



The Public Utilities Commission of Ohio

Monitoring marketplaces and enforcing rules to
assure safe, adequate, and reliable utility services

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June 30, 2006

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, D.C. 20554

Dear Ms. Dortch:

As required by CG Docket No. 03-123, please find enclosed the original and four copies of the Annual Complaint Log and Summary Report for the State of Ohio's Telecommunications Relay Service from June 1, 2005 through May 31, 2006. Also enclosed is an electronic disk which contains the complaint log summaries.

The Service Monitoring and Enforcement Department of the Public Utilities Commission of Ohio (PUCO) did not receive any complaints concerning the quality of service of the Ohio Relay during that timeframe.

If you have any questions or need any further information, please contact me at (614) 466-4054 (Voice) or by e-mail at Elizabeth.Blackmer@puc.state.oh.us.

Sincerely,

Elizabeth L. Blackmer
Public Utilities Administrator
Service Monitoring and Enforcement Department

Enclosures

cc: Pam Gregory, FCC, Consumer & Governmental Affairs Bureau
PUCO Docketing Division

Ohio Relay Service (Relay Ohio) – June 1, 2005 through May 31st, 2006

1. Total Number of TRS complaints: 112

Complaint Tracking for OH (06/01/2005-06/30/2005). Total Customer Contacts: 15

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/02/05	The voice customer says she is repeatedly receiving OH Relay calls even though she has a global block on her number. She says she also has global blocks through the other relay providers. Now she is working with her local police department, who she says have confirmed that calls are being made through the OH Relay. Apologized for problem. Did several test calls and could not get any calls to go through (blocked number message). Opened Trouble Ticket. Follow-up requested.	06/02/05	three calls were attempted to reach Customer to try and discuss the global blocking situation and to notify her that Global Blocking has been discontinued as mandated by the FCC. No dialogue with Customer has happened.
06/02/05	Dialing Issue - Phone line does not require 1 when dialing 800 number	06/07/05	Tech support made an individual adjustment* providing resolution for this customer.
06/03/05	Customer Complaint: Caller reported that the operator was very rude in her handling of the relay call. Due to busy switchboard, the calls must always be routed to the proper department and the receptionist cannot handle any issue. When the operator informed caller that they would need to transfer the call, the operator interrupted and said, "No do not transfer us you will disconnect us again. We've been trying to connect for ten minutes." A recording of the conversation was sent to CS via email. CS Response: Explained the transparency aspect of processing relay calls, apologized for any inconvenience. Provided TRS CS email to send recording. Follow up requested.	06/10/05	Coached CA on 6/10/05 to maintain transparency during calls and to not interject improper comments during the call. This should help the CA to not be rude with customers. Follow up email sent on 6/10/05.
06/06/05	TTY user "very very very angry." Agent #### hung up while customer was placing business calls. Customer was not finished and TTY user hung up. Thanked caller. No call back needed.	06/07/05	Agent did not remember this call, however was coached on the importance of not disconnecting calls. Also advised the agent of the consequences of doing so.
06/12/05	A TTY customer called to complain that the agent disconnected her. Apologized. No follow-up requested.	06/12/05	We currently do not have any of our CAs whose assigned ID nbr. the same as the one mentioned on the top page of this ticket. Therefore, this ticket is closed.

06/12/05	Voice person stated that the opr was making fun of him because he has a lot of deaf friends. Voice person stated that CA said that he should get some 'real friends' he can talk to. I told him that his complaint had been documented.	06/13/05	CA said this call was from a correctional facility. She put up her Red Cup for supervisor assistance and the supervisor was on the line with her. CA did not make these comments to the voice person.
06/12/05	A TTY customer called to complain that the agent disconnected her. Apologized. No follow-up requested.	06/27/05	CA remembered call and did attempt to connect caller but did so before confirming a tty picked up. Coached CA on TTY to TTY connect procedures.
06/13/05	Customer cannot complete calls through Ohio Relay -- agent dials number and call rings then disconnects. C.S. Response: Apologized to customer for the problem and opened Trouble Ticket. Follow up is required to ensure problem resolution.	06/13/05	AM has tried several approached in trying to reach this customer's tty number and none of them resulted in a successful connection and dialogue. AM can call others and get TTY calls just fine on the same days and that proves AM's TTY works.
06/15/05	Voice customer unable to complete call to TTY son and vice versa via OH Relay See trouble ticket for details of problem experienced (apologized for problem encountered advised complaint and trouble ticket would be entered also provided SRO website for TTY customer to call parents voice number) Trouble Ticket Assigned. Customer requests contact asap	07/01/05	customer is happy that the problem is now gone. CA tells AM that customer's line sounded "staticky". ticket closed.
06/16/05	Customer complained the agent hung up on them even though she wanted to make another call. The agent sent the person hung up ga or sk, the caller typed ga because she wanted to make another call and the agent ignored her. The Caller typed "relay are u there' and got no response. Agent disconnected. Apologized for any inconvenience and thanked the customer for feedback. Forwarding to appropriate supevisor. Customer is requesting a follow-up	06/23/05	Met with CA and stressed the importance of staying focused on the call and making sure to get supervisor approval to disconnect the call if needed. Customer is requesting a follow-up 6/22/05, 1730, contacted tty user, and shared that the CA had been met with and coached on the proper handling of the call, and on staying focused on all calls and to make sure that a supervisor gives the approval for disconnection of a call, if needed.
06/21/05	Caller said that on 6/16/05 agent did not follow database instructions when typing the weather report. C.S. Response: Apologized to caller for the problem. No follow-up required on this issue.	06/27/05	Met with CA, CA understands to follow procedures.
06/21/05	Caller said agent hung up on her. C.S. Response: Apologized to caller for the problem. No follow-up required on this issue.	06/24/05	Met with Ca and she does not remember call, as too little information given. Coached CA on proper procedures.

06/21/05	A TTY customer called in stating that this CA did not follow their instructions. Customer requested this CA hang up if answering machine was reached. This CA typed "sksksksk ga" confusing the customer. The customer typed "sksksk ???" then the CA typed "that means ans mach playing .. hang up ga". From that point customer states that when they continued with more questions this CA did not respond causing the customer to believe this CA hung up. RCS apologized to this customer. Follow up requested by Account Manager.	06/23/05	Followed up w/CA doesn't remember this particular call. CA was instructed to keep tty user as informed as possible by typing in parenthesis (ans mach playing) (ca hung up) GA instead of sksksk ga/ CA agreed and thought it made sense.
06/21/05	Echo Sounds - CapTel user hears	06/21/05	Provided software update and echo control tips.
06/30/05	OH voice customer calling 1 800 750 0750 to reach relay and got an CA. The out dialed number is constantly busy. Customer service tried making the call through relay and the call was successful. Customer tried making their call at 11:35 AM this morning 6-30-05 and got the same thing as yesterday a strange busy. Customer service apologized to the customer. Customer would like follow up, if the tech needs to ask questions or if customer can be of any help. Trouble Ticket Assigned.	08/16/05	AM talked to customer twice. Customer said he would contact AM if anything else is needed. Also AM sent customer CapTel information.

Complaint Tracking for OH (07/01/2005-07/31/2005). Total Customer Contacts: 20			
Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
07/02/05	TTY customer states the agent hung up on her. Apologized. No Follow-up requested.	07/02/05	We do not have this operator
07/04/05	TTY customer reports agent disconnected after providing phone number to call customer upset that agent would not stay on line to process call (apologized to customer advised complaint would be forwarded to supervisor) Customer did not request contact	07/14/05	CA did not remember disconnecting call. Coached CA to be more aware of calls coming in and processing promptly
07/04/05	Customer states that this agent disconnected her call in the middle of the conversation. RCS response: Thanked the customer and assured that the complaint would be sent in as stated. No call back requested. Then OH AM forwarded this to Dayton Call Center Manager for them to look into this and for them to close with action item listed.	09/06/05	Met with CA. Went over proper procedures with CA and instructed to remain focused and not disconnect callers.
07/05/05	The customer explains the CA should have reduced the typing speed to 30 words per minute. The customer also states there were too many mistakes with xxxx's. The customer had trouble following the conversation. Apologized. No follow up.	07/18/05	Coached CA to be sure to read customer notes and try to minimize mistakes.
07/06/05	Customer states that this is the second time that this agent has disconnected her call. She would like to make sure that this agent is coached on doing calls properly. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.	07/25/05	CA was coached not to hang up on customers.
07/09/05	An OH TTY user called to say that the agent interrupted her and then disconnected her in the middle of the call. Apologized to customer. Caller did not request follow-up.	07/25/05	CA does not remember disconnecting caller ... talked to CA to be more careful to not irresponsibly disconnect a call in the future.
07/12/05	CA hung up on the customer. Explained to the customer that we were sorry for the inconvenience this may have caused and that the CA would be coached on call processing procedures.	08/04/05	CA does not remember ever intentionally disconnecting on a customer. Coached CA to ensure that he never disconnects on a call.

07/16/05	A TTY customer called in stating that this agent was rude and interrupted them while they were in the middle of typing and caused garbling problems. RCS apologized to this customer. No follow up requested.	07/16/05	Coached CA to ensure that he never types when TTY customer is typing.
07/17/05	Customer had call waiting and asked opr. to hold. The opr. did not respond at first then she said, "I'll relay that to the caller." Informed the customer that the supervisor will coach this opr be more aware of customer's instructions. I thanked the customer for letting us know.	08/04/05	CA was following established procedure by relaying the request to the inbound caller. Coached CA to ensure that she always responds to customers immediately.
07/17/05	Customer wants to register a complaint about relay procedure. She does not agree with the practice of not being able to tell the opr. to hold with a response from the opr. She understands the person she is calling is the one allowed to say 'yes' or 'no'. She would like this to be changed because she feels this causes the oprs. to treat hearing people like they are not human. Her parents are deaf so she uses relay often and is very upset. At times, some oprs she has used allowed her to put the caller on hold without getting permission from the TTY user. I thanked her for sharing the concern with me and assured her a response will come soon.	10/10/05	This procedure is being sent to the Accounts Manager for review. Customer was called and advise of the situation.
07/19/05	Customer called number and typed out message. Later called the same number with different opr. who typed the message and it was more detailed than what the first CA typed so I know the first opr did not type the complete msg. I thanked the customer for letting me know and told him the supervisor would review procedure with the opr. and respond by letter. I apologized for the inconvenience.	07/30/05	TL received complaint 7/27/05. Met with CA 7/28/05 and she was given tips to help avoid missing any portion of recordings, as well as macros to keep caller informed if a recording is not typed in its entirety. Follow up letter sent to customer on 7/28/05.
07/19/05	Customer Complaint: Caller typed that she was mad because CA skipped really too much and she could not read and when the customer typed to her the number to dial or redial she did not pay attention. She did not read very careful. Customer Service Response: Apologized to the caller for the inconvenience and told her the report would be sent to the call center supervisor. No follow up requested.	07/30/05	TL received complaint 7/27/05 and met with CA on 7/28/05. CA was coached to be more careful about paying attention and always following customer instructions and requests. Rec'd complaint from TL and processed the ticket on 7/30/05.

07/19/05	"Tell the opr. not to tell me what to do." (I asked what did the opr. say?) "Told me to type slower so they could understand me." I thanked them for letting me know, apologized for the inconvenience. Let them know supervisor would review procedure with the opr.	08/02/05	Coached CA to ensure that proper macros are used when TTY message comes in garbled and can't be understood. CA understood and stated that it would not happen again.
07/20/05	OH TTY user who is visually impaired complains agent was rude, and interrupted her by typing before she was done typing her conversation. Customer was very frustrated by this as it occurred before with same agent. Apologized for the problem and let caller know the agent supervisor would be informed for follow up with the agent. No contact requested, but caller was provided with account manager TTY # as requested.	07/27/05	Coached CA not to interrupt whenever TTY customer types during or shortly before finishing typing.
07/22/05	CA called 12 times in a 5 minute period. Voice person felt that the CA was the one, not the TTY user. Very upset at the elderly parents' house, felt they were being harrassed. CA did not give any explanation to the deaf or hard of hearing person, just kept redialing. Apologized to the voice person and explained what the relay service was, so they had a clear idea of relay and its function.	07/26/05	The CA ID# identified by the customer is not assigned to any employee. The customer does not want further contact; therefore further investigation is not possible.
07/23/05	Customer states that when calling in to relay the agent said "Oh my God" when the call was answered by relay. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested.	08/12/05	Discussed this issue with opr and she said she did in fact get nervous but never meant for it to come across as rude or not wanting to do her job. I explained to her the importance of not saying anything without being muted. She said she understood.
07/25/05	VCO user left a msg on an answering machine and the CA typed "(UR MSG LEFT) CA XXX GA". VCO user stated he asked for the call, but the CA hung up on him. I just verified the info. he provided the complaint and his address.	07/30/05	Met with CA; CA did not remember the call specifically. Went over proper VCO procedures and coached CA to especially pay close attention on VCO calls to remember to open the bridge after a macro is sent to receive further instruction. CA understood. Mailed out follow up letter on August 1, 2005
07/26/05	Account Login Failure	07/26/05	Tech Support enabled unit's account. Customer can now use CapTel phone.

07/27/05	Every time Customer tries to call his mother he gets a fast busy signal. Customer Service has troubleshooted the problem with this mother's TTY and her TTY is working fine. Customer (from OH) as well as his sister (from Montana) neither one can get through. He did say that a Sprint tech was working on it but hasn't heard from him in at least a week. Took the information and told him a trouble ticket will be created (for further details refer to trouble ticket assigned). Customer would like a technician or possibly the Account Manager to speak to him.	10/10/05	Have attempted to follow up with the customer three times throughout the day but no success. Trouble ticket issue has been resolved.
07/30/05	I told CA TTY to TTY with SBC Long Distance and was shocked when CA hung up. Thanked caller for letting us know and apologized that their call was disconnected. Assured caller that CA would be coached to never hang up. Follow up requested by phone.	03/03/05	CA thought the TTY user disconnected the call and moved on to take other calls. If in doubt, CA should raise an assist flag asking for supervisor on duty and provide as much info about the call (i.e. calling from number, type of customer etc). This way here, the CA will be protected, otherwise CA would be at fault for disconnecting the call.

Complaint Tracking for OH (08/01/2005-08/31/2005). Total Customer Contacts: 11			
Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
08/01/05	I don't understand why this agent hung up on me, she typed to me at first and then she hung up on me. Apologized. No follow-up required.	08/04/05	Met with CA on 8/4/05. Reviewed proper disconnect procedures.
08/04/05	Agent hung up on me, why did the agent hang up on me? I type whole weather report please. Don't let agent hang up on me. I want agent to stop hanging up on me. I don't agree with a lot of them hanging up on me. I don't really like it anymore, that is very stupid for them. Every time they hang up on me and agent caused me to be very mad at her and too many cannot do that anymore. From now on I want all of relay agents to stop hanging up on me anymore. Please be more careful and please don't let them hang up on me, I'm very serious. Apologized. No follow-up requested.	08/08/05	Although CA didn't recall this particular call, CA sincerely apologized for the call disconnection. I coached CA to be careful not to disconnect calls. In the future, any complaints filed against this CA regarding call disconnections or for any other particular reason(s) could warrant corrective action. CA understood.
08/04/05	A OH TTY customer called to say that the agent was very rude RCS: Apologized for the handling of the call No Contact requested.	08/04/05	Met with agent, but did not remember the call. Coached the agent on the importance of always maintaining a professional phone image on every call.
08/05/05	Agent hung up on me again, Why did she hang up on me? After she typed to me at first, before I started typing, I was waiting for her to type, no response. I'm very mad at #### I need her to stop hanging up on me. I don't like it at all, she is very rude. Apologized. No Follow-up requested.	08/08/05	Although CA didn't recall this particular call, CA sincerely apologized for the call disconnection. I coached CA to be careful not to disconnect calls. In the future, any complaints filed against this CA regarding call disconnections or for any other particular reason(s) could warrant corrective action. CA understood.
08/05/05	TTY customer stated that the CA did not give a clear explanation of relay to the the outbound caller because the outbound caller hung up right away. Sorry for the inconvenience this may have caused you and this CA will be coached.	08/19/05	Met with ca and he explained that he had explained relay word for word from the PRG and the outbound caller just didn't want to accept the relay call. Due to the outbound hanging up and disconnecting right away the TTY user thinks that the ca did not give an accurate explanation.

08/05/05	Customer states that this agent did not wait for her to finish typing and interrupted her. It clearly states in the call notes that this customer is blind and types very slowly at 30 words per minute. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested	09/15/05	Met with CA, explained to CA to make sure everything is typed out and coached to always be friendly and professional.
08/07/05	Customer states the CA was impatient and interrupted her when she started to type. The customer requests reduced typing speed and is slow to respond. Apologized. No follow up.	08/11/05	Emphasized to CA to wait for GA and pause (count to 3) to be sure caller is done typing.
08/10/05	After making a 15 min call with a recording, I typed, "Thank you relay sksk", the opr came back with only "sk" and left me hanging. I know the call has been completed when I see "sksk". Thanked the customer for letting us know that his supervisor would address this with him. Also let him know CA may use 'sk' in case the customer wishes another call.	08/19/05	Met with CA to discuss the proper handling of call, and the close of a call. To make sure that the double SK is given to the caller.
08/10/05	OH HCO user complains agent hung up on her and typed while she was typing, which was very confusing and frustrating. Apologized for the problem and let customer know I will be sure to inform the agent supervisor. No contact required.	08/17/05	met with CA and she said did not intentionally hang up on the caller. She does not quite understand all the functions of an HCO call and may have typed by mistake to the HCO caller. Advised CA to ask for assistance with HCO calls for help setting it up. Also, went over with the CA the different function keys and procedures.
08/12/05	Customer complained that agent interrupted her when she was typing. Caller has notes stating to wait for the "go ahead" Apologized for the problem Customer did not request follow-up.	08/12/05	Coached CA never to interrupt while TTY customer is typing. CA understood and will be more careful not to do so in the future.
08/15/05	Everything was fine until CA started typing ans. machine in the middle of typing recording, CA typed, "Relay entire msg?" She shld have just relayed the entire msg. Apologized. Said it is standard procedure to type entire ans machine msg.	10/11/05	CA was coached on procedures for recordings. Email was sent to explain to Customer what action was taken with the CA. Surveys will be done to ensure quality calls.

