





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Section 5: Offeror Response Format

*Submit six hard copies of the proposal and one electronic copy on CD of at least the main body of the proposal, not including attachments. One of the hard copies **must** have original signatures on the Information For Bid/Request For Proposals cover sheet provided with this RFP.*

5.1 Transmittal Letter/Overview/Summary Statement

Offerors shall provide a Transmittal Letter on company letterhead signed by an individual authorized to commit the company to the work proposed. The letter shall identify all material and enclosures being forwarded collectively as a response to this RFP. The Offeror must clearly identify all intended subcontractors in the Transmittal Letter that may be needed to satisfy the requirements of this RFP. The Offeror must acknowledge receipt of any amendments to the RFP by amendment number. If the Offeror is willing to comply with all requirements of the RFP, the Offeror must make a positive statement to that effect in their Transmittal Letter. If the Offeror is unwilling to comply with any terms, conditions, or other requirements of the RFP, or with any contract provisions provided in the sample contract accompanying this RFP, the Offeror must so indicate here and in the appropriate section of the Offeror's proposal. Notwithstanding any Offeror assurances given in the Transmittal Letter, the offer may be rejected for lack of response to specific work requirements or for technical noncompliance with the RFP.

Sprint has complied with all the items above as found in the Transmittal Letter at the beginning of this proposal.

Offerors are invited to use the Transmittal Letter or begin their proposal with a separate Summary Section as an opportunity to provide an overview of their proposal or other summary information that will provide a valuable context for the detailed review of the remaining contents.

Sprint has provided its Overview Summary immediately following the Transmittal Letter at the beginning of this proposal.

5.2 Technical Component (Response to the Statement of Work)

Starting with paragraph 4.2 in the Section 4 Statement of Work portion of this RFP, Offerors shall respond to each paragraph and subparagraph of the section using the same numbering system.

Sprint has read, understands and has complied.

Offerors must complete Section 4.2 regardless of the services they are electing to bid.

Sprint has read, understands and has complied.





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Offerors should complete both sections 4.3 and 4.4 if they are responding about providing both traditional TRS and Captioned Telephone TRS.

Sprint has read, understands and has complied.

Offerors may elect to respond to just one of these sections. Offerors must respond directly to each paragraph and subparagraph either with a complete response or with at least a one-sentence summary response and a reference to a specific page number and paragraph in another document or attachment that is part of the proposal.

Sprint has read, understands and has complied.

Evaluation factors will be assigned to each paragraph and subparagraph, so failure to respond to anything in the Statement of Work would, at best, result in a reduction in scoring or, at worst, being rejected as unresponsive.

Sprint has read and understands.

5.3 Cost Component (Proposed Cost per Call Session Minute)

This section of the proposal must contain the Offeror's fixed price per call session minute.

Sprint has read, understands and has complied.

Separate pricing is required for traditional TRS and for Captioned Telephone TRS.

Sprint has read, understands and has complied.

Pricing per call session minute must include all costs associated with the provision of the proposed services.

- 1. Traditional TRS: price-per-minute of service for session minutes.*
- 2. Captioned Telephone TRS: price-per-minute of service for session minutes.*
- 3. Other services/service enhancements not described in RFP: price-per-minute of service for session minutes.*

Payments will be based upon contracted services actually performed in accordance with the fixed prices determined through this competitive bid. The State will reimburse the Offeror monthly at the fixed price rates for all billable call session minutes for both categories, Traditional and Captioned Telephone.

Sprint offers two pricing options for the State's consideration. The first pricing option is for TRS and CapTel as individual, stand-alone services. The second pricing option is dependent on the State awarding both the TRS and CapTel contracts to Sprint.





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The following provides a brief synopsis of some of the key features included in Sprint's offer for each service.

TRS Pricing (Option 1)

The TRS price-per-minute is for an FCC compliant service that includes all the standard features detailed in Appendix B in the RFP as well as the services of an in-state Account Manager and a \$50,000 Annual Outreach budget. Sprint's offer exceeds the RFP requirements by also including the following:

- In-State Account Manager
- Sales/Marketing team based in Denver, Colorado
- Enhanced Turbocode/Dial Through Dialing
- Split Screen ASCII
- Variable Typing Speed for Visually-Disabled users
- Customer Contacts Online Database (CCOD)
- Telecommunications Service Priority (TSP)
- 35%, 25%, and 10% Intrastate Long Distance Discount for TRS
- 50% Interstate Long Distance (LD) Discount for TRS
- Live 24-hour Customer Service (English and Spanish)

The proposed TRS pricing has been calculated based on statistical call data provided in Appendix A of this RFP.

Item	Description	Unit of Measure	Firm Fixed Price
TRS	January 1, 2007 – June 30, 2008	Session Minute	\$0.94
TRS	July 1, 2008 – June 30, 2009	Session Minute	\$0.94
TRS	July 1, 2009 – June 30, 2010	Session Minute	\$0.94

Stand-alone TRS Pricing

CapTel Pricing (Option 1)

The *CapTel* price-per-minute is for a FCC compliant service that includes all the standard features detailed in Appendix B of this RFP, as well as the services of an Account Manager, and a \$25,000 Annual Outreach budget. Sprint's offer exceeds the RFP requirements by also including the following:





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- Account Manager
- Sales/Marketing team based in Denver, Colorado
- 711 for Voice Inbound callers
- 2-Line *CapTel*
- Customer Contacts Online Database (CCOD)
- 35% Day, 25% Evening, and 10% Night/Weekend Intrastate Long distance (LD) Discount for *CapTel*
- 50% Interstate Long Distance (LD) Discount for *CapTel*
- Live Customer Service (English and Spanish)

The proposed *CapTel* pricing has been calculated based on statistical call data provided in Appendix A of this RFP.