Complaint Tracking for OH (09/01/2005-09/30/2005). Total Customer Contacts: 10

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
09/02/05	Gave instructions to have CA leave a message on VCO user's voice answering machine. Bridge was not opened for this. Did not inform VCO user when to voice. Requests CA to obtain further training as the customer is noticing CAs are slipping with procedures involving with the handling of VCO calls. Apologized and offered follow-up with customer. Customer does not want a follow up.	09/07/05	Team Leader met with CA. Went over the procedure. The CA understands procedure and knows what to do when VCO wants to leave a message.
09/02/05	Customer states that they are upset that the lines keep disconnecting in the middle of the conversations. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated and investigated further. Did explain the disconnect problems that have been occurring on some calls through relay service. Customer states that they will be contacting account manager about this. No call back requested Call was placed at 9/1/05 at 2am	09/09/05	This CA was not working on that day at that time. Possibly wrong CA number. Could be due to disconnect issues. CA was not scheduled at the time call was placed. Incorrect CA ID number also given - F instead of M for gender.
09/06/05	CA hung up on TTY user after person (non-emergency police line) they called hung up 2 times on them. CA didn't send (explaining relay) or keep TTY user informed. (TTY cust) called me back to say that another CA hung up on him, but just prior to him calling that CA had called me down and said that they connected TTY to TTY and he hung up right away. I asked the CA if he asked the TTY user if they wanted to connect and he said he didn't ask; just connected when he heard TTY tones. When TTY Consumer called, I explained that the agent had connected to him TTY to TTY and he said he wasn't aware of it. (maybe what happened with first CA). Told him the complaint has been documented.	10/11/05	CA was trying to hook up TTY to TTY and failed to realize that procedure failed. CA was coached on the importance of keeping the customer informed at all times and Team Leader went over the correct procedure of TTY to TTY connect. Customer was followed up with a letter to confirm the CA was coached.

09/12/05	Customer Complaint: Called to report that when he instructs the operator to turn up the volume for his VCO calls, and also when using TTY, the operator said they could not. (The customer switches from VCO to TTY back and forth during the same call. The reason for this is because his fiance can hear his voice sometimes, other times not--so then he types so the operator can voice louder) Customer Service Response: Apologized and explained normal call procedure for one call type per call. Told him the report would be sent to call center supervisor. Follow up requested.	09/12/05	CA said customer did request to turn up volume - but low volume was on his phone and she was not able to turn it up. Unable to reach customer for follow up after two attempts on 9/12/05 at 846pm and 9pm.
09/16/05	Customer Complaint: Customer called to report they were mad because the CA hung up on them when they were not finished typing. After they finished typing there was no response, so typed again and the second time still no response. Customer Service Response: Thanked the caller for letting us know and apologized for the inconvenience. Told caller the report would be sent to the call center supervisor. No follow up requested.	09/22/05	Met with CA. CA understand that he is not to hang up on a person and to get a Team Leader if he needs help CA was coached to follow procedure.
09/19/05	CA may have hung up on call - TTY user not sure if CA hung up or the person called hung up. Thanks for letting me know - Will follow up with CA. No follow up needed.	09/29/05	CA does not remember disconnecting the caller. CA is very sorry if it happened. Coached CA to not disconnect the caller. To wait for the disconnect notice from the system.
09/21/05	TTY customer reports agent typed slowly and content of call was unclear TTY customer received call from known caller who is well spoken but agent did not type using good grammar agent seemed to leave out words agent also typed caller's name incorrectly typed the caller's name. TTY customer was confused about who was calling when receiving the call (apologized for problem encountered advised complaint would be forwarded to supervisor) Customer did not request contact	09/26/05	CA was terminated on 9/22/05 due to multiple complaints in the past of similar nature as she was placed on corrective action for the same concern.

09/27/05	CA dialed the phone number, on the 5th ring TTY user asked the call to be cancelled. Macro printed ringing until 10th ring, TTY user asked for supervisor 3 times, agent then hung up. I am sorry you had to go through this. This has been documented for corrective action.	09/27/05	TTY customer mentioned that the call took place about 8 minutes prior to the complaint that was filed. The customer wasn't sure of the correct ID number. Our records show that the CA with the assigned ID number provided by the customer, wasn't assigned to work during the time the incident or complaint occurred. Apparently the ID number provided wasn't correct. However, a follow up letter was sent to the customer apologizing for the inconvenience we've caused.
09/29/05	Agent #### had very poor typing and spelling skills. Thanked the caller for letting us know. No follow up needed.	09/29/05	Agent did not recall making many typos. Coached agent on proper procedures.
09/30/05	Captions - dropped characters/garbled text	09/30/05	Advised customer to contact local telephone provider for line check. Customer will also try CapTel on another line. 10/5/05 Local provider found and corrected line fault. This resolved static and garble.

Complaint Tracking for OH (10/01/2005-10/31/2005). Total Customer Contacts: 7				
Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution	
10/03/05	An Ohio voice customer called to complain that her father's caller ID info does not show up on her cell phone when he calls through relay (father is TTY). She says it shows when the call does not go through relay. Apologized. Opened Trouble Ticket. No follow-up requested.	10/03/05	AM is aware that there will be rare occurrences of caller ID numbers not appearing on consumer's phones and cell phones. There was no number left for a follow up. AM closed this customer contact record.	
10/04/05	HCO customer says operators are not reading her text. She had SBC check her line for trouble and SBC said it is a Sprint relay issue. She says she has to repeat the number three or four times to get the agent to outdial. She could not provide specific ID numbers but says this happens all the time. Apologized. Opened Trouble Ticket. Follow-up requested.	10/06/05	AM left message on consumer's machine asking for instructions as to how AM can reach her. AM plans to invite customer to experiment with other types of products and services in case something else works better for her.	
10/14/05	Customer is deaf blind and has clearly stated in the call notes to turn the words per minute to 30 to allow for slower reading. Customer states that this agent did not slow the speed down and was not careful to read and follow her database notes. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested	10/17/05	CA was coached to be more conscientious of the customer notes and to be sure to follow them to ensure that customer service have been provided and fulfilled.	
10/14/05	Customer is deaf blind and has clearly in the call notes to turn the words per minute to 30 to allow for slower reading. Customer states that this agent did not slow the speed down and was not careful to read and follow her database notes. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested.	10/18/05	Trainer met and coached the agent on the importance of following customers instructions. Agent understands. No follow up requested.	
10/18/05	Voice person says CA hung up on her sister who is deaf. Would like a call back to let her know why her sister got hung up on.	10/18/05	This CA was not working at this time. I called this person, per their request, and left this message and also asked that if they check with the TTY user, they should have the correct CA number on the printer tape.	

10/29/05	An OH tty user called to complain that she kept getting error message "call cannot be completed as dialed" when the operator dialed the first time. Trouble Ticket was entered. Customer did not request follow-up	10/29/05	AM wanted to investigate but there was no customer name or number to call and help solve. AM closed this trouble ticket.	
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Complaint Tracking for OH (11/01/2005-11/30/2005). Total Customer Contacts: 8

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
11/03/05	VCO customer called to complain that the agent did not respond when she gave the number to be dialed. After a while the customer asked if the agent was still there, and there was still no response. Apologized. Explained that agent may have been experiencing technical difficulties. No follow-up requested.	11/03/05	Agent remembers the call and she sent the macro many times but the customer never responded. No follow-up requested.
11/04/05	This agent typed very slow, one letter at a time. Apologized. No follow-up requested.	11/04/05	CA was coached to not slow down typing unless instructed by the in bound caller.
11/07/05	A voice customer has been having a problem reaching OH relay when dialing 711 from her Cincinnati Bell cell phone. She is consistently reaching CA relay. The California agents tell her she will have to hang up and dial back to OH relay. She does not have this problem when she dials from a land line. This problem also occurs on her husband's cell phone. Apologized. Opened Trouble Ticket. Follow-up requested.	11/07/05	AM left message asking her to call back to update if she is still inadvertently reaching Relay Ohio when she dials 711 from her cell phone.
11/09/05	Disconnect/Reconnect during calls	11/09/05	Apologized to customer for incident and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email and FAX with tips to reduce disconnects.
11/15/05	Customer Complaint: Caller reported that the CA was incredibly bad typist for doing XXX numerous times during the relay conversation. Customer Service response: Apologized for the inconvenience and told caller the report would be sent to the call center supervisor. No follow up requested.	11/15/05	Coached CA on the need to be accurate. To slow down a Voice person if they speak to fast will help in typing accurately. CA understood and will put forth a better effort on accuracy.
11/17/05	Voice customer states that he made a phone call through the relay this morning at 9:00 AM and two hours later a relay operator called them back asking what number they wanted to dial. Apologized, TT 746042. No Follow-up requested.	11/17/05	Customer service wrote up a Trouble Ticket and found that this is a software issue as the CA cannot dial out without an inbound caller.

11/23/05	Approximately 18:28 ORS heard 2 male voices laughing in the background. I was never addressed, got no operator's ID number then my call was disconnected. Customer wants a follow up. Forwarded this to OH Account Manger to handle.	11/23/05	AM got recording that the customer's phone line is being checked for trouble. AM does not have customer's mailing address to send a letter. AM proceeded to close this customer contact.
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Complaint Tracking for OH (12/01/2005-12/31/2005). Total Customer Contacts: 4				
Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution	
12/03/05	CA kept interrupting me and telling me what to do. Ask CA to redial and CA said wouldn't deliver.	12/03/05	CA was met with and strongly coached on always following the customer instructions.	
12/08/05	Customer states that she asked the agent to ask for a certain person when making the call and the agent did not follow her instructions but purposely disconnected the call and then tried to erase their agent id number. When the customer asked the agent to make the call again the agent then disconnected her call. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.	01/06/06	Met with the agent. Agent does not remember the call. Coached agent on the severity of disconnecting calls.	
12/25/05	An Ohio voice caller called to complain that agent broke transparency during a call. Caller could hear the agent speaking while the VCO person was speaking. Apologized for the problem. Customer did not request follow-up.	12/29/05	Spoke with CA about this incident. CA recalled during the processing of this particular call, a neighboring CA sitting nearby with a booming voice was overheard during the call which may possibly explained why the voice caller had some difficulty hearing during the call. If any similar incident(s) occurs in the future, CA has been coached to kindly ask the operator to lower his/her voice during the processing of the call.	
12/29/05	OH Voice user complains when asking for name from his FD # and to speak to another name at same #, agent asked for different name, and then was rude when caller mentioned it to them. Caller felt the rude behavior was unnecessary. Apologized, explaining I will be sure to inform the agent supervisor for follow up with agent. No contact wanted.	01/09/06	CA was coached by her supervisor that rude behavior will not be tolerated and if there is a miscommunication to have a Team Leader come and help assist.	

Complaint Tracking for OH (01/01/2006-01/31/2006). Total Customer Contacts: 5

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/01/06	Requested Ohio Relay Administration to contact them. Problems with receiving and making calls. Would like to have someone come out to check out the problem. Requested call back and will also call in tomorrow as well.	01/04/06	After reviewing the issue, our Sprint technician said it looks like the customer's local phone company may have something to do with the problem the customer is experiencing. I have made several attempts in reaching this customer via phone yesterday and today but the answering machine or voice mail isn't available to leave a message. Therefore, I'm asking our Ohio Account Manager to make an attempt to reach the customer and share this with him/her. Then AM reviewed this and closed this contact.
01/10/06	Voice customer states that this customer was rude and very short with her. Apologized. No follow-up requested.	01/10/06	Supervisor spoke with CA and Ca does not remember call. Coached on being aware of how he sounds or comes across when possibly educating or pacing when speaking to voice person
01/10/06	VCO customer states they received a call through the OH agent and the whole conversation was garbled. They are using an Ultratec Gold Super Print Pro 80 Gold. Apologized, Trouble Ticket. Follow-up requested.	01/10/06	AM contacted customer and offered to send her a loaner TTY to see if it is the fault of her other TTY or if it is the telephone line itself or the service itself.
01/17/06	VCO customer made a call at approx 3 PM after the person they called said goodbye the VCO user wanted to respond the agent never responded again in any way VCO kept trying to get agents attention without success (apologized for problem encountered advised complaint would be forwarded to supervisor) Customer did not request contact	01/20/06	Agent does not remember this call. However, the supervisor reviewed VCO call procedures with the agent to be sure the agent follows all call processes. The agent was also reminded about the importance of not disconnecting customers. She is aware of the consequences of not following the proper disconnect guidelines.
01/26/06	VCO Caller said agent greeting appeared on her screen and she spoke the name and number to call, but agent never did respond back to her. She said she gave the number several times. Caller said the red light kept blinking on her machine but no words typed on her screen. Apologized for the problem and let caller know it would be reported. No follow-up required on this issue with customer.	01/26/06	Agent remembers that there was a call that came in and agent kept sending ALT 2 for number you are calling to please but got no response. She said she sent this several times but no response.

Complaint Tracking for OH (02/01/2006-02/28/2006). Total Customer Contacts: 7			
Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/09/06	MI TTY user complains agent transferred to customer service when they kept asking to transfer to relay supervisor. Customer feels agents are not well trained and should understand the deaf. Apologized, explained I will be sure to inform the agent supervisor for follow up with agent. No contact wanted.	02/09/06	This CA #### is not in use. Closing contact as there is no CA assigned that number.
02/10/06	Customer Complaint: Caller reported that she had completed her call, said goodbye to the party on line, and told CA to hang up SK. She waited for her to come back, but never did. She wanted to place another call. She even typed to the operator but no response. She had to hang up in order to place her next call. Customer Service Response: Apologized for the inconvenience and told her the report would be sent to the call center supervisor. No response requested.	02/10/06	Spoke with agent about complaint. Agent said that customer said goodbye to the party on the line and said goodbye to the agent as well and took as if the customer was done with the agent as well. Agent knows not to hang up on customers and does not do so unless instructed by caller.
02/18/06	According to TTY caller, CA mistyped voice caller's statement. TTY asked CA if it was being misinterpreted. CA defended himself blaming the interpretation on TTY customer. TTY customer Stopped communicating with CA and tried to get through to voice customer but CA disconnected the call.	02/18/06	Spoke with CA regarding this complaint. CA said the call was a very difficult call in which the TTY customer kept interrupting the voice person several times before directing the call to the CA in parenthesis. At one point during the conversation between the TTY and the CA, the TTY typed a few more words following the parenthesis (outside of parenthesis) which left the CA a little unsure whether or not it was still directed to the CA or it was being redirected to the voice caller. Coached CA to relay message outside of parenthesis.
02/18/06	Disconnected the Caller	02/22/06	CA was coached to always follow customer instructions and under no circumstances do we hang up on the customer
02/20/06	OH voice caller is receiving sexually obscene messages left on his answering machine through relay. Customer Service apologized to the customer. Customer does not need follow up.	02/20/06	Customer Service educated the customer about relay and offered the FCC number.

02/20/06	Customer said at 1:10 pm on 2/20/06 called into relay. Told agent to not type recording, wanted to leave a message on answering machine right away. Agent typed recording and typed answering machine hung up. Customer told agent to redial and leave a particular message on a secretary's phone. Later that day customer had talked to the secretary and there was no message on the answering machine. Customer said agent did not leave a message on the answering machine, but told the customer that she did. Apologized to customer and said a contact would be filled out and forwarded to the supervisor.		02/20/06	Agent does not recall this issue. Coached agent on importance of following customer instructions. No follow-up requested.
02/21/06	Caller receiving garbled message on his VCO phone. Cannot read when typing to him through relay system. Apologized for the problem and opened Trouble Ticket. Caller requesting follow-up for problem resolution.		02/21/06	AM contacted Customer asking them to identify the time, date, and agent ID numbers and to let him know faster next time he experiences garbling using his VCO equipment. Customer service reports that the problem has been solved and customer had a test session with tech support.

Complaint Tracking for OH (03/01/2006-03/31/2006). Total Customer Contacts: 6			
Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
03/13/06	TTY customer reports agent lied and playing games when calling to number that reached recordings agent on hold for up to hour on several attempts to reach a specific person customer will take complaints to attorney in future (apologized for problems encountered advised business recordings can keep holding for very long time and agent would have typed what heard agent redialed and entered info as requested by caller customer contends agent lying and not showing respect) Customer did not request contact	03/20/06	CA was met with by a team leader. It was found the CA was following procedures for recordings. When the CA dialed, there were several recordings and the customer had requested a live person. The CA did miss some of the recordings, and put (HOLDING FOR LIVE PERSON) but the customer said CA was playing games and hung up. The team leader coached CA to always keep the customer informed, especially during long hold periods, by typing (HOLDING FOR LIVE PERSON) periodically. The CA did try to get supervisor assistance, but by the time the supervisor arrived the customer had already hung up.
03/23/06	Customer stated that the CA redialed to a number they requested and they were disconnected by the CA. Supervisor apologized for the inconvenience this may have caused and stated the CA would be coached on proper call procedures.	03/23/06	CA was met with on 3/23/06 and was coached to never disconnect callers. Also if a situation comes up where a call needs to be disconnected for any reason to request a supervisor to document the phone number.
03/23/06	Accuracy of captions	03/23/06	Explained to customer the CA noted technical difficulty during call and initiated a trouble ticket. Apologized for incidence.
03/24/06	A voice caller said CA was rude when telling them to speak directly to the customer (TTY user). The CA typed very slow and the customer wondered why the CA did not ask if that was a GA instead of assuming it was and typing it to the TTY user after a pause, even though they were not done speaking. Was also upset that when speaking to the CA, he kept typing the message to the TTY user. Supervisor apologized for the inconvenience, but explained that CA's are now supposed to assume the GA after long pauses and have to type everything heard during the conversation.	03/24/06	A team leader met with CA on 3/24. It was found that the CA was following procedures, as we no longer ask voice party for a "go ahead," and when conversation is directed at the CA, they are supposed to redirect and type everything that is heard. However, the CA was coached to watch their tone of voice so as not to sound rude.
03/29/06	Disconnect/Reconnect during calls	03/29/06	Provided retrain prompt for customer to be made aware when a retrain is in progress.
03/29/06	Disconnect/Reconnect during calls	03/29/06	Enabled retrain prompt for customer.

Complaint Tracking for OH (04/01/2006-04/30/2006). Total Customer Contacts: 12

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
04/02/06	voice inbound was put on hold by VCO outbound. Outbound asked inbound to hold. after about 6 minutes, CA told voice person that she could not wait any longer. inbound knew that she could hold as long as she wanted to. then she said CA disconnected the call.	04/02/06	Supervisor apologized and agreed that she did have the right to hold as long as she wanted. emphasized that the CA would be talked to immediately. TL met with CA on 4/2/06 and emphasized that hold times for customers can be indefinite, to follow procedures and to never disconnect callers.
04/05/06	Disconnect/Reconnect during calls	04/05/06	Advised customer to plug CapTel directly into wall telephone jack for optimum signal quality* provided additional suggestions to improve quality of calls and prevent disconnection/reconnection.
04/06/06	OH Voice caller using toll free OHRS # gets fast busy, and unable to reach her customer. Apologized, test called and entered Trouble Ticket Customer does not need contact.	04/06/06	AM studied the Trouble Ticket work history and solution. AM concluded that the customer understands that her company's work phone lines need to be routed correctly to the Relay Ohio's phone number. AM closed this customer contact based on the Trouble Ticket's information.
04/10/06	Customer is upset that her phone number does not transmit through to caller ID when she places long distance calls. Would like this issue to be addressed and fixed if possible. Supervisor thanked caller for letting us know and would pass the concern along immediately.	04/10/06	Reassigned to AM (technical issue). Then AM sent snail mail letter to Consumer as there was no call back phone number. Letter asked Consumer to call AM and possibly supply more information. AM has not heard back from Consumer in 1 week. AM closed this issue.
04/18/06	A customer called to complain that when her TTY son uses OH relay and selects AT&T as the carrier, it always routes him to a a recording asking him to dial AT&T collections. This is a brand-new phone number. Also, he can dial directly to other TTY users and will not have a problem. Apologized for inconvenience. Opened Trouble Ticket Follow-up requested.	04/18/06	AM remembers calling and helping. AM considers this contact closed.

04/18/06	The customer often receives garbled text (usually mixed letters and numbers). I heard no background noise or static on the line. The problem continues even though she has replaced her VCO phone. She has already contacted her phone company and will do so again. I tried troubleshooting, but the customer could not read most of my messages. The customer wants a technician to look into the issue and an agent to return her call.	04/18/06	Called customer and set up a time to test line and troubleshoot for future garbling problems. Had to wait for technician to come back from vacation. Then called customer using relay set up and did some trouble shooting. It appeared lowering the typing speed seemed to help with the garbling, so an instruction to lower typing speed was added into the customer's notes. Apologized for the problems and asked customer to please call and inform us if any more problems or concerns arise.
04/20/06	Caller having problems with Relay to answer when she calls. Apologized for the problem and opened Trouble Ticket. Follow-up required for problem resolution.	04/20/06	AM read the Work History of the Trouble Ticket and read that the TT was closed. AM attempted to call the customer by TTY and got no response. AM then called by VRS and the lady on the other end of the phone answered and a whistle from her hearing aid emanated and then she said "I cannot hear on the phone" then she apologized and hung up. AM decided that this customer only calls outbound VCO calls and does not try to turn on her TTY when receiving a call. AM made a judgment call and closed the customer contact.
04/24/06	Caller said agent did not follow customer instructions to dial number and get a live person from Customer Service to talk to. Apologized for the problem. No follow-up required with customer.	04/24/06	The CA followed procedures. The phone number provided was strictly a recording with no live person available. CA typed the recording because it provided a different phone number to call. The CA also requested supervisor assistance during the call. Team Leader Susan Yett documented the fact that there was only a recording and that the CA was following procedures.
04/27/06	Just received my first relay call here at work at Speedway. The agent was extremely rude. Said to me, "if you just stop and listen, I can explain it to you." I didn't know it was a deaf caller. The agent belittled me, raised her voice and was very stern. Apologized and thanked him for letting us know. Follow up phone call after agent is met with.	04/30/06	Met with CA. She did admit a rude tone because the customer was interrupting her. I coached her on using "deaf or hard of hearing" phrase sooner if customer is confused. I called the customer back and apologized. He appreciated the apology. I explained that the questions she was asking can't be answered until he hears the relay explanation. He mentioned he would make district manager aware of relay service so they can better serve the their customers. Thanked him.

04/27/06	OH TTY customer can not call long distance through OH Relay with CA ##### Customer gets a busy signal. Customers hearing wife is able to call the number with out relay and she gets through fine. We have Cinn. Bell in the database as their long distance carrier with no out dial restrictions. Customer Service apologized to the customer for the inconvenience and opened up Trouble Ticket. Customer would like follow up via the telephone from the Account Manager.		04/27/06	AM talked to customer and customer reports that the issue has been solved. AM and customer talked about VCO and CapTel. AM closed this contact.

Complaint Tracking for OH (05/01/2006-05/31/2006). Total Customer Contacts: 12			
Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/08/06	Customer Complaint: Caller reported that the CA did not explain the relay service in a timely manner to the Pawn shop they called. Caller said that if the CA had given the explanation phrase in the beginning the person who answered would not have hung up. Customer Service Response: Thanked the caller for letting us know and explained that it appeared to me that the CA had followed correct procedure according to the information he provided. However, the customer still requested the complaint be sent. Apologized for the inconvenience. No follow up requested.	05/09/06	Spoke with CA regarding this complaint. According to the relay operator, the call was set up properly, however the outbound caller refused to take the relay call and the call was abruptly disconnected. This call was documented by the floor duty supervisor supporting the operator's defense. A hard copy of the documentation is attached to this complaint. No coaching is necessary.
05/08/06	Disconnect/Reconnect during calls	05/08/06	Explained to customer why disconnection might be occurring and provided tips to reduce their occurrence.
05/12/06	Customer Complaint: Caller reported that CA did not follow directions to get live person. CA typed (Recording playing) waiting for option to reach live person (no option available for live person given yet). Asked CA what wrong? CA typed (there is nothing wrong with the CA recordings continuing with different options nothing available to reach live person only dept. options. Ur now on hold for live rep.) Asked CA why lie? CA typed "nothing wrong with CA the recording plays options and CA is not able to get a live person til that option." Customer Service Response: Apologized for the inconvenience and told them report will be sent to supervisor. No follow up requested.	05/12/06	Met with CA on 5/14/06. Coached CA on more appropriate ways to keep caller informed and follow customer instructions.

05/12/06	Customer Complaint: Caller reported that they gave the number to call to Medicaid and asked CA to get live person. Instead the CA typed "Recording playing no option for live person recorded message no option for live person and answering machine only, recording relay everything Q". Did not connect to a live person. Customer Service Response: Apologized for the inconvenience and told the caller report would be sent to the call center supervisor. No follow up requested.	05/12/06	Discussed call with CA 5/15/06. CA followed correct procedures. Since there was no live person available as the customer requested, the CA offered to type the recording which later became an answering machine. The customer disconnected as CA was redialing to type the information for them. No coaching necessary.
05/13/06	VCO customer states she is not getting the entire agent ID number and is receiving garbling on various calls. Apologized, Trouble Ticket assigned. No follow-up requested.	05/13/06	no answer from customer. Unsolved.
05/15/06	Customer Complaint: Caller reported that on a call last Friday 5/12/06 around noon they placed a business call to purchase an item. That business later contacted him back via email to report the behavior of the CA. The email was attached and sent to CS on 5/15/06. "could not tolerate the CA representing you. She was rude, testy, irritable, and would not repeat things for me. As a result, I have the wrong credit card number and cannot send you the book you ordered." Customer service response: Apologized for the inconvenience and told him report would be sent to call center supervisor. Attached email to complaint. No follow up requested.	05/15/06	Coached CA to watch tone of voice, and not let frustration affect how she handles calls. The CA's team leader will monitor this in future surveys. Also, the CA thought she had to type any request for information to be repeated back to the TTY and was informed that the last message typed by the TTY customer can be repeated to Voice customer.

05/16/06	Customer Complaint: Caller reported that during a call to Dr. office to change appointment date, she asked the CA to connect to a live person. The CA reached recording after recording, pressing the options to get live person. When the person came on the line, they answered and immediately asked the caller to hold, and placed them back on hold. The CA typed to the caller that she did not have control over whether the person placed on hold. Caller thought that the CA took control of the call and responded "yes" they would hold. Customer Service Response: Thanked the caller for letting us know, apologized, and said the report would be sent to the supervisor. Requests call from supe.	05/16/06	The CA followed procedures and did not answer "yes" to being placed on hold. The call was placed on hold before the CA could say anything. A supervisor documented the call as well, indicating the CA was following procedures. No coaching necessary.
05/18/06	An OH voice customer called in to complain that after she called her hard of hearing aunt via relay, the lines somehow got switched and whenever anyone calls her cell phone number they reach her aunt instead, who is very confused. Apologized for inconvenience. Opened Trouble Ticket. Follow-up requested.	05/18/06	When Tech calls the number, Tech gets Lora's cell phone. but even if the problem still existed, Relay would have no way to route a number from one phone to another. that is a LEC issue not a relay issue. Unsolved/Unable to ReProduce.
05/27/06	OH TTY user states CA #### did not follow her instructions to please redial. She did not listen to me, she kept typing "still ringing 2 or 3 times" I do not like it because she did not read my typing very carefully. Customer Service apologized to the customer. Customer does not need follow up.	05/29/06	Met with CA and coached to be more careful to send all appropriate macros and follow customer instructions. However, in following correct procedures, if redialing the CA would have sent the line is still ringing when there is no answer.
05/27/06	An OH TTY customer called to complain that the agent did not select the proper carrier of choice which resulted in caller getting a recording. Customer was extremely upset. Apologized to caller for the problem. Customer did not request follow up.	05/30/06	Ticket is being closed as there is no employee in the Dayton center assigned to CA number ####
05/30/06	Customer Complaint: Caller reported that the CA hung up on them after they asked the client number 32585 and the CA got the number wrong. The CA typed "Oh sorry" and after that hung up. Customer Service Response: Apologized for the inconvenience and told them the report would be sent to the call center supervisor. No follow up requested.	05/30/06	Met with CA and coached to be more careful and to never disconnect callers.

05/31/06	Caller reported that after giving number to dial to agent, there was no response. Caller could see red light was on indicating agent attempting to respond without success. Apologized for the problem. Follow up not required on this issue as customer just wanted to report so problem could be checked out.	06/06/06	Discussed this call with the agent involved and she did not recall this particular call. Explained that if she ever encountered any technical problems to let a team leader know immediately.
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The Public Utilities Commission of Ohio

Monitoring marketplaces and enforcing rules to assure safe, adequate and reliable utility services.

Ted Strickland, Governor
Alan R. Schriber, Chairman

Commissioners

Ronda Hartman Fergus
Donald L. Mason, Esq.
Valerie A. Lemmie
Paul A. Centolella

July 2, 2007

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, D.C. 20554

Re: In the matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch:

As required by CG Docket No. 03-123, please find enclosed the original and four copies of the Annual Complaint Log and Summary Report for the State of Ohio's Telecommunications Relay Service from June 1, 2006 through May 31, 2007. Also enclosed is an electronic disk which contains the complaint log summaries.

The Service Monitoring and Enforcement Department of the Public Utilities Commission of Ohio (PUCO) did not receive any complaints concerning the quality of service of the Ohio Relay during that timeframe.

If you have any questions or need any further information, please contact me at (614) 466-4054 (Voice) or by e-mail at Beth.Blackmer@puc.state.oh.us.

Sincerely,

Elizabeth L. Blackmer
Public Utilities Administrator
Service Monitoring and Enforcement Department

Enclosures

cc: Arlene Alexander, FCC, Consumer & Governmental Affairs Bureau
PUCO Docketing Division

Complaint Tracking for OH (06/01/2006-05/31/2007). Total Customer Contacts: 109

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/30/07	Voice customer said when calling his dad (VCO) he asked the operator to turn down the typing speed and turn off Turbo Code because VCO user was getting nothing but garbling and operator refused and told the voice person that she didn't have to talk to him and she would relay it to the	05/30/07	Contacted the Dayton Relay Center representative and clarified this complaint due to the fact there is no neither ticket number nor follow up contact information. RPM received confirmation from the Dayton Relay Center representative that the customer does not request follow up.
11/20/06	VCO customer reports CA did not respond after the GA spoken during a VCO to voice call; caller did not receive any further response from CA and finally disconnected to redial number with a different CA. Caller said CAs do not type what is heard correctly & calls are very difficult to understand and complete; they need more training, and don't care about their work. They're slow typists, need to be monitored, are incompetent, not efficient and make a bad name for relay.	05/25/07	Apologized for problem and advised complaint would be forwarded to supervisor. Customer did not request contact. Team Leader met with this agent. Discussed proper call procedures and the importance of following customer instructions. Told agent that if experiencing any technical problems that a supervisor should be notified of any issues. Agent understood.
05/22/07	Disconnect/Reconnect during calls	05/22/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent tips to reduce their occurrence.
05/10/07	Customer stated that this CA got some very important information mixed up on her call. The CA typed the times wrong, getting them just reversed. This would have caused the customer much frustration had she showed up for the function at the wrong time.	05/17/07	Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested. Supervisor spoke with CA who stated she did not remember doing this, but would pay careful attention to make sure to get all of the information given is correct and accurate.
05/03/07	Voice person said CA talked to her in a rude impatient manner because she didn't respond right away after getting the GA.	05/16/07	Supervisor met with and coached CA to remain patient and polite if caller is unresponsive.

05/10/07	VCO was concerned that operator typed very slow and had to tell the voice person many, many times to slow down. VCO said there were many mistakes in typing.	05/10/07	Met with operator and relayed customer's concern. I did notice several typos on the screen.
11/20/06	VCO customer said CA did not type what was said correctly; name was misspelled, and many other words were incorrect. Caller said CAs do not type what is heard correctly & calls are very difficult to understand and complete; they need more training, and don't care about their work. They're slow typists, need to be monitored, are incompetent, not efficient and make a bad name for relay.	05/10/07	Apologized for problem and advised complaint would be forwarded to supervisor. Customer did not request contact. Team Leader met with agent. Went over proper call procedures and the importance of accurately relaying the conversation. Agent understood.
04/29/07	Customer placed long distance call to sister. Agent disconnected call during conversation and was very rude and hung up on the customer. Customer does not want to be billed for this call.	05/08/07	We do not currently have an operator assigned to this number.
04/18/07	Customer states the CA did not follow each word she said and we need to train people correctly.	05/07/07	Team Leader met with CA and sent out letter to customer on May 5th.
05/01/07	VCO user sometimes uses Speech to Speech. Agent would not process the VCO call using Speech to Speech. Just kept saying need to call regular relay.	05/02/07	Team Leader met with CA and coached him if in operator mode they need to ask customer if requesting both VCO and Speech to Speech services.
04/27/07	VCO customer states CA hung up on them. Customer typed "VCO" and then waited and the call hung up. Customer says his/her machine is working fine.	04/30/07	Team Leader spoke with CA and reminded her to make sure to use Alt V when they see VCO and also make sure to look for the TTY type in case the VCO user decides to type. CA stated she didn't hear anything so she disconnected the call but will remember to be more careful in the future.

04/26/07	Caller said he dialed relay and gave number to dial and no operator ever responded. Suspect technical issue with voice/data transmission.	04/26/07	Apologized for problem and opened Trouble Ticket. Customer did not want to be contacted on this. Case closed since customer does not want to be contacted.
04/25/07	OH VCO user called to complain that agent dialed the wrong number and kept redialing even after she asked him to hang up the phone.	04/25/07	Apologized for the problem. Customer did not want follow up. Team Leader met with this agent and discussed proper call procedures. Went over the importance of following customer instructions. Agent understood.
04/25/07	Caller not receiving typing from relay operator.	04/25/07	Apologized for problem and open Trouble Ticket. Follow-up required for problem resolution. There is a fix going in on the next release to make Turbo Connections more stable for customer. Solved/Cleared.
04/16/07	VCO customer said operator did a poor job in handling call procedure. Operator had typed (M) Hello- and there was no response, then the operator hung up.	04/18/07	Agent did not recall this incident. Agent is aware of the call processing procedure.
04/11/07	Customer reported that calls to her friend (TTY) in Florida have not been completing since January. The relay operator always gets an error message when dialing her friend's number, "this call is not authorized, call 800-645-0005...43T."	04/11/07	Apologized for the frustration and told her that a Trouble Ticket would be entered to investigate the problem further. Follow up requested. Transferred to the right SME in Florida. RPM called the customer and spoke to the customer's husband. RPM called again and spoke to the customer's husband. Customer is satisfied. Test calls completed fine with no issues. Tried it twice. No problems either time.
04/06/07	TTY customer said agent didn't tell him anything after she dialed. She hung up on me with out letting me know what was going on.	04/06/07	Supervisor immediately met with the agent and she admitted she forgot when she heard TTY tones and just connected. Supervisor called customer and explained CA knew a mistake was made and apologized. Customer was happy with resolution.
03/27/07	Deaf blind customer states the CA was not patient. The customer intended to request another call, but the CA disconnected her at approximately 1130 on March 27th. Customer's notes are in place, and the CA should have expected a delayed reply.	04/02/07	Apologized. The supervisor will be notified. No follow up. Supervisor coached CA to expect longer delays with deaf/blind customers, and to call for supervisor assist if having difficulty.
03/30/07	Accuracy of captions	03/30/07	Customer shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and CA number for more specific follow up.

03/29/07	OH Voice court office personnel complained when receiving a call, the agent never asked if they had used relay before and did not explain the service. Customer felt this very inappropriate causing much confusion in their call.	03/29/07	Apologized, explained relay protocol, and let her know i would be sure to inform trainers and account manager. Customer did not request call back.
03/23/07	VCO user stated this CA did not do her job properly. The CA disconnected her call and the customer wanted to make another call. The customer called back into relay and got the same CA and did not get a response from her.	03/28/07	Center manager met with the CA and put her on a level of corrective action. Team Leader tried to call customer multiple times but received a busy signal then on 3/27/2007, she received a recording that stated the number was no longer in service.
03/26/07	Customer reported agent did not wait for her to type agent very rude & disconnected customer, who is deaf blind.	03/27/07	At the present time we do not have an agent with that number. No follow up indicated.
03/10/07	Customer gave agent a Wal-Mart credit card number and told agent to get a supervisor after someone answers. The agent asked the caller if they wanted a live person. The caller got mad because it should have been obvious that the caller wanted a live person.	03/19/07	Supervisor spoke with the CA and told her if the person asks for a live person in the beginning, she does not need to send the macro. CA understood.
03/19/07	Disconnect/Reconnect during calls	03/19/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
02/06/07	OH TTY user called to complain that agent first dialed a wrong number and then while she was typing to him that agent disconnected the line.	03/07/07	Apologized for the problem. Customer did not request follow up. Supervisor coached CA to have disconnects documented.
03/05/07	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.