Item	Description	Unit of Measure	Firm Fixed Price
<i>CapTel</i>	January 1, 2007 – June 30, 2008	Session Minute	\$1.49
<i>CapTel</i>	July 1, 2008 – June 30, 2009	Session Minute	\$1.49
<i>CapTel</i>	July 1, 2009 – June 30, 2010	Session Minute	\$1.49

Stand-alone *CapTel* Pricing

TRS and *CapTel* Pricing (Option 2)

Sprint is extremely interested in remaining the provider of both TRS and *CapTel* for the State of Colorado. Accordingly, we are offering a lower price for each of the two services, if the State selects Sprint to continue as the provider of both services. The price-per-minute is for a FCC complaint service that includes all the standard features detailed in Appendix B in the RFP as well as the services of an in-state Account Manager, \$50,000 Annual Outreach budget, and all of the RFP requirements as stated above:

Item	Description	Unit of Measure	Firm Fixed Price
TRS	January 1, 2007 – June 30, 2008	Session Minute	\$0.90
TRS	July 1, 2008 – June 30, 2009	Session Minute	\$0.90
TRS	July 1, 2009 – June 30, 2010	Session Minute	\$0.90

TRS Pricing (Option 2)



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Item	Description	Unit of Measure	Firm Fixed Price
CapTel	January 1, 2007 – June 30, 2008	Session Minute	\$1.45
CapTel	July 1, 2008 – June 30, 2009	Session Minute	\$1.45
CapTel	July 1, 2009 – June 30, 2010	Session Minute	\$1.45

CapTel Pricing (Option 2)

Other Services and enhancements

Relay Conference Captioning

Sprint is pleased to offer the Colorado Public Utilities Commission pricing for Relay Conference Captioning (RCC). This pricing consists of one price for the Text Streaming-only participation in a conference call and a slightly higher price if voicing for the participant will be necessary.

Type of Service	(1) Real-time Captioning to Text Streaming Server	(2) Voice Relay Captioning to Text Streaming Server
Description of Service (See attached Descriptions)	Live, on-demand, call and meeting support Using Real-time capable and broadcast quality Stenocaptioners as used in TV One-way text only, no Relay service	Live, on-demand, call and meeting support Using Real-time capable and broadcast quality Stenocaptioners who will also "voice" on behalf of the participant
1 st 15,000 Event Minutes Per Mo.	\$2.40/minute	\$2.80/minute
2 nd 15,000 Event Minutes Per Mo.	\$2.36/minute	\$2.76/minute
3 rd 15,000 Event Minutes Per Mo.	\$2.34/minute	\$2.74/minute
4 th 15,000 Event Minutes Per Mo.	\$2.32/minute	\$2.72/minute
Event Minutes Above 60,000 Per Mo.	\$2.30/minute	\$2.70/minute

Set Up Fee – \$3,000 Waived Deposit – Waived

- a.) Challenging Events. Challenging events will include events whose subject matter is either extremely unfamiliar to the Captioners, highly technical in nature or would require an extraordinary amount of pre-prep time in order for the Captioners to maintain Sprint RCC's quality and speed standards. For these type of events, Requestor(s) shall provide adequate preparation material in order for the integrity of the service and captioning quality to be maintained.
- b.) Minimum Fee for any Event: One half (½) of the Hourly Rate for the Event





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c.) Minimum Incremental Billing Unit: 15 minutes for Real-time Reporting/Streaming Services

To ensure that all Offerors use the same criteria to determine billable call session minutes, a call session minute is defined as the time, in minutes and seconds, from the moment when a relay agent is ready to render assistance and/or ready to accept information to process a call until both relay users disconnect. This shall not include the time prior to the moment when a relay agent is ready to accept information to process a call, or time that the caller is in a queue or on hold waiting for the relay operator.

Sprint has read and understands.

Offeror will submit a total price per call session minute (flat rate) for Traditional TRS and/or for Captioned Telephone TRS based upon information derived from this RFP.

Sprint has read, understands and has complied.

It is anticipated that each Offeror will carefully evaluate numerous factors in arriving at their proposed prices including the effectiveness of outreach efforts and advertising, especially with those factors that will have a direct bearing on future call volumes. A flat rate per call session minute over a three and one half-year period should take into consideration the anticipated continued increases and/or decreases in call volumes and the resulting economies of scale. Efficiencies gained through anticipated technological advancements over the three and one half years should also be considered.

A final consideration should include the presence of the State's mechanism that gives it the ability to impose modest billing adjustments for missing average speed of answer or blockage rate performance standards and not making reasonable efforts to solve the problems (paragraph 4.2.10). Offerors must submit a firm price quotation.

Sprint has read, understands and has complied.

Estimated prices or incomplete prices may be used as a basis for rejection of a proposal. The Traditional TRS and Captioned Telephone TRS prices contained in the Offeror's proposal shall be binding for the initial three and one half years of the contract period. For the next two one-year extensions that may be granted at the sole discretion of the State, the price cannot be increased by more than five percent (5%) each year unless the Offeror and the State mutually agree that a 5% cap is unrealistic or unfair. No deviations, qualifications or counter offers will be accepted. The State reserves the right to reject all proposals.

Sprint has read and understands.