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01/30/07	Caller said agent hung up on her.	03/01/07	Apologized for the problem. No follow-up required for this issue. Supervisor met with the CA who followed procedures and knows if there is no response, the CA will get a supervisor. CA was coached to not hang up on any customers.
02/23/07	OH TTY user complained agent hung up on her when she was still on the line at 10:45 AM, 2/23/2007.	03/01/07	Apologized; no follow up requested. Supervisor spoke with CA, who said she did not hang up on the caller but in fact, the outbound hung up and the TTY user was mad about the outbound hanging up and didn't seem to understand that the agent was still there.
02/08/07	OH TTY user complained agent typed to her before she could type, and then hung up on her 2 times.	02/26/07	Apologized, explained that I would be sure to inform the agent supervisor about the problem. Customer does not want contact. Supervisor met with CA who followed procedure. Call came in on the wrong line, CA switched over to TTY line and when it switched over, it sent the greeting while TTY customer was typing.
02/20/07	TTY customer reported CA did not follow request to slow typing; in the past, CAs honored her request but this CA did not when customer was calling the doctor.	02/26/07	Apologized for problem and suggested to enter Customer Database Note regarding typing speed; customer's husband also uses relay and did not want to enter note so will request on call by call basis because some days needs slower typing than others. Suggested customer request specific speed and advised complaint would be forwarded to supervisor. Follow up requested. CA coached on typing speed procedure.
02/23/07	Disconnect/Reconnect during calls	02/23/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.

02/14/07	Caller reported that CA hung up on her twice.	02/19/07	No follow up requested. Supervisor met with the CA and coached her on procedures.
02/19/07	Caller reported that the VCO call received the greeting, "Voice (or Type) now GA", so she spoke giving the number and name of the person and to instructions to just leave a message. She waited and waited and nothing happened, then got the typing, "number calling to pls". She repeated the information to leave message again, waited again, and once again received the typing, "number calling to pls."	02/19/07	Apologized for the inconvenience and told caller the report would be sent to the call center supervisor. The number was branded in CS as VCO and worked properly. No follow up requested. This was a technical issue with VCO calls that has been reported.
02/05/07	OH Blind TTY user complained agent hung up on her again. Customer felt this was rude.	02/15/07	Apologized. Customer does not want contact. Supervisor coached CA to never hang up on callers.
02/14/07	Captions - dropped characters/garbled text	02/14/07	Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date* time* CA # for more specific follow up.
02/05/07	Caller said they had to wait eight minutes to speak to Customer Service. Caller just wanted management to be aware of the wait time.	02/05/07	Apologized to the customer for the problem. Follow up not required on this issue. Call volumes were busy during this timeframe.
01/31/07	Disconnect/Reconnect during calls	01/31/07	Explained the difference between a CapTel phone and a traditional phone and why disconnections might be occurring. Offered tips to reduce their occurrence.
01/25/07	Customer was not able to reach a government toll free number through the Ohio Relay.	01/25/07	Apologized for the problem. Provided VCO number for Federal Relay. No follow up.

01/18/07	OH VCO customer called to complain that agent was very rude. The agent reached an answering machine and the customer left a message, but no confirmation was given. Customer asked if the message was left and agent typed, "Yes, your message was left! I already told you that!"	01/24/07	Apologized for rudeness. No follow-up requested. Coached CA to be more customer service friendly.
01/22/07	Disconnect/Reconnect during calls	01/22/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
01/19/07	Caller reported that the CA did not respond to his voice. He kept repeating, "hello, hello" many times with no response.	01/19/07	Apologized and thanked the caller for letting us know and told him it is possibly a technical issue in the system, but I would forward the report to the call center. No follow up requested. Met with CA who was a trainee and was her first time on the floor taking live calls. Coached CA.
01/03/07	Customer stated that when his brother called through Sprint IP relay, that the CA told his brother that he was not deaf, but dumb. Customer also states that CA said he was not using relay the proper way.	01/18/07	Apologized for the inconvenience. Customer wants a follow up via e-mail. This agent ID number is unassigned. Attempted to contact customer, no reply. While individual coaching is not possible the center will watch for and attend to any concerns similar to those described.
11/13/06	Customer stated that this agent didn't follow her instructions and when she asked for customer service the call was disconnected.	01/18/07	Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested. Met with CA. This call occurred nine weeks ago and CA did not specifically remember it. CA did demonstrate knowledge of proper procedure for transferring customer to customer service.
01/12/07	TTY customer stated that the agent hung up on the caller.	01/17/07	Apologized. No follow-up requested. Met with the CA. CA terminated.
12/13/06	Caller said agent did not follow notes in database. There is a technical issue at present preventing database notes from appearing.	01/17/07	Apologized for the problem and let customer know problem would be reported. No follow-up required. Assigned Trouble Ticket for this issue. Tech is resolving.

01/15/07	Disconnect/Reconnect during calls	01/15/07	Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
01/02/07	Caller instructed the CA to contact cable customer service with SBC and get a live person. CA kept asking if wanted SBC Customer Service, and caller repeated. Caller does not want this CA to handle any more of her relay calls.	01/11/07	Thanked caller for letting us know and told her the report would be sent to the call center supervisor. No follow up requested. Supervisor met with CA who said she dialed the phone number, and the phone was answered Comcast Customer Service. The CA asked the customer for clarification. CA again asked, saying she was confused, "Did you want SBC or cable company?" Caller then hung up. CA was trying to be helpful making sure she was connecting caller to the right company. Team Leader informed CA that it is proper and helpful to ask for clarification to be certain the CA is processing the call as caller wanted and following CSI guidelines.
12/18/06	Agent did not read notes to not type answering machine message but to just type "(Ans Mach)" Ga so they could leave a message first time. Agent also hung up on the customer when she asked to redial to get through the privacy manager.	01/11/07	Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested. Team Leader met with the CA and coached CA to always read customer notes and never hang up on customers.
01/05/07	Caller said CA dialed incorrect number twice and waited 5 minutes for a supervisor.	01/05/07	Apologized for confusion. CA did in fact dial the number provided by the caller twice. Did not take 5 minutes to get supervisor. AC processed call with supervisor overlooking with no further incident. No action taken. Non-agent error. This was observed by Team Leader.
12/08/06	Ohio VCO user called to complain that agent did not follow her instructions that are in her notes and that agent argued with her when she questioned agent about what happened during the call.	01/04/07	Apologized for the problem. Customer did not request follow up. Met with CA. Coached CA to always follow customer notes.
01/03/07	OH VCO user complained agent kept repeating same greeting with GA then nothing. Agent could hear her but caller was unable to use VCO. Customer felt agent needs training.	01/03/07	Apologized, and entered Trouble Ticket. No follow up requested. Verified info with Sprint contact person; technician was unable to duplicate issue. Agent was spoken with and it was determined that there was no problems on subsequent calls. PC was rebooted as a precaution. No additional reports of this nature have been received.

12/15/06	Captions Lag too far behind voice	12/18/06	Customer shared feedback regarding captioning speed. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and CA number for more specific follow up.
12/14/06	Caller said agent did not read database notes about not explaining relay on her call.	12/15/06	Apologized for the problem. Follow not required on this issue. We currently do not have an agent assigned to the ID number provided to us.
12/09/06	Customer complained that the operator did not following his instructions. He asked for a male operator and the answering operator continued the call. The customer also asked the operator to ask for a specific person and the operator did not ask for that person.	12/09/06	The complaint was noted into the system and an apology was given to the customer.
12/05/06	OH voice customer called to report she has been unable to call her TTY friend via relay for "quite some time." She says relay always tells her the line is busy, but her friend tells her the phone was not busy, and they can speak without trouble if her friend calls her back.	12/05/06	Apologized and opened Trouble Ticket. Customer called and left a message thanking us for taking care of her issue and she is happy now.
11/30/06	Customer stated that he called his eye doctor and he felt that the words that the CA typed back, including profanity, could not be the words that his doctor's receptionist would use. At the end of the call the CA typed "thank you for using Ohio Relay, retard."	11/30/06	The Agent's Team Leader and Center Manager both met with agent. She was coached and, due to the seriousness of the complaint, put on the final warning level of corrective action and it was made clear to her that another complaint like this could result in her termination. Customer had requested phone follow-up. Center Manager called customer immediately after meeting with CA and spoke with customer. Customer was satisfied with resolution.
12/01/06	Caller reported that on 11/30/06 on call to doctor office, CA dialed and rang 3-4 times then typed "line went dead." Redialed and CA typed "idiot stop saying GA" and hung up. Redialed and CA typed "oh is this you again retard?" and hung up. Redialed and CA typed "hey (foul name) F..you." Spoke to supervisor, who said agent would be spoken to. Afterward caller visited doctor office to accuse receptionist of foul remarks. Those remarks were denied.	11/30/06	Apologized, wants follow-up ASAP. Due to the seriousness of the complaint, both the Team Leader and Center Manager met with the CA immediately. Because this was the second call in less than two months with a similar complaint, the CA was placed on final warning and it was made clear that any further instances could result in termination. Customer was followed up with customer at 5:00 PM, approximately one hour after the complaint was lodged, and he was satisfied with the follow-up. Followed up with customer and advised that there were no misdials during the timeframe in question. The center manager also contacted customer to advise of the status of the operator

11/20/06	VCO customer reported CA did not know how to transfer to Relay Customer Service so customer needed to hang up and dial directly to reach Sprint Relay Customer Service.	11/29/06	Apologized for problem and advised complaint would be forwarded to supervisor. Customer did not request contact. CA remembered caller requesting to dial customer service number, gave number, and did not ask for transfer to customer service. Also stated that the call did not dial out (no dial tone) at that time. CA was questioned on options available to try when calls do not dial out immediately; CA showed correct knowledge of call processing in this area.
11/29/06	Captions - dropped characters/garbled text	11/29/06	Advised customer to contact telephone company to ensure functional line.
11/22/06	OH voice caller received upsetting calls via Sprintip. Caller has worked in audiology, and is very much aware of relay services. She is amazed this abuse of such a necessary service can happen.	11/27/06	Customer was referred from FCC for call blocking of relay calls. Apologized, explained we can never block relay calls, as mandated by FCC guidelines of July 1, 2005. Provided Relay Account Manager contact information. Customer does want contact as well from account manager. Sent detailed email to customer but no response from her.
11/22/06	Caller said she used Sprint IP Relay to dial 800 432 0762, which connects to the Michigan Relay Supervisor Desk. The caller is deaf, and a manager at that center, and wanted to speak with an employee there. This was indicated at the beginning of the call. The agent said that she could not process a call to another relay service. When the caller pointed out that she was not trying to reach another operator directly, supervisor was contacted and kept the caller waiting for 15 minutes to verify the accuracy of the information. The caller found this an offensive implication that she was lying. She then placed the call with a different agent.	11/27/06	Did not mention this to the caller, but had received a call from an Ohio Relay supervisor named Penny earlier in the night. The purpose of that call was to get Michigan Relay's regular access number, which is indeed different from the number which the caller was trying to reach. I apologized for the delay which the caller had experienced. She replied that most Sprint IP agents do a fantastic job, but this supervisor was unduly suspicious and insensitive. There was also some confusion about why Juanita identified herself as an Ohio Internet Relay representative when the Internet relay service is not state-specific. E-mail follow up requested. Met with supervisor explained that while we don't process relay to relay with two different agents on the line, we do allow customers to call other relay centers where they are dialing to speak to a specific person at that center. Coached supervisor to prevent this from happening in the future. Contacted customer and apologized.
11/22/06	Voice customer felt that this CA did not handle the call very well. The customer felt uncomfortable with the CA because she was rude throughout the relay call.	11/22/06	Apologized to the customer for any inconvenience this may have caused. Agent had discussion with Supervisor. Agent is aware of importance of being polite all times. Agent does not handle OH Relay calls however.

11/19/06	Supervisor was very rude when called over. For example, when asked for her number, said she did not have one. When cornered that all CAs have them, she grudgingly admitted that she had a supervisor number and provided it.	11/21/06	Calmed the customer down and apologized for the inconvenience. I said that the person should be spoken with to prevent future problems. The customer does want follow up. Met with the supervisor in question on and coached her to always provide number immediately and to make sure she always maintains a pleasant tone of voice. Called customer back and apologized for the incident.
11/17/06	Accuracy of captions	11/17/06	Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and CA number for more specific follow up.
11/13/06	Customer asked for customer service and the agent didn't transfer but asked what number to dial.	11/16/06	Apologized to the customer and assured that the complaint would be sent in as stated. No call back requested. Agent did not recall specific call, or problems with other calls that night. Agent correctly described process in transferring calls to customer service, remembering to give CS phone number if problem in transfer. Agent also correctly explained when there would be a need to inform a caller that they reached the wrong number.
11/15/06	Caller said they placed call and it was a wrong number so caller asked agent what number was dialed. Caller thought s/he may have given wrong number and agent said s/he was not allowed to give that information. Caller then asked for Customer Service number, agent said s/he was not allowed to give that information. Caller then asked to speak to a supervisor and same thing, not allowed. Caller became upset and wanted to know about this.	11/15/06	Apologized for the problem and explained that agent is allowed to help the customer by giving these numbers to customer. Follow up with customer is not required on this issue. CA explained that it was an Internet call that dropped in. Not knowing that calls cannot be technically feasible to be transferred from the Internet, several unsuccessful attempts were made to transfer the call to customer service. CA thought both call-to and call-from numbers cannot be given to the customer upon request due to company policy. Coached CA to provide only the call-to number not the call-from number upon customer's request.
11/08/06	Caller reported that the operator was talking loud, yelling at her and being rude.	11/08/06	Rep was unable to enter CS Live so report was forwarded to CS in MO the next morning. Customer requests a follow up call at number provided. We currently do not have any of our CAs assigned to the ID number furnished by the customer. Therefore, we cannot locate and meet the CA in question for a coaching opportunity. I have reached the customer successfully, however the customer wouldn't allow the relay agent who was facilitating the call to explain Internet relay during the call set-up. The customer disconnected the call. I had the agent redial and have the agent relay my message in the hopes that the customer would stay on the line. Much to no avail, the customer disconnected the call a second time.

11/02/06	OH VCO customer called to say agent didn't seem to be paying attention to the call. Several times she spoke to her and the agent didn't answer until she typed. The customer asked the agent why she didn't answer and the agent said only, "I didn't hear what you said." The agent also misdialed the number given twice.	11/02/06	Apologized for inconvenience. Customer wants a call back. Please leave a number so she can return the call if she is out. Team Leader met with this agent and went over proper call procedures. Told agent that she should contact a supervisor if they are experiencing technical difficulties. Explained the importance of following customer instructions. Agent understood. Attempted to contact customer, left follow up number but never heard from customer.
11/01/06	OH VCO customer stated he is not able to make a long distance call with his COC, which is in the database. Customer stated hearing people are able to make the long distance call from his home but he is not able to make a LD call through relay. This has been going on since Aug 16th 2006. Customer gets a recording that says "all circuits are busy."	11/01/06	Apologized to the customer, and turned in Trouble Ticket. Customer would like follow up. RPM called yesterday through Video Relay Services but no answering machine. RPM tried to use TTY to call the customer today at 1 p.m. and at 3 p.m. and left messages.
10/25/06	CA did not understand what caller said when she gave a number with SBC. She wanted to bill the call to SBC, but the CA dialed and got answer to ask for the name with SBC. Caller felt the CA was not experienced and did not do a professional job.	10/26/06	Apologized for the misunderstanding and told her the report would be sent to the supervisor. Follow up requested and caller said that she is never contacted by the supervisor when she asks for follow up. She will report to FCC if no contact is made this time. After I spoke with the CA and TTY customer at separate times, both seem to have misunderstood each other as to how the dial-out instructions should be carried out. CA wasn't deliberate in not following the customer's instructions; rather the instructions were what CA thought should be followed. Coached CA to ask for clarification first, before dialing out. During my follow up TTY conversation with the customer, apologized on CA's behalf, to the customer for the inconvenience we caused.
10/11/06	Caller said agent did not announce relay call and person she called hung up.	10/16/06	Apologized for the problem. No follow-up required on this issue. Spoke with CA about this particular complaint. CA explained that the TTY customer was upset because the outbound caller disconnected the call after the CA announced the call. The CA dialed back per customer's request and reached an answering machine. TTY customer blamed the CA for disconnecting the call the first time. The floor supervisor confirmed that the CA was telling the truth. Attached to the hard copy is a document detailing the incident supporting CA's statement.

10/14/06	S2S customer wanted to make a formal complaint about agent who he felt that did a horrible job of handling his call. The customer was trying to end his call by saying, "I'm getting ready to sign off, kindly regards" and the agent could not understand. The customer wanted to know if there is a way to inform S2S operators of certain techniques this customer uses. He was also wondering if a cassette tape could be made of his voice to help train new S2S operators. He also mentioned having new operators sit with his "top" operators who can understand him.	10/14/06	Entered complaint into CS Live. Assured customer that a call back (through S2S relay) or an email would be sent so that he can discuss this further and get resolution of his complaint. The CA ID number provided is currently not assigned to any of our employees. Therefore we could not meet and coach the CA in question. Emailed a follow up letter.
10/06/06	Agent asked customer if they wanted the speed reduced.	10/06/06	Apologized. No follow-up requested. Team Leader coached CA not to ask to adjust the typing speed if a blind/deaf caller comes in with no notes posted. Coached CA that if the user wanted the speed to be lowered that it would already be in the notes. Otherwise, process the call at regular speed.
10/06/06	Accuracy of captions	10/06/06	Explained how the CapTel works and how the quality of the phone line or network affects the quality of the captions. Explained how to contact the phone company to have them check the quality of the line. Suggested customer document the date, time and CA number. for more specific follow up.
09/25/06	Asked agent to call bank and she hung up. Customer has had problems before with this particular CA. She placed the call and disconnected when there were no TTY tones.	10/04/06	Apologized to the customer for any inconvenience this may have caused. Will have the supervisor follow up with the customer by phone. Met with CA and coached on disconnection procedure. Also get a floor supervisor to disconnect or verify that CA followed instructions. Informed the customer that this CA was placed on corrective action to hopefully ensure that disconnects won't happen.
10/04/06	VCO caller was very upset. CA dialed the wrong number. Caller told the CA this. CA repeatedly asked the caller to repeat the number. Caller was held up about 5-10 minutes because of this.	10/04/06	Apologized to the customer for any inconvenience this may have caused. Met with CA immediately. Coached him to call for assistance if having trouble understanding or needs help with call processing.
10/04/06	TTY user placed a call. After the call was over, the TTY user saw: (Person hung up) ORS XXXF GA or SK. The CA did not give the customer a chance to respond before the CA typed, "thanks sksk" followed by an unpleasant remark, "slowpoke" before the CA disconnected the call. TTY user has cerebral palsy and is not a fast typist and was highly offended by this call.	10/04/06	Apologized to the customer and that this behavior wasn't acceptable. Customer requested follow up, however no contact information was furnished. CA did not remember this particular call and said s/he is not rude to any caller especially one that's disabled. Coached CA to make sure to have the floor supervisor document the call before disconnecting the call because there were no response received from the caller.
10/04/06	Caller has been getting numerous fraud calls at his business. He was wondering if a block could be put on his line.	10/04/06	Informed caller we cannot put a block on his line. Suggested he contact his local phone company to see if they can assist with that. Also gave the number for the FCC to report fraud. No follow up required.

09/29/06	OH VCO user complained agent did not let her know gender, or names of business they called, just typed "Ring 1,2,3 hello," which is confusing.	10/02/06	Apologized. Customer does not want contact. CA recalled this particular call. The customer's notes specifically ask that no relay announcement be made and type "GA" after the phone was answered. The CA had some difficulty understanding how the outbound caller answered the phone which explained why it wasn't immediately typed to the VCO customer. CA was under the impression based on what the notes said not to gender the outbound caller, only type how the phone was answered. Coached CA to gender the outbound caller and type in parentheses letting the VCO user know that CA experienced difficulty understanding the announcement.
09/22/06	OH VCO caller called to complain that agent did not read her notes and typed answering machine message causing her to have to redial to leave a message.	09/22/06	Apologized for the problem. Customer did not request follow up. Coached CA to be conscientious of customer notes.
09/15/06	Accuracy of captions	09/15/06	Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up.
09/07/06	Customer stated that this agent answered her call and then with no further response disconnected the line.	09/13/06	Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested. Met with CA, made her aware of complaint. Mentioned she can make Team Leader aware of problem with calls in the future.
09/11/06	Disconnect/Reconnect during calls	09/11/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
09/11/06	Voice caller receiving harassing calls in the middle of the night via Sprintip. Customer concerned what Sprint can do about this.	09/11/06	Apologized, explained nature of relay and referred to law enforcement to report issue. Customer does want contact. Tried to send email to customer but was undeliverable.

09/06/06	MI TTY caller using Ohio Relay complained agent changed her phrasing, causing confusion.	09/06/06	Apologized. Customer does not want contact. Forwarded on to Team Leader for investigation on how agent changed phrasing with new CSI program. Team Leader met with this agent who did remember the call and stated that she had Team Leader come over to look at her screen because she felt customer might complain. CA was following proper procedure and doing nothing wrong. CA was typing verbatim what voice person was saying and had no problems following the call. The TTY user was only mild ASL and CA had no problems translating into conversational English. Non-agent error and no action taken.
09/06/06	Caller reported that the operator did not express correctly what she was typing to the doctor's office to cancel one appointment and schedule another. Due to the confusion, the call took much longer than necessary and used up too many minutes on her prepaid calling card. Caller said she hung up out of frustration and will now have to make another call to clear up the confusion. Caller typed verbatim the entire conversation to CS.	09/06/06	Apologized for the inconvenience and told her report will be sent. Follow up requested from supervisor at number provided. ID number provided does not match any of our agents, therefore we cannot meet with the agent in question. However, contacted the customer and left a TTY message apologizing for the inconvenience we've caused and explained why we could not have the opportunity to meet with the agent.
08/22/06	Voice customer said the CA explained that an outbound voice person answered the phone and to call directly. The CA immediately hung up on the customer without letting the customer explain how to proceed with the call. The recording does go to TTY tones.	08/28/06	Apologized to the customer for any inconvenience this may have caused. Customer wanted a follow up by phone. CA doesn't recall this happening. CA knows not to hang up on caller, and that the caller should always hang up first. Coached CA to make sure to hear all instructions. Called and left a message informing the customer that the CA has already been coached and apologized again.
08/26/06	Disconnect/Reconnect during calls	08/28/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their
08/26/06	OH TTY user called to complain that agent hung up on her during a call.	08/26/06	Apologized for the problem. Customer did not request follow up. Met with CA to discuss disconnect. Warned CA that this was the 2nd disconnect complaint in one month. Coached her to request supervisor assistance to document any problems.
08/13/06	MI VCO customer called to complain that the agent would not follow her instructions to announce her name when calling a number, even after asking for a redial. The operator said "you are not being very clear, CA asked for who you wanted...good day ma'am" and hung up.	08/23/06	Apologized for inconvenience. Follow-up requested. Met with CA who said that she did try to follow the VCO's instructions but the outbound voice person was rude, using foul language telling her it was a wrong number and hung up on her. I called customer to let her know this and that I had also coached the CA to ask for supervisor assistance if this happens in the future.

06/09/06	MI TTY user stated she gave the number to dial the CA and dialed local number; the CA typed (one moment please) then Ring 1 2 (click sounds) (line disconnected) GA The customer asked the CA why click? The CA typed (don't have that info). Customer said CA had that info and refused to give it to the customer. Apologized to the customer, and asked if she wanted a follow up from the Supervisor. Customer thought I told customer to apologize then she asked me if I was fake. I said I was a live person. Customer said she were going to contact the FCC. Customer would not answer if they wanted a follow up or not.	08/21/06	Reviewed the complaint with the CA who explained that the line simply disconnected. Since the CA had no idea why the line disconnected, the CA gave appropriate response, "don't have that info." Coached CA to explain why clicking sound was heard – phone simply disconnected with no one answering the phone. Hopefully the customer would be left under the impression that the phone was never picked by the caller the customer was trying to reach.
08/19/06	OH VCO customer said she got the GA from the operator, customer gave instructions on who to dial from FD list. Operator never came back to the line. Customer does not need follow up, but said the operators need more training and better supervision.	08/19/06	Apologized to the customer. Met with CA who said she didn't have any calls like this. CA demonstrated knowledge of correct handling of FD.
08/16/06	VCO customer cannot call his daughter's local number or cell or his son in laws cell when using OH relay service. He gets through fine on regular line but not when using relay service and gets the recorded message that all circuits are busy	08/17/06	Apologized for the problem and assured that a trouble ticket would be turned in to fix the problem. Call back requested. Complaint was forwarded on to Sprint tech. This ticket has already been forwarded to OH Acct. Manager to handle.
08/10/06	OH VCO user complains agents are not paying attention to her customer note to leave a message the first time, and suggested that the notes be more prominent. Customer did not have ID #s.	08/10/06	Apologized and thanked her for letting us know. No contact wanted. AM made effort to update team about customer's need for a more prominent display of customer's relay experience needs.
08/02/06	Voice caller reported that she cannot connect to her sister through OH relay operator. Sister lives in MA. She reaches a fast busy signal and cannot connect. When dialing the number direct not through relay the phone rings successfully.	08/02/06	Apologized for the inconvenience and told caller a trouble ticket would be entered to research the problem. Suggested the caller try placing the call through MA relay and provided the number. Test call through MA relay was successful. No follow up requested. Customer now realizes that the normal busy signal could be attributed to her deaf sister-in-law being on the dial-up internet often. However AM encouraged customer to call CS back if it is determined that the other party does not have dial-up internet that ties up the phone line.
07/31/06	VCO caller was upset that the agent "did not do her job properly." When the caller gave the agent a number to dial with the instructions to let the caller leave a message on the answering machine if one was reached, rather than typed it out. The agent dialed the number and typed "(EXPLAINING RELAY) GA." The caller thinks a message was left but when then asked the agent if an answering machine was reached and message was left, there was no answer from the agent.	07/31/06	Apologized for the problem and let the caller know that a supervisor would be meeting with the agent to go over this. Spoke with the agent who said she did not remember this customer at all nor would she send explaining relay when the customer requests to leave a message on an answering machine. This agent said she knows the correct procedures when a customer asks to leave a message on the first attempt and she does not remember any customer asking for this today.

07/30/06	Customer cannot make long distance calls through Relay.	07/30/06	Apologized. Trouble Ticket was opened. Follow up requested. AM talked to customer. Customer now realizes that the normal busy signal could be attributed to her deaf sister-in-law being on the dial-up internet often. However AM encouraged customer to call CS back if it is determined that the other party does not have dial-up internet that ties up the phone line.
07/29/06	Voice customer is suddenly not able to place calls to her mother, the call is being blocked.	07/29/06	Apologized, opened Trouble Ticket. Forwarded to appropriate center. No follow up requested.
07/27/06	Caller cannot call daughter through relay -- gets a constant busy signal.	07/27/06	Apologized for the problem and opened a Trouble Ticket. Follow up with Account Manager is required for problem resolution. AM saw that the issue lies with the customer's phone company, Cinn Bell. Cinn Bell had told our engineers that the issue now belongs to Cinn Bell.
07/25/06	Disconnect/Reconnect during calls	07/25/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent tips to reduce their occurrence.
07/19/06	Technical - General	07/19/06	Apologized for this incidence. Contacted Call Center personnel and they explained the problem was identified and remedied immediately.
06/05/06	Accuracy of captions	07/06/06	Customer shared feedback regarding accuracy of captions and captioning speed. CSR apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff.

07/03/06	Customer reported abrupt disconnects.	07/03/06	Apologized. Service ticket was opened. Follow up requested. AM talked to the mother of the customer. Mother reported that the customer is hearing and uses a TTY to chat with a deaf friend. I asked for a return call if the relay service issue persists.
07/31/06	Customer was a voice caller who asked for a specific person in his FD list, and the operator asked "you have a FD list?" Customer was not sure if she was new or what and wants to make sure she is aware to not to ask that.	07/02/06	Apologized to customer. No follow up required. CA was met with and confirmed she knows procedures for frequently dialed lists.
06/20/06	During the process of leaving and reading messages, CA kept typing to the customer, "If you're there, we can't hear you." The customer was there, but didn't answer because he wasn't sure why CA kept typing that. The customer was just curious why CA kept typing, "If you're there, we can't hear you." Will notify the supervisor regarding this complaint and he/she will provide coaching on this CA on proper etiquette.	06/21/06	Although CA doesn't remember this incident, CA was coached to use appropriate phrases to sound polite.
06/07/06	Sound Quality - Static	06/14/06	Provided customer with general troubleshooting suggestions to minimize static. Customer disengaged digital phone which resolved problem.
06/12/06	STS customer has been doing STS calls for quite sometime and recently he was told he cannot give the agent the message beforehand, that he has to dial out to be sure there is an answering machine picking up before giving the agent a message. Customer thinks by giving the message beforehand, it speeds everything up rather than slowing things down and disagrees with the supervisor on this issue.	06/12/06	Apologized. Follow-up requested. CA was following CA STS protocol.

Appendix T

Ohio's 2002 TRS RFP

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Commission's)
Investigation Into Continuation of the) Case No. 01-2945-TP-COI
Ohio Telecommunications Relay Service.)

ENTRY

The Commission finds:

- (1) By entry issued November 20, 2001, the Commission issued a draft request for proposal (RFP) in this docket, which pertains to the continuation of the telecommunications relay service (TRS) in Ohio. The entry allowed interested persons an opportunity to file comments on the proposed RFP. Initial comments were due no later than December 20, 2001, and reply comments were due by January 9, 2002.
- (2) Initial comments were filed by numerous members of the public, as well as Hamilton Telephone Company (Hamilton); and jointly by United Telephone Company of Ohio d.b.a. Sprint and Sprint Communications Company L.P. (Sprint). Nearly all of the public comments were set forth in one of several "form" letters, signed and submitted by approximately 155 members of the public, each of whom is identified as "a regular customer of the Ohio Relay Service." In addition, a few individuals filed letters that were worded differently, but addressed the same concerns, in the same manner, as those that were raised in the other letters. One member of the public submitted a letter that set forth additional concerns. No reply comments were filed in this case.
- (3) By this entry we are formally issuing our RFP in final form, as set forth in an attachment to this entry. Based on our review of the record as a whole, including all comments filed in this case, as well as the recommendations made by the Commission's TRS Consumers Advisory Group (CAG)¹, we have made a few modifications to the final RFP being issued today, as compared to the draft version which we issued on November 20, 2001. What follows is a summary of those changes, and the reasons we have made them, as well as a discussion of those recommendations, set out in the filed comments, that we have declined to adopt.

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¹ The CAG met and prepared their recommendations on November 30, 2001. The recommendations were filed in this docket on February 20, 2002.

- (4) The Federal Communications Commission (FCC) has mandated that Speech-to Speech (STS) relay service² should be included as a mandatory component of both interstate and intrastate TRS. However, through inadvertence, our November 20, 2001 draft RFP mistakenly failed to include any language making STS service a required feature of the Ohio Relay Service (ORS). The RFP being issued today has been revised to include such language.
- (5) The CAG made several recommendations that we have adopted. At the CAG's suggestion, we have added language to the RFP which will require the TRS vendor to keep the Commission's staff and the CAG members apprised (on an informal basis) of any operational situations (e.g. labor disputes, strikes, changes in management and/or in staffing levels) that could potentially have a significant adverse impact on overall ORS service quality, once that potential becomes apparent. Additionally, again based on the CAG's recommendation, references to applicable federal and state confidentiality requirements for CAs have been added to the final RFP. In response to the CAG's suggestion, we also have added language to the RFP to ensure that there will be an opportunity for public participation in the process the Commission will use in deciding whether to retain a selected vendor for an additional period beyond the term of its existing contract with the state of Ohio.
- (6) Each of the letters filed in response to our November 20, 2001 entry expresses the same concerns. They each briefly recite the important role that the ORS plays in improving the accessibility, independence, and quality of life of persons with communications disabilities, describing the service as no mere "luxury" but rather, as something that has become "a life necessity" or even "a basic human right." Each sets forth a recommendation that four items should become required features of the ORS, namely, Turbo Code, Caller ID, a TTY equipment distribution program, and Video Relay Service (VRS).³ The letters allege that, in order to avoid falling behind

² STS involves the use of specially trained Communications Assistants (CAs) who understand the speech patterns of persons with speech disabilities and can repeat the words spoken. The availability of STS gives persons with certain speech disabilities an efficient alternative to using a text telephone (TTY).

³ "Turbo Code" is the name of a service feature that enhances a TRS call by allowing faster data transmission. "TTY" is the acronym used by the FCC for a "telecommunications device for the deaf" (formerly known as a TDD) and/or a "text telephone" (formerly known as a TT). It is defined as a machine that employs graphic communication in the transmission of coded signals through a wire or radio communication system. "VRS" is a telecommunications relay service that allows people with hearing or speech disabilities who use sign language to communicate with voice telephone users through video equipment. The video link allows the CA to view and interpret the party's signed conversation and relay the conversation back and forth with a voice caller.

other states in progressively meeting the service needs of its communicatively impaired citizens, Ohio should match the service parameters established in those states where these four items already exist as standard TRS service features. Sprint's comments reflect support for the idea that, based on the preferences of the TRS community, the time is ripe for making VRS a required component of the ORS.

- (7) The Commission notes that the RFP, in both the earlier draft form and now in its final form, contains language that requires both Turbo Code and Caller ID to be included as required features of the ORS. However, for the reasons described immediately below, we decline to adopt the suggestion that the final RFP should make either a TTY distribution program and/or the provision of VRS a required component of the ORS.
- (8) We find that we cannot include a TTY equipment distribution program within the ORS because there is no existing funding mechanism to support such a program. The ORS is funded through the tax credit provided for in Section 5727.44, Revised Code. That statute makes available a tax credit to "a telephone company that provides any telephone service program to aid the communicatively impaired in accessing the telephone network." We believe that a program whose purpose is to provide telephone equipment (rather than telephone service) to communicatively disabled persons would not qualify as a "telephone service program" under the statute.
- (9) We believe that the technological reliability and economic feasibility of VRS should be further demonstrated before it becomes a required feature of the ORS. Our conclusion is supported by the findings which the FCC made when, in publishing its final rules concerning TRS, it determined not to make VRS a federally mandatory feature of TRS. Beginning at Paragraph 23 of its March 6, 2000 Report and Order in CC Docket No. 98-76, the FCC stated:

We do, however, share the concerns of those parties who argue that there are technological uncertainties that make mandatory requirements for VRI premature.⁴ VRI is under development using a number of equipment configurations and there may be unresolved issues of compatibility between the relay center's equipment and the caller's equipment...[W]e are concerned that

⁴ In its March 6, 2000 decision, the FCC used the acronym "VRI" in referring to "video relay interpreting, service", which is simply another name for the video relay service that is under consideration in this case. Thus, there is no reason why the two acronyms, VRI and VRS, could not be used interchangeably.

mandating VRI on a widespread basis at this early stage of its technological development could stymie experimentation with different technologies. We believe that allowing experimentation will result in better VRI; and therefore complies with the statutory mandate that TRS services are to be provided to "the extent possible" and in the "most efficient manner." We believe that the approach we take here permits market forces, not the Commission, to determine the technology and equipment best suited to the provision of VRI, and allows for the development of new and improved technology.

We recognize the enormous potential VRI holds for consumers. In order to encourage this new technology, as is our statutory mandate, and in recognition of concerns about the costs of the service and the potentially inadequate supply of qualified interpreters, we intend to establish special funding arrangements for VRI to speed its development. During the development of this new relay service, we will permit recovery of costs associated with both intrastate and interstate calls from the interstate TRS Fund. Because there are relay centers currently providing VRI or planning to provide it in the near future, our approach has the potential to quickly give all consumers who can access it the benefit of video relay service. We also believe our approach will reduce costs and spur industry and consumer investment in the equipment and technologies necessary to use VRI, without burdening state relay programs or engendering any of the risks associated with mandating the use of equipment that has not been fully tested in the market place.

Given that demand for VRI will be low initially, because the service is in its infancy, we believe it makes sense to aggregate demand as much as possible to those centers interested in offering VRI. It is not efficient to have relay interpreters associated with one state or an interstate relay center with down time while there are people throughout the country who want to make calls through VRI but cannot because of the jurisdictional cost recovery rules.

Especially in light of these FCC findings, we have decided not to make VRS a mandatory feature of the ORS at this time. Instead, we have added the following language to the RFP, describing our outlook on the prospect that VRS may, at some time in the future, become a mandated feature of the ORS:

While not currently a required feature, VRS may be mandated at a future time once it becomes more technologically reliable and economically feasible. At such time, the Commission staff will work with the communicatively impaired community to develop a comprehensive proposal for the Commission's consideration.

- (10) Each of the letters submitted in this case recommend that the state's contract with the Ohio TRS vendor should be made sufficiently flexible as to permit the phasing-in, during the term of the contract, of services and/or products that emerge due to new technological advances, rather than permitting their introduction only through the submission of bid proposals solicited when a new contract period commences. Sprint's comments reflect sympathy with this recommendation. Sprint has proposed some specific language that it recommends the Commission should incorporate into the RFP for the purpose of specifically reserving its right to change the terms, conditions, and prices of its contract with the Ohio TRS vendor at any point during the life of such contract, even in situations where no federal mandate necessitates such a change, and without conducting a bidding process.
- (11) We find it unnecessary to add the additional language proposed by Sprint in order for the Commission to reserve the right to change the terms, conditions, and prices of the contract at anytime. Nevertheless, upon review of the comments filed in this case, we have decided to add the following additional clarifying language to the RFP:

At any time, the Commission may consider the introduction of additional technologies and corresponding services, upon a demonstration of the viability of such services on both a technological and economical basis.

- (12) About half of the letters express "disappointment" that, in this case, the Commission has not used the "town hall forum" format as a means of gathering public comment on the needs and concerns of Ohio relay service customers. In this case, the Commission instead decided to give interested persons an

opportunity to file written comments with the Commission on the proposed RFP before it was issued. We believe this approach has allowed for even broader input than would a public meeting, since participation in this proceeding has been as easy as sending a letter to the Commission. The approximately 156 letters we received from customers of the Ohio Relay Service evidence the success of gathering public input in this manner.

- (13) In a December 20, 2001 letter, Mr. Gregory Frink set forth comments on certain other topics in addition to those raised above. Specifically, he questions whether the provision of the RFP which specifies that the TRS shall have "uninterruptible power for emergency use" will sufficiently protect relay service customers from outages such as the one that occurred on October 3, 2001. On that occasion, according to Mr. Frink, the ORS experienced a blackout lasting several hours when "one main phone transmitter in Chicago blew out and knocked almost all phone calls with 800 numbers out in the Midwest states for several hours."
- (14) Upon consideration of Mr. Frink's comments in this regard, we are satisfied that the RFP sets forth an adequate operational standard pertaining to emergency back up power, namely that the "TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use." Under our MTSS rules, a four-hour battery reserve must be available for all central office and associated switching equipment. Meanwhile, all central offices with more than five thousand access lines shall have a permanently installed emergency power-generating unit, and those with five thousand access lines or less shall have either a permanently installed emergency power-generating unit or a portable generator available to be delivered on site and operating within two-hours of lost commercial power.
- (15) Mr. Frink also suggests that the RFP should be modified in such a way as to mandate that "all current local and long distance phone companies providing residential service in Ohio should cooperate with the ORS, especially with the billing." This suggestion is based on Mr. Frink's claim that, currently, "too many" phone companies' are "refusing to exchange required information and cooperate with ORS to enable ORS to bill any long distance calls to the user's choice of his/her carrier." We agree that all local and long distance telephone service companies in this state should cooperate with the Ohio TRS vendor. However, because the function of the

RFP is to establish the contractual obligations of the TRS vendor, rather than to establish obligations on other carriers generally, we will not adopt Mr. Frink's suggestion.

- (16) In its comments, Hamilton raises three concerns. First, Hamilton notes that the proposed RFP requires the successful bidder to provide access to its relay service via two specified telephone numbers, namely either by dialing 1-800-750-0750 or by dialing 7-1-1.⁵ Hamilton suggests that in addition to these numbers, the Commission should consider allowing additional toll-free numbers to be assigned to specific telecommunications relay services (e.g., voice, TTY, speech-to-speech, voice carry-over [VCO], and hearing carry-over [HCO], etc.). Mr. Frink's letter sets forth a similar suggestion that the RFP should be modified so as to permit use of a separate toll-free number for use in accessing the Spanish language relay service.
- (17) We find that separate, designated, toll-free numbers should be permitted for use in providing access to STS relay service, access to pay-per-call services,⁶ and access to the Spanish language relay service (to the extent it is offered by the ORS vendor). However, because the other services identified by Hamilton (i.e., voice, TTY, VCO and HCO) are part of basic TRS service and do not require any special access (such as the need to access a particular call center staffed with specially trained CAs), we will continue to require that they should be accessed only through both 7-1-1 and 1-800-750-0750.
- (18) Second, Hamilton requests the Commission to reconsider the requirement, set forth in the draft RFP, that timing of a relay call, for purposes of assessing toll charges, must not start until after the called party is provided instructions (if necessary) on how to use the service. Hamilton claims that changes in carrier's switches, necessary in implementing carrier-of-choice for relay users, have eliminated the opportunity for relay providers to control the timing of long distance calls, due to these switches now requiring immediate answer supervision. If answer supervision is not received in a timely fashion, many switches are setup to terminate the call as a fraud protection mechanism. For this reason, Hamilton recommends that the proposed RFP be revised to allow timing of toll calls to begin when the calling party and called party are connected, not at

⁵ Hamilton also correctly notes that the TRS vendor must provide administrative assistance through a separate, designated number, namely, 1-800-325-2223.

⁶ We have also revised the RFP to specify that the TRS vendor must provide access to pay-per-call services (e.g. 900, 976 calls), but that in no event shall the ORS incur the charges assessed by the pay-per-call vendor. Rather, such charges shall be billed to the calling party.

the conclusion of the instruction period, if any. We find merit in this recommendation and have revised the final accordingly.

- (19) Third, Hamilton seeks clarification whether the per minute rate to be quoted by bidders should be based on conversation minutes or session minutes. It points out that, when the last RFP was issued back in 1997, such a clarification was made at the pre-bid conference held in Case No. 96-1193-TP-COI. It suggests that the clarification that was made in that case should now be specifically incorporated into the current RFP. We agree with this suggestion and have modified the RFP to indicate that the successful bidder's reimbursement from the state will be based on session minutes, defined as the amount of time from when the calling party first accesses the relay center to when the call is terminated.
- (20) The deadline for submission of formal bids in response to the RFP shall be April 15, 2002. A pre-bid conference will held on March 14, 2002, in Hearing Rooms B and C, at 10:00 a.m. The purpose of the pre-bid conference will be to allow an opportunity for those entities who plan to submit bid proposals to ask questions about the RFP.

It is, therefore,

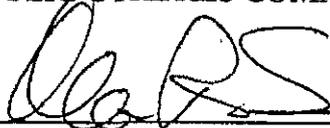
ORDERED, That the Commission hereby formally issues its RFP in this docket, as set forth in the attachment to this entry. It is, further,

ORDERED, That the deadline for the submission of bid proposals in response to the RFP shall be April 15, 2002. It is, further,

ORDERED, That a pre-bid conference will held on March 14, 2002, at the offices of the Commission 180 East Broad Street, Columbus, OH, 43215, in Hearing Rooms B and C, at 10:00 a.m. The purpose of the pre-bid conference will be to allow an additional opportunity for those entities who plan to submit bid proposals to ask questions about the RFP. It is, further,

ORDERED, That a copy of this entry be served on all members of the TRS CAG; all telecommunication service providers operating in Ohio; the Ohio Telecom Association; and upon all other interested persons of record.

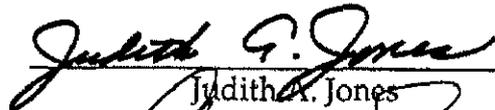
THE PUBLIC UTILITIES COMMISSION OF OHIO



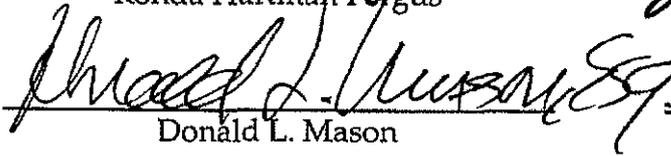
Alan R. Schriber, Chairman



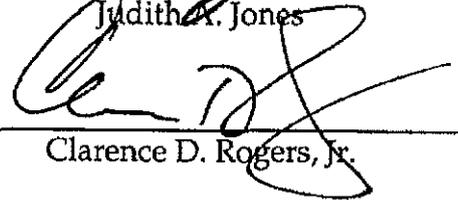
Ronda Hartman Fergus



Judith A. Jones



Donald L. Mason



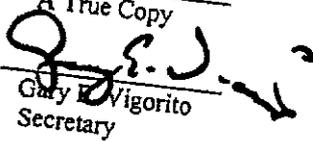
Clarence D. Rogers, Jr.

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Gary K. Vigorito
Secretary

ATTACHMENT

PUBLIC UTILITIES COMMISSION OF OHIO

REQUEST FOR PROPOSAL

Docket No. 01-2945-TP-COI

Telecommunications Relay Service

PUBLIC UTILITIES COMMISSION OF OHIO
REQUEST FOR PROPOSAL

Docket No. 01-2945-TP-COI

Telecommunications Relay Service

TABLE OF CONTENTS

I.	INTRODUCTION	1
A.	Background	1
B.	Purpose.....	1
C.	Communication Restriction.....	2
II.	PROPOSALS.....	2
A.	Proposals	2
B.	Proposal Format	2
1.	Cover Letter.....	3
2.	Executive Summary	3
3.	Bidder Profile	3
4.	References.....	3
5.	Body of Response.....	4
C.	Submission Date	4
D.	Withdrawn or Modified Proposal.....	4
E.	Valid Responses.....	5
F.	Cost of the RFP	5
G.	Presentations.....	5
H.	Additional Information.....	5
III.	SCOPE OF SERVICE AND GENERAL REQUIREMENTS	5
A.	Operational standards.....	6
1.	Communication Assistants (CA).....	6
2.	Types of calls	6
3.	Handling of emergency calls	8
4.	In-call replacement of CAs	8
5.	CA gender preferences	8
6.	STS called numbers.....	8
B.	Technical standards.....	9
1.	ASCII and Baudot.....	9
2.	Speed of answer	9
3.	Equal access to interexchange carriers	9
4.	TRS facilities	9
5.	Technology	10
6.	Voice mail and interactive menus	10
C.	TRS System Standards	10
1.	Billing.....	10
2.	Advancements.....	10
3.	Customer Access.....	11
4.	Employment Practices	11
5.	In State/Out of State.....	11

D.	TRS Service Standards	11
1.	Timing of Calls.....	11
2.	Person-to-Person Calls	11
3.	Intrastate Toll Discounts	11
4.	Answering Machines	12
E.	TRS CA Standards (Bidder must provide detailed information in its proposal explaining how it will meet these requirements.)	12
1.	Training Requirements.....	12
2.	Confidentiality Requirements.....	13
3.	Additional Methods and Procedures.....	15
F.	Monthly Requirements for Billing and Auditing	15
1.	Calling Characteristics & Traffic Data.....	15
2.	Accounting & Financial Information	17
G.	Complaints and Inquiries Procedures	17
H.	Treatment of TRS customer information.....	18
I.	Additional Considerations	19
IV.	INFORMATION REQUIRED FROM BIDDER.....	19
A.	Network Documentation	19
B.	Administrative Documents	20
1.	Personnel	20
2.	Advertising.....	21
3.	Billing Information.....	21
C.	Cost and Financial Submissions.....	21
D.	Supplemental Submissions.....	23
V.	SELECTION CRITERIA	25
A.	Selection Process.....	25
B.	Evaluation Criteria	25
VI.	CONDITIONS	25
A.	Funding	25
B.	Performance	26
C.	Conflicts.....	27
D.	Deviations from the RFP	27
E.	Modification.....	28
F.	Contract and Order Variation	28
G.	Waiver	28
H.	Entire Agreement	28
I.	Federal and Ohio Laws	28
J.	Changes in the Scope of the Funding Contract and the Performance Requirements	29
K.	Vendor Responsibility.....	29
L.	Performance Assignment.....	29
M.	Vendor Personnel	29
N.	Force Majeure	29
O.	Advertising Award	30
P.	Permits, Licenses, Taxes, and Registrations.....	30
Q.	Insurance	30

R.	Performance Bond.....	30
S.	Employment Practices.....	31
T.	Accounting Requirements	32
U.	Audit Requirements	32
V.	Records Retention.....	32
W.	Independent Price Determination.....	33
X.	Offer of Gratuities.....	33
VII.	HOLD HARMLESS.....	33
VIII.	TERMINATION.....	34
	APPENDIX A	37
	APPENDIX B.....	38

**PUBLIC UTILITIES COMMISSION OF OHIO
REQUEST FOR PROPOSAL**

Docket No. 01-2945-TP-COI

Telecommunications Relay Service

I. INTRODUCTION

(A) Background

On November 16, 1990, the Federal Communications Commission (FCC) released a Notice of Proposed Rulemaking in CC Docket No. 90-571 pursuant to the Americans with Disabilities Act of 1990 (ADA). The ADA, which was signed by the President on July 26, 1990, mandates that interstate and intrastate telecommunications relay services (TRS or services) be established on or before July 26, 1993, for those persons with communication disabilities, i.e., deaf, hearing disabled, or speech disabled individuals. The FCC, pursuant to the directives of the ADA, developed specific requirements for the services which were released in CC Docket No. 90-571 on July 26, 1991. Moreover, the ADA allows the FCC to extend to a state jurisdictional authority over its intrastate services, if the state's TRS satisfies the FCC's certification criteria. On December 26, 1990, the governor of the state of Ohio signed into law H.B. 254, which enacted Sections 4905.84, 4905.85, and 5727.44, Revised Code. These statutes provide funding for programs for Ohioans with communication disabilities.

The Public Utilities Commission of Ohio (PUCO) first established the Ohio Relay Service in Case No. 91-113-TP-COI, a generic docket initiated in January 1991. In that case, the Commission chose an Ohio TRS vendor to serve under a five-year contract which expired on December 31, 1997. The Commission in Case No. 96-1139-TP-COI (96-1139) chose the vendor who would be authorized to continue the Ohio TRS for a five-year period, once the contract of the initial vendor expired. The current Ohio TRS vendor's contract, established within the 96-1139 docket, is scheduled to expire at midnight on December 31, 2002. The Commission has initiated Case No. 01-2945-TP-COI both for the purpose of establishing the process for choosing the vendor who shall be authorized to continue Ohio's intrastate TRS once the Commission's contract with the existing vendor expires and also, for the purpose of actually choosing such vendor.

(B) Purpose

This request for proposal (RFP) provides interested vendors with the requisite information to prepare and submit proposals to the PUCO to provide statewide TRS. The purpose of TRS is to provide Ohioans with communication disabilities with intrastate telecommunications services that are functionally equivalent to those that are provided to persons who are without such disabilities.

The TRS will enable an individual who is communicatively disabled to communicate through an intermediary with persons who are hearing and/or speech-capable via a text telephone (TTY), e.g., telecommunications device for the deaf (TDD), teletypewriter, personal computer (PC), telebraille, or any other automated device capable of transmitting and receiving text via ASCII or Baudot transmission protocol. The TRS provides specially trained communication assistants (CAs) who act as intermediaries between persons on a TRS call.

(C) Communication Restriction

With the exception of the Commission designated pre-bid conference and Commission solicited information (see II, H), bidders, including but not limited to their employees, agents, assigns, and legal representatives, shall not communicate with any state staff, Commissioner, or member of the Commission-appointed Consumers Advisory Group (CAG) concerning this RFP from its release date until a bidder has been selected and the Commission has issued its order selecting the vendor. If a bidder attempts any unauthorized communication, the state shall reserve the right to reject that bidder's proposal.

II. PROPOSALS

(A) Proposals

Bid proposals shall be evaluated based on the bidder's ability to meet or exceed all technical, service, quality, and other requirements as outlined in this RFP at the least cost to the state of Ohio consistent with the delivery of quality service to persons who are members of the communicatively disabled community. The Commission reserves the right to reject any or all proposals made pursuant to this RFP and to modify terms of this RFP upon notice to all applicants. Response to the RFP constitutes an agreement with the conditions set forth in this RFP, and acknowledgement that the Commission has the responsibility to establish the requirements for the TRS and enforce performance of those requirements. This RFP establishes the key terms, conditions, and requirements to be performed by the successful bidder (i.e., vendor).

(B) Proposal Format

These instructions describe the required format for bidders' proposals. Additional information deemed pertinent by the bidder may be included. An identifiable tab sheet shall precede each section for ease of reference. The proposal submitted shall follow the same format as described below. All pages, except preprinted technical inserts, shall be sequentially numbered.

Any proposal submitted shall contain the following sections:

(1) Cover Letter

The cover letter shall contain the name of the project; the name and address of the firm; the name, address, and current telephone number of a contact person with authority to answer questions regarding the proposal; and the name, address, and current phone number of a contact person to be notified regarding contractual issues. Wherever possible, please use representatives within the boundaries of the state of Ohio.

The cover letter shall be signed by a representative authorized to legally bind the bidder, and shall include the following: an identification of the bidder as a corporation or other legal entity; a statement that the bidder does not discriminate on the basis of race, religion, national origin, color, sex, sexual orientation, age, disabilities, or veteran status; a statement that the bidder has sole and complete responsibility for delivery of the required services; and a statement that the proposal will be valid for 180 days.

(2) Executive Summary

The bidder shall clearly specify its competitive advantages and its proposed ability to meet the terms, conditions, and requirements as defined in this RFP.

(3) Bidder Profile

This section shall include, but not be limited to, recent data describing the following: the corporate philosophy; the current organization; the date of incorporation; ownership; the number of years in business; the total number of employees, including percentages of women and minorities both in senior level positions and throughout the company; the number of staff, both in total and in Ohio; the number of offices, both in total and in Ohio (including the location of the Ohio offices); the revenue totals for the last fiscal year; the home office location; and other appropriate company profile information, including TRS offerings provided in other states. Finally, the bidder shall include a statement describing how bidder resources and experience will support the proposed TRS, including access to back-up staff and facilities if needed.

(4) References

Five professional references shall be provided that demonstrate the ability of the bidder to provide TRS. The references must include the

name of a contact person, his or her title and affiliation, and telephone number.

(5) Body of Response

Bidders are required to adhere to the outline organization as set forth in Sections III and IV of this RFP.

(C) Submission Date

To be considered for selection, the bidder's formal response to this RFP must be submitted by a date and time to be established within an order to be issued by the Commission in Case No. 01-2945-TP-COI.

- (1) An original and twenty-one copies of each bidder's complete formal response, including any information deemed proprietary, must be submitted to:

The Public Utilities Commission of Ohio
Attn: Daniel E. Fullin, Attorney Examiner
12th Floor, Legal Department
180 East Broad Street
Columbus, Ohio 43215-3793

These complete responses will be reviewed by the Commission, the CAG, and the Commission's staff, as described in Section V of this RFP. All materials received in response to this RFP shall become the property of the Commission and may be returned only at the Commission's option. Unless otherwise directed by the Commission, the cost portions of the complete responses shall be treated in a proprietary manner until the Commission formally selects the successful bidder, at which time all responses to this RFP, in their entirety, will be considered public information.

- (2) An original and 13 copies of the bidder's complete formal response, excluding all information deemed proprietary (as determined by the Commission), must be filed in Case No. 01-2945-TP-COI.

(D) Withdrawn or Modified Proposal

Prior to the proposal due date, a submitted proposal may be withdrawn or modified by the bidder. Any such request must be signed by a person authorized to sign for the bidder. After filing, the proposals shall not be modified, except upon direction of the Commission for good cause shown.

(E) Valid Responses

All responses shall be valid and binding for 180 days from the date that responses are due.

(F) Cost of the RFP

The state of Ohio is not liable for any cost associated with the preparation of proposals or any other costs incurred by any bidder.

(G) Presentations

Prior to rendering a decision as to the successful bidder, the Commission may decide to establish a time for oral presentations to be provided on behalf of all bidders that have met or exceeded the minimum requirements of this RFP. Advance notice will be provided to any bidder requested to make a presentation.

(H) Additional Information

A bidder that submits a proposal that meets the requirements of this RFP may be requested to provide additional information in writing or to meet with representatives of the Commission and the CAG to discuss the specifics of their bid in greater detail.

III. SCOPE OF SERVICE AND GENERAL REQUIREMENTS

TRS is designed to provide virtual ubiquitous access to the telecommunications network for persons with hearing and/or speech disabilities. In fact, a primary objective of the ADA's mandate is to provide persons who are disabled with telephone service "functionally equivalent" to that enjoyed by individuals who are not disabled.

The TRS contemplated by this RFP will be comprised of one or more operator centers accessible to all Ohioans. Relay calls may be initiated by either persons who are non-disabled or disabled. In addition to regular voice transmission, the TRS must be capable of receiving and relaying calls placed by text telephones (TTYs).

When a person wishes to use the relay center, he or she will place a toll-free call to the TRS. The TRS must provide its users with a single, toll-free telephone number to access the relay, which is universally available throughout the state of Ohio. At the relay center, a communication assistant will answer the call and obtain the necessary information to assist the person in reaching the intended called party. Once the connection is made, the TRS CA relays the conversation by converting the text transmitted by the individual who is disabled to a spoken message for the person who is not disabled, and vice-versa.

By utilizing the TRS, any business or residence that has a standard telephone can reach or be reached by individuals with communication disabilities. The specific parameters within which the Ohio TRS will operate are described below.

(A) Operational standards

(1) Communication Assistants (CA)

TRS providers are responsible for requiring that CAs be sufficiently trained to effectively meet the specialized communication needs of individuals with hearing and speech disabilities; and that CAs have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications. CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed. To the extent that Video Relay Service (VRS) is provided, TRS vendors are responsible for requiring that VRS CAs are qualified interpreters. A "qualified interpreter" is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.

(2) Types of calls

In addition to the processing of typical TRS calls, the following types of calls apply:

(a) Voice Carryover (VCO):

The TRS must accept calls from a voice-capable caller who is hearing-disabled and permit this caller to speak his or her own message directly to a call recipient who is hearing-capable without such transmission being processed by the relay CA.

(b) Hearing Carryover (HCO)

The TRS must accept calls from a hearing-capable caller who is speech-disabled and permit this caller to receive transmission directly from the other party without any intervention from the CA.

(c) Speech to Speech Relay Service (STS):

The TRS must provide STS, which involves the use of specially trained CAs who understand the speech patterns of persons with speech disabilities and can repeat the words spoken. The TRS

may utilize a dedicated toll-free telephone number to access STS service.

(d) Pay-Per-Call Calls:

The TRS vendor must provide access to pay-per-call services (e.g., 900, 976 calls). However, in no event shall the ORS incur the charges assessed by the pay-per-call vendor. Rather, such charges shall be billed to the calling party.

(e) Spanish Speaking Services:

While not a mandated feature, the provision of intrastate Spanish speaking relay service is encouraged. The vendor shall be compensated for the intrastate transliteration of such calls at the rate-per-minute bid price. The TRS may utilize a dedicated toll-free telephone number to provide this service.

(f) Video Relay Service (VRS):

While not currently a required feature, VRS may be mandated at a future time once it becomes more technologically reliable and economically feasible. At such time, the Commission staff will work with the communicatively impaired community to develop a comprehensive proposal for the Commission's consideration.

(g) Additional Call Types:

Consistent with the obligations of common carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services. TRS shall be capable of handling any type of call normally provided by common carriers and the burden of proving the infeasibility of handling any type of call will be placed on the carriers. Providers of TRS are permitted to decline to complete a call because credit authorization is denied. The scope of this RFP and the consequent bids must only include the processing of intrastate TRS calls. The intrastate relay system will not be required by this RFP to process interstate calls. The intrastate TRS, however, must be capable of accommodating interstate TRS, which is authorized and funded through the federal jurisdiction. Should the vendor elect to carry interstate calls, such calls should be recorded separately and distinctly from all intrastate calls and shall not be billed under the funding contract, consistent with the FCC's TRS separations requirements. Bidders, within their proposals, shall identify those types of calls that they believe to

be technologically infeasible, and further must explain, in detail, such incapacibilities. The TRS shall also provide its users with conference and three-way calling, and other customer calling features as they become available, to the extent technically feasible. Charges assessed to TRS users for such ancillary services must not exceed the charge assessed by the incumbent local exchange company (LEC) serving the exchange from which the call is being placed. Additionally, charges for ancillary services not traditionally provided by LECs (e.g., store and forward services) must not exceed the rates assessed to those persons without communication disabilities.

(3) Handling of emergency calls.

Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately provides the nearest public safety answering point (PSAP) with the caller's telephone number. In addition, a CA must pass along the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services. The TRS must accept emergency calls and must be capable of relaying such calls to local emergency numbers. This service will not be recommended to replace TDD 9-1-1 emergency service or any other direct TTY access to emergency service agencies. Promotional materials should, in fact, expressly discourage the use of the TRS for processing emergency calls if more direct means are available.

(4) In-call replacement of CAs

CAs answering and placing a TTY-based TRS or VRS (to the extent available) call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.

(5) CA gender preferences

TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.

(6) STS called numbers

Relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA must repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.

(B) Technical standards

(1) ASCII and Baudot

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

(2) Speed of answer

TRS shall include adequate 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 shall, except during network failure, answer 85 percent 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 center's network. The call is considered delivered when the relay center's equipment accepts the call from the local exchange carrier and the public switched network actually delivers the call to the TRS center. Abandoned calls shall be included in the speed-of-answer calculation. A provider's compliance with this rule shall be measured on a daily basis. The system shall be designed to a P.01 standard. A LEC shall provide the call attempt rates and the rates of calls blocked between the LEC and the relay center to relay administrators and relay centers upon request. No more than one call in 100 will receive a busy signal when calling the TRS. The TRS must measure its technical performance on a daily basis.

(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.

(4) TRS facilities

TRS shall operate every day, 24-hours a day. TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use. TRS shall transmit conversations between TTY and voice callers in real time. The TRS must have a sufficient number of CAs, trunks, circuits, and other facilities to achieve the standards and handle the types of calls required in this RFP. 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.

(5) Technology

No regulation set forth in this RFP is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to persons with disabilities. VCO, HCO, and Caller ID technology are required to be standard features of TRS. Technology such as turbocode, which allows faster data transmission, is also required to be a standard feature of the TRS.

(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 which must be made by the relay user in order to complete calls involving recorded or interactive messages.

(C) TRS System Standards

(1) Billing

The relay system must include methods of providing toll carriers with sufficient billing information to allow calls to be rendered accurately. The system must be capable of providing, at a minimum: automatic number identification (ANI), which includes the relay code; the called number; the billing start and end time; and the type of call, i.e. person-to-person, etc.

(2) Advancements

The TRS shall strive to provide the latest advancements in technology that can provide a cost-effective service without decreasing the quality of service. Furthermore, the relay system must make use of features that will assist the relay CA in relaying conversations as quickly as possible.

(3) Customer Access

The successful bidder shall provide access to its relay service and administrative assistance via the same toll free telephone numbers (1-800-750-0750 & 1-800-325-2223, respectively) in use on the date of issuance of this RFP. Each number shall be available for both voice and teletext calls, and, with the exception of the provision of STS calls, intrastate Spanish-speaking services to the extent provided, and TRS access to pay-per-call services, no additional numbers shall be utilized for the actual relaying of calls. Consistent with the FCC's requirements, all local exchange carriers and two-way commercial mobile radio service providers are required to provide their respective end users 7-1-1 access to state relay services.

(4) Employment Practices

Bidders are strongly encouraged to propose the inclusion of employees who are communicatively disabled on the relay center staff. Proposals to employ English/Spanish bilingual CAs are also strongly encouraged.

(5) In State/Out of State

The Commission requires that a minimum of 85 percent of the calls must be processed by a relay center located in the state of Ohio. Any calls processed by other relay centers must be in compliance with the terms of this RFP.

(D) TRS Service Standards

(1) Timing of Calls

For the purpose of assessing toll charges, timing of the relay call will begin immediately upon the called party answering.

(2) Person-to-Person Calls

When placing a person-to-person toll call through the TRS, callers must explicitly request that they wish to place a person-to-person call in order to communicate with a specific individual in a household or business.

(3) Intrastate Toll Discounts

Intrastate toll charges (assessed to all persons billed) for calls placed through the TRS must reflect the toll discounts mandated by the Commission in Case No. 87-206-TP-COI. The discounts shall not

apply to calls placed to pay-per-call services, such as 900, 976, or 900-like services, to the extent these services are available.

(4) Answering Machines

In the event a person with a communication disability places a toll call through the TRS and is connected to an answering machine, no additional toll charges shall be assessed to the caller if it is necessary for the CA to place an additional call to the answering machine to complete the message.

(E) TRS CA Standards (Bidder must provide detailed information in its proposal explaining how it will meet these requirements.)

(1) Training Requirements

- (a) TRS CAs must be trained in aspects of hearing and speech disability cultures and languages, including American Sign Language (ASL), Standard English Translation, Cued Speech, Fingerspelling, Manual English, Speechreading and Speech Amplification, as well as sensitivity to any other special needs of persons who are communicatively disabled.
- (b) Each CA's training must include appropriate testing to document that the required proficiency has been achieved.
- (c) CAs must be trained when new procedures and/or equipment are introduced.
- (d) Each TRS CA must possess a minimum 60 wpm typing speed.
- (e) TRS CAs must be able to process calls in English, including written English which has been influenced by the syntax of ASL, should interpretation be requested.

Each CA will be monitored with sufficient frequency to ensure that the required proficiency is consistently maintained.

(2) Confidentiality Requirements

- (a) Callers will not be required to provide any personal identifying information, except to the extent necessary to allow for proper billing.
- (b) TRS CAs are only permitted to leave messages with third parties when instructed to do so by the calling party.
- (c) TRS CAs will not intentionally alter a relayed call.
- (d) Any breach of confidentiality by a CA must result in appropriate disciplinary action, after such breach is confirmed by the relay system manager.
- (e) When training new CAs by the method of sharing past experiences, the trainers will not reveal any of the following information:
 - (1) The names, genders, or ages of the parties to a relay call;
 - (2) The originating or terminating points of a relay call; and
 - (3) The specific information conveyed in a relay call.
- (f) TRS CAs will not make any value judgments regarding the content of the message and its legality or obscenity.
- (g) All communications made by or to a person with a communication disability, in any TRS call, is deemed to be confidential and privileged and must not be disclosed by a CA in any civil or criminal proceeding, or in any legislative or administrative proceeding, unless the persons involved in the confidential communication waive such privilege or unless otherwise required by law.
- (h) The TRS providers will not maintain any form of permanent records of call contents. All printouts, recordings, or notes of relay calls must be destroyed upon completion of the call, with the exception of billing information and information retained at the request of the calling party in order to facilitate STS calls. The STS CA is permitted to retain information from a particular call in order to facilitate consecutive calls when requested by the calling party and may also retain a list of frequently called numbers when requested by the calling party.

- (i) Except as authorized by section 705 of the Communications Act, 47 U.S.C. § 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls. CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state, or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call. An STS CA may facilitate the call of an STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object. If VRS is provided, appropriate measures must be taken by relay providers to ensure that confidentiality of VRS users is maintained.

- (j) The CA must adhere to the Relay System Code of Ethics (Appendix A), or a similar pledge that, at a minimum, includes the requirements set forth in Appendix A, before relaying any calls. CAs must also comply with any applicable federal or state laws or regulations pertaining to CA conduct or confidentiality (e.g., 47 C.F.R. 64.604 and Section 4931.35 Ohio Revised Code).

(3) Additional Methods and Procedures

- (a) Except for STS calls, TRS CAs must relay all conversations verbatim, unless the relay user specifically requests summarization.
- (b) Relay system CAs will not counsel, advise, or interject personal opinions into any communication which they are translating, nor shall they offer their opinion or advice after either of the relay parties has hung up.
- (c) TRS CAs will not disconnect calls against the wishes of the calling or called parties without the prior consent of the relay center supervisor. In the case of disconnection, the supervisor must log the reason for such action and sign the log. Such termination will only occur where one or both parties are abusive or intentionally uncooperative with the CA.
- (d) Relay system CAs must disconnect promptly at the end of each call to avoid additional charges.
- (e) The CA shall not speak in third person to the called and/or calling party.

(F) Monthly Requirements for Billing and Auditing

(1) Calling Characteristics & Traffic Data

- (a) The TRS must create, for each relay-assisted call, a record containing, at a minimum:
 - (1) the telephone number (NPA-NXX-XXXX) or credit card number for all end user billable calls, i.e., local or toll;
 - (2) the terminating and originating telephone number (NPA-NXX-XXXX) for all calls toll in nature;
 - (3) the date of the call;
 - (4) the start and end time of the call as identified for end user billing purposes in Section III C (1);
 - (5) the start and end time of the call as defined for provider compensation purposes in Section IV C (2) (a);
 - (6) call type, e.g., person-to-person, collect, etc.;

- (7) preferred IXC for interLATA calls, or preferred IXC or LEC for intraLATA calls (to the extent that intraLATA 1+ dialing parity is available within the caller's local service area); and
 - (8) the two digit relay identification code.
- (b) The TRS provider must forward the record for each call to the designated intrastate billing agent, i.e., LEC, IXC, or independent billing vendor, within 14 days of the date such service was supplied.
- (c) The TRS provider must maintain all records and reports relating to the operation of the relay center, and shall make such records and reports available for audit by the PUCO or Department of Taxation. Such reports must include, but are not limited to, monthly traffic studies detailing the following:
- (1) blockage rates;
 - (2) the number of calls in queue;
 - (3) the length of time in queue;
 - (4) the traffic patterns identifying the area codes from which the calls originate, and the percentage of calls originated by TTY users versus customers who are hearing and voice capable;
 - (5) the average speed of answer;
 - (6) the total number of calls;
 - (7) the total minutes of use (MOUs) for provider compensation; and,
 - (8) the average duration of calls, as defined in Section (IV)(C)(2)(a) of this RFP.
- (d) The TRS provider must submit to the Commission and the CAG a detailed annual report of operations, service standards, and traffic patterns about the relay system. The initial report must be submitted by the first day of October following the date the contract is awarded. Such reports must contain, at a minimum:

- (1) the traffic study criteria listed in Sections (F)(1)(a), (b), and (c) above;
 - (2) any recommendations to reporting specifications which the TRS provider deems necessary to improve its rendition of the relay service; and
 - (3) a report on any complaints received during the period covered by the report, and the TRS response to the same.
- (e) Following the first year of operation of the TRS, this report must be submitted to the Commission and the CAG on an annual basis by the first day of October.

(2) Accounting & Financial Information

The relay system provider must maintain accounting and financial records detailing the expenses incurred in operating the TRS.

(G) Complaints and Inquiries Procedures

- (1) The TRS provider and PUCO shall entertain informal complaints regarding the provision of intrastate TRS. The PUCO and/or TRS provider shall ensure that the complaint include the following information: name and address of the complainant; the name and address of the TRS provider against whom the complaint is made; a statement of facts supporting the complainant's allegation that the TRS provided it has violated or is violating Section 225 of the ADA and consistent with the FCC's rules; the specific relief or satisfaction sought by the complainant; and the complainant's preferred format or method of response.
- (2) The TRS provider shall file with the PUCO a statement designating an agent or agents whose principal responsibility will be to receive all complaints, inquiries, orders, decisions, and notices and other pronouncements forwarded by the Commission. Such designation shall include a name or department designation, business address, telephone number (voice and TTY), facsimile number and, if available, internet e-mail address.
- (3) The TRS provider must provide its users with a means to file service quality complaints, to offer suggestions, and to make general inquiries regarding the service. The TRS provider must accept and respond to complaints received by both mail and telephone within ten business days. The TRS provider must display a toll-free customer service telephone number (1-800-325-2223) and address on all brochures and

educational materials, as well as the Commission's public intrastate 800 voice and TDD phone numbers, for this purpose.

- (4) The TRS provider must employ all reasonable means available to resolve a complaint. In the event a complaint cannot be resolved by the TRS provider, it must refer the complaint to the Commission's Consumer Services Department's Public Interest Center. If the complaint cannot be resolved to the customer's satisfaction by the Public Interest Center personnel, a formal complaint form will be provided to the complainant. The complaint form will provide TRS users with the necessary information concerning how to file a formal complaint with the Commission. The Commission will entertain formal complaints to determine whether the TRS provider is meeting the requirements set forth by this RFP, the FCC, and the ADA. As required by the ADA, the Commission will take final action regarding any complaint within 180 days from the date it is filed. That is, all complaints will be resolved by the PUCO within 180 days after the complaint is first filed with a state entity, regardless of whether it is filed with the state relay administrator, the PUCO, the relay provider, or with any other state entity.
- (5) The TRS vendor must maintain a log of consumer complaints. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution. Summaries of logs must be submitted monthly to the PUCO and annually to the FCC, consistent with the FCC's rules.
- (6) Informal complaints may be transmitted to the PUCO's Consumer Services Department by any reasonable means, such as letter, facsimile transmission, telephone (voice/TRS/TTY), Internet email, or some other method that would best accommodate a complainant's hearing or speech disability.

(H) Treatment of TRS customer information

All future contracts between the PUCO and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service provision. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.

(I) Additional Considerations

- (1) Upon the stated commencement date, the TRS provider must be prepared to process all intrastate relay traffic in accordance with the terms of this RFP.
- (2) All TRS records must be made available during normal business hours for inspection by the Commission or any Commission-approved personnel.
- (3) The Commission believes that it is crucial that the vendor be aware of the needs of the TRS users to ensure that the service is meeting the day-to-day requirements of persons who are communicatively disabled. Therefore, a Consumer's Advisory Board (CAB) shall be formed by the selected vendor to provide input to the TRS Provider on issues of personnel training, outreach, and customer service. The CAB will meet periodically, as necessary, to develop and submit recommendations to the vendor. The TRS provider must be responsive to the CAB's input concerning personnel training, outreach, and customer service, and shall provide written responses to the CAB's inquiries or comments.
- (4) Prior to release for the general public, all promotional and educational materials must be submitted for review to the Commission's staff, in order to ensure the effectiveness and appropriateness of the material. Simultaneously, copies of all such materials must be submitted to the CAG, in order to enable its members to provide relevant input to the Commission.
- (5) The TRS provider must keep the Commission's staff and the members of the Commission's TRS Consumers Advisory Group apprised (on an informal basis) of any operational situations (e.g., labor disputes, strikes, changes in management and/or staffing levels) that could potentially have a significant adverse impact on overall ORS service quality, once that potential becomes apparent.

IV. INFORMATION REQUIRED FROM BIDDER

(A) Network Documentation

- (1) All bids must include a complete description of the various components of TRS, as well as how the vendor, either through direct provision or through other entities, will provide them. Such components include, but are not limited to:

- (a) all planned or existing relay center buildings, real estate, permits, rights-of-way, or clearances necessary to operate the TRS;
 - (b) all telecommunications trunks, cables, or lines required to be connected to and from the relay center;
 - (c) all facilities and equipment required for the provision of TRS;
 - (d) all supplies, furniture, or miscellaneous items necessary for the provision of TRS;
 - (e) all personnel and related training required in order to staff and operate the relay center;
 - (f) all other equipment or facilities necessary for the TRS; and
 - (g) the manner in which the records will be maintained in order to permit review and evaluation by the Commission staff and the CAG.
- (2) The bidder's system design must illustrate:
- (a) the network configuration to be used to provide the TRS, including the way callers will access the service and the way the provider will process the traffic; and
 - (b) the proposed number of personnel necessary to achieve the requirements of the RFP.
- (3) The bidder must provide an explanation of how it will satisfy the FCC requirement for IXC of choice.

(B) Administrative Documents

(1) Personnel

The bidder must provide a complete description of the personnel, including supervisory personnel, necessary to staff the TRS. Such description must also include:

- (a) how the personnel will be selected, screened, and trained;
- (b) the procedures to be implemented to ensure objectivity, sensitivity, and confidentiality in relaying calls;

- (c) the procedures to be instituted to ensure that the required levels of CA proficiency in their tasks are attained and maintained;
- (d) the procedures for any refresher training and for implementation of improved procedures;
- (e) the disciplinary procedures to be applied to CAs for misconduct or failure to attain and maintain required task proficiency levels; and
- (f) staffing levels relative to changes in average call duration or call volumes, i.e., usage of the center.

(2) Advertising

The bidder must provide the Commission's Consumer Services Staff, PUCO Office of Public Affairs, and the CAG with the advertising copy it intends to utilize to promote usage of the TRS. The bidder must also describe, in detail, the media strategy it intends to adopt to promote usage and corresponding bilateral benefits of the TRS by both persons with and without communication disabilities. Additionally, the bidder must provide the Commission and the CAG, as part of its response to this RFP, any educational materials concerning how to use the system properly, including, but not limited to, brochures and mailings. The bidder must also indicate in its response to this RFP what instructional programs it intends to implement to familiarize users with how to use the TRS.

(3) Billing Information

The bidder must provide a complete description of how billing records for end user billing and provider compensation will be created and maintained.

(C) Cost and Financial Submissions

- (1) The bidder must quote its lowest and final offer concerning rates for the TRS.
- (2) The bidder must identify a single rate per minute quote (in Appendix B) to be utilized throughout the term of the contract for purposes of calculating its due compensation. The rate submitted must be based on the following assumptions:

- (a) Any call which is answered by a relay CA must count as one call to the relay center, regardless of whether the call is completed to the called party. Further, the entire duration of all calls, including those which do not successfully reach the called party, must be counted in the bidder's calculations for determining average call durations. Duration, for purposes of call averaging, shall be measured from the time a live CA answers a call until the call is terminated by the calling or called party, whichever is first. Call duration information must be rounded to the nearest second. Additionally, once a caller contacts the TRS, he or she must be permitted to make an unlimited number of calls without redialing the center. For purposes of calculating volume and duration statistics, this type of calling must count as only one call to the TRS center.
 - (b) All costs, including, but not limited to, initial start-up costs (including those costs associated with interconnecting with other carriers), and a return on investment, will be assumed to be imputed in the rate per minute quote (Appendix B) submitted by the bidder.
 - (c) To the extent a bidder's system design requires another telephone company to incur network costs, which are not recovered through tariffed charges, the successful bidder will be responsible for reimbursing such carrier.
- (3) The bidder must quote a rate for the relay service based on the annual call volumes and average call durations. The rate per minute (and associated carrying charges) shall be the sole mechanism by which the successful bidder will be compensated. The successful bidder's reimbursement from the state of Ohio will be based on session minutes, defined as the amount of time from when the calling party first accesses the relay center to when the call is terminated.
 - (4) Bidders must procure a bid bond equal to no less than 5 percent of the total cost of the first year of service, assuming an average call duration of 8 minutes, and a monthly calling volume of 220,000 incoming calls. Bidders must submit, within their bid, verification (i.e., confirmation from the bonding entity) that such a bid bond has been procured.

Bidders who are financially able shall have the option to self-insure such bid bond. In the event a bidder elects to exercise this option, it shall provide sufficient assurance to the Commission that the bidder's own organization, its parent, or an affiliate stands ready to dedicate the financial resources necessary to ensure that the bidder is able to meet the obligations required by this RFP. The bidder shall further

demonstrate that its organization, parent, or affiliate possesses the necessary financial resources to fund the requirements of this RFP, and that its organization, parent, or affiliate is financially sound. If assurance is provided by a parent or affiliate, the bidder shall furnish, at a minimum, an attested statement from its parent or affiliate that it will dedicate the financial and other resources necessary to perform the duties required by this RFP, in the event the bidder is unable to meet its obligations.

- (5) The bidder must submit with its proposal copies of its latest published financial reports and any other documents and information sufficient to enable the Commission to assess the bidder's corporate and financial integrity, history, and ability to provide the TRS being proposed. Further, the Commission may request additional information if initial submissions are not deemed sufficient. The financial reports must include:
 - (a) the most recent annual report and Securities and Exchange Commission (SEC) 10K and 10Q forms of the company submitting the proposal, and of any parent company;
 - (b) when available, any investment advisory and rating agency reports issued during the past year about the company or its parent company; and
 - (c) for companies not rated by Value Line, the financial statements covering the past five years.
- (6) Each proposal must contain evidence of adequate insurance to cover claims of liability.

(D) Supplemental Submissions

- (1) Any bidder with past or present experience regarding the provision of relay service in another state must include a description of such service, a copy of any brochures publicizing the service, any publicly available information regarding the cost of the service, and statistics on call volumes, call duration, and toll percentage. Additionally, the names, titles, and telephone numbers of state administrator contacts concerning the bidder's provision of TRS to other states should be provided.
- (2) The bidder shall retain the name, Ohio Relay Service, for the service it proposes and shall not include in that name any references to or endorsements of the bidder's company.

- (3) Bidders may propose enhancements to the basic service, however, such enhancements shall be compensated at the per minute rate identified by the bidder in Appendix B of this RFP, unless otherwise noted. The proposed enhancements may include, but are not limited to, the following:
 - (a) interstate calling capability, however, costs resulting from the provision of interstate calling will not be borne by the state and adequate safeguards must be established to ensure that intrastate service quality and fiscal accountability are maintained. Further, the bidder must identify the specific safeguards which it will use to ensure that no such costs arising from interstate service will be paid by the state;
 - (b) service to users of languages other than ASL and English; and/or
 - (c) video relay trials.
- (4) If the successful bidder, during the contract period, does not incur gross receipts tax, or does not generate sufficient gross receipts tax liability to fully offset its relay revenue on an annual basis, then the bidder will first seek to recover any balance through the gross receipts tax liability of an affiliate entity. If the bidder does not anticipate that it will fully offset its relay revenue through either its gross receipts tax liability, or an affiliate's gross receipts tax liability, or a combination of both, then it shall provide a sample funding contract to be entered into between the vendor and Ameritech Ohio (Ameritech), Verizon (Verizon), Cincinnati Bell Telephone Company (Cincinnati Bell), and The United Telephone Company of Ohio d.b.a. Sprint (Sprint United), to fund the remaining balance of its TRS revenues.
- (5) Bidders must submit an explanation as to how they intend to handle input, i.e., recommendations and concerns from the CAG.
- (6) Bidders must submit an explanation as to how they will satisfy the requirement to handle emergency calls from both: (1) callers in regions served by 9-1-1, and (2) callers in regions not served by 9-1-1.

V. SELECTION CRITERIA

(A) Selection Process

Immediately following receipt of all timely filed proposals, the CAG will review the submissions and identify, in order of preference, its recommendations, based on each bidder's: 1) ability to meet the requirements of this RFP and the FCC; and 2) proposed per minute rate(s). Subsequent to receipt of the CAG's recommendations, Commission staff will review all timely filed responses, and submit its own recommendation to the Commission. In addition to considering the CAG's recommendation, staff will base its recommendation on the bidder's proposal which is most advantageous to the state of Ohio considering: price; the interests of persons who are members of the communicatively disabled community in having access to a high-quality, technologically-advanced telecommunications system; and all other factors identified in this RFP.

The Commission shall issue an order in Case No. 01-2945-TP-COI setting forth the chosen bidder. If the bidder does not anticipate generating enough gross receipts tax liability--either on its own or through an affiliate entity--to fully offset its relay costs, then the Commission order will further direct Ameritech, Verizon, Cincinnati Bell, and Sprint United each to enter into a contract(s) with the successful bidder to provide the remaining balance of the funding for the system, pursuant to the common carrier directives of the ADA.

(B) Evaluation Criteria

Failure by the bidder to demonstrate its ability to meet the Section III requirements of this RFP will result in immediate disqualification. The Commission shall use its own judgment to select a vendor based on the record as a whole and its own assessment of which of the submitted, qualified bids is lowest and best considering: price; the interests of persons who are members of the communicatively disabled community in having access to a high-quality, technologically-advanced telecommunications system; and all other factors identified in this RFP.

VI. CONDITIONS

(A) Funding

- (1) In the event the successful bidder has sufficient gross receipts tax liabilities to fully offset its relay costs, that LEC shall be responsible for all costs incurred as a result of the initiation and provision of the TRS and there will be neither a funding contract between the vendor and other LECs nor funding provided by other LECs as referred to in this section of this RFP. If the vendor is a LEC, it shall comply with all

of the terms, requirements, and conditions set forth in this RFP in its entirety and any other such terms, requirements, and conditions established by the Commission.

- (2) In the event the successful bidder does not anticipate generating sufficient gross receipts tax liability--either on its own or in conjunction with an affiliate entity--to fully offset its relay costs, then the vendor shall enter into individual funding contracts with Ameritech, Verizon, Cincinnati Bell, and Sprint United. In such an event:
 - (a) The vendor shall submit monthly invoices for payment, based on the call volumes and the average call duration for the preceding month, to Ameritech, Verizon, Cincinnati Bell, and Sprint United. These LECs shall remit payment (within 60 days of receiving the vendor's invoice) proportionately based on the approximate number of each company's access lines. That is, Ameritech will be required to make monthly payments for 64 percent of the vendor's charges; Verizon will be required to remit monthly payments for 13 percent of the vendor's charges; Cincinnati Bell will be required to remit monthly payments for 13 percent of the vendor's charges; and Sprint United will be responsible to remit monthly payments for 10 percent of the vendor's charges.
 - (b) The chosen bidder and these four LECs shall submit either joint or individual contracts to the Commission, for its review and approval, further delineating the payment arrangement between the vendor and the LECs.
 - (c) The contract(s) shall be received at the Commission's offices one (1) month after the TRS provider is chosen and shall be filed in Case No. 01-2945-TP-COI.
 - (d) Unless the Commission determines otherwise the length of the contract(s) shall be for a period of five years.

(B) Performance

- (1) The Commission shall issue an order selecting the vendor for the TRS. The order will establish the performance requirements which the vendor will be required to meet. The order shall include, either implicitly or explicitly:
 - (a) the RFP and any amendments thereto;
 - (b) the vendor's offer submitted in response to the RFP; and

- (c) any additional terms and conditions deemed by the Commission to be in the public interest.
- (2) The Commission reserves the right to negotiate with the successful vendor or make other additions, deletions, or changes to the order, provided that no such addition, deletion, or change would, in the sole discretion of the Commission, unduly affect the evaluation criteria set forth in this RFP.
- (3) At any time, the Commission may consider the introduction of additional technologies and corresponding services, upon a demonstration of the viability of such services on both a technological and economical basis.
- (4) The Commission shall re-evaluate its selection of vendor every five years. The Commission, after allowing for and considering public input prior to its decision, may elect to retain the selected vendor for an additional period of time up to five years contingent upon successful negotiations with the selected vendor concerning rates, terms, and conditions for the extension.

(C) Conflicts

In the event of a conflict in language between the documents referenced in (B) above, the provisions and requirements set forth and/or referenced in the RFP shall govern. In the event that an issue is addressed in one document that is not addressed in the other document, no conflict in language shall be deemed to occur. However, the Commission reserves the right to clarify any contractual relationship in writing, and such written clarification must govern in case of conflict with the applicable requirements stated in the RFP or the vendor's proposal. In all other matters not affected by the written clarification, the RFP shall govern. The Commission shall resolve conflicts pursuant to the authority granted to it by the ADA, the FCC, and the state of Ohio.

(D) Deviations from the RFP

The stated requirements appearing elsewhere in this RFP shall become a part to the terms and conditions of any resulting contract and Commission order. Any deviations from the RFP must be specifically defined in the bidder's proposal which, if successful, shall become part of any resulting contract and the Commission order, but such deviations must not be in conflict with the terms of this RFP and shall be expressly approved by the Commission.

(E) Modification

No modification or change of any provision in the performance requirements shall be made, or construed to have been made, unless such modification is incorporated as a written amendment by order of the Commission.

(F) Contract and Order Variation

If any provisions of the funding contract or performance requirements (including terms incorporated by reference) is declared or found to be illegal, unenforceable, or void, then the Commission, the vendor, and the LECs shall be relieved of all obligations arising under such provision. If the remainder of the contract or order is capable of performance, it shall not be affected by such declaration or finding and shall be fully performed.

(G) Waiver

No covenant, condition, duty, obligation, or undertaking contained in or made a part of either the funding contract or performance requirements will be waived except by the written agreement of the parties with the concurrence of the Commission. Forbearance or indulgence in any other form or manner by either party in any regard whatsoever shall not constitute a waiver of the covenant, condition, duty, obligation, or undertaking to be kept, performed, or discharged by the party to which the same may apply. Furthermore, until complete performance or satisfaction of all such covenants, conditions, duties, obligations, and undertakings, any other party shall have the right to invoke any remedy available under law or equity, notwithstanding any such forbearance or indulgence. Any consent by any party to or waiver of a failure by the other, whether express or implied, shall not constitute a consent of, waiver of, or excuse for any other different or subsequent failure.

(H) Entire Agreement

The funding contract and performance requirements shall represent the entire agreement between the parties with respect to the subject matter thereof and supersedes all prior negotiations, representations, or agreements, either written or oral, between the Commission, the vendor, and the LECs relating to the subject matter therein and shall be independent of and have no effect upon any other agreements.

(I) Federal and Ohio Laws

- (1) This RFP and the funding contract are subject to the laws of the state of Ohio and, where applicable, federal law.

- (2) The funding contract shall be construed according to the laws of the state of Ohio. Any legal proceedings regarding this RFP or the resultant contract shall be brought before the Commission.

(J) Changes in the Scope of the Funding Contract and the Performance Requirements

The Commission may, at any time, by a written order make changes within the general scope of the performance requirements. No changes in scope are to be conducted except with the approval of the Commission. If any such change causes an increase or decrease in the cost of, or the time required for, the performance of any part of the work under the contract, whether changed or not changed by any such order, an adjustment may be made in the performance requirements and shall be modified in writing according to the requirements of this RFP. To the extent such a change affects the funding contract, necessary amendments shall be performed.

(K) Vendor Responsibility

Any contracts that may result from the RFP shall specify that the vendor chosen by the Commission is solely responsible for fulfillment of the contract.

(L) Performance Assignment

The vendor shall not assign the obligation to perform in accordance with the RFP and the Commission's order in whole or in part or any payment arising therefrom without the prior written consent of the Commission and the LECs. Any purported assignment is void.

(M) Vendor Personnel

Personnel commitments identified in the vendor's proposal shall be considered mandatory to the work performed under this RFP. Replacement of such personnel shall be with personnel of equal ability and qualifications. The Commission reserves the right to require the vendor to reassign or otherwise remove any vendor employees found not to be qualified by the Commission.

(N) Force Majeure

The vendor will not be liable for failure to perform its obligation in accordance with the RFP and the Commission's order if such failure arises out of causes beyond the control and without the fault or negligence of the vendor. Such causes may include, but are not limited to, acts of God, fires, quarantine restriction, strikes, and freight embargoes. The vendor will take all possible steps to recover from such occurrences.

(O) Advertising Award

The vendor agrees not to refer to awards in commercial advertising in such a manner as to state or imply that the firm or its services are endorsed or preferred by the Commission or the state of Ohio.

(P) Permits, Licenses, Taxes, and Registrations

- (1) The vendor shall procure all necessary permits and licenses and abide by all applicable laws, regulations, and ordinances of all federal, state, and local governments in which work to provide the TRS is performed.
- (2) The vendor shall pay any and all sales, use, gross receipts, or property taxes arising out of its provision of the TRS. Any taxes levied upon this transaction, and the equipment or services delivered pursuant hereto, shall be borne by the vendor.
- (3) The vendor must furnish certification of authority to conduct business in the state of Ohio. Certification is obtained from the secretary of state. The vendor need not be registered with the secretary of state before responding to this RFP.

(Q) Insurance

The TRS provider shall furnish and maintain such public liability and property damage insurance sufficient to protect itself and any subcontractor from claims for damages for personal injury, including accidental death, except by persons protected by workers compensation statute, and from claims for property damages, which may arise from operations and provision of the TRS, whether such operations be by itself or by any subcontractor or by anyone directly or indirectly employed by either of them and the amounts of such insurance shall be \$2 million for public liability, and \$1 million for property damage.

The contractor shall furnish the Commission and the CAG with certificates of insurance covering each of the several items of insurance heretofore mentioned.

(R) Performance Bond

Upon the Commission's selection of the vendor, and prior to actual commencement of service, the TRS provider must procure a performance bond necessary to guarantee uninterrupted provision of TRS. The amount of the performance bond must be equal to 100 percent of the contract price, which shall assume a period of the first year of service, (including start-up

costs), a call volume of 220,000 calls per month, and an average call duration of eight minutes. Additionally, the Commission may require an adjustment to the amount of the bond in subsequent years to reflect revised calling statistics.

Bidders who are financially able shall have the option to self-insure such performance bond. In the event a bidder elects to exercise this option, it shall provide sufficient assurance to the Commission that the bidder's own organization, its parent, or an affiliate stands ready to dedicate the financial resources necessary to ensure that the bidder is able to meet the obligations required by this RFP. The bidder shall further demonstrate that its organization, parent, or affiliate possesses the necessary financial resources to fund the requirements of this RFP, and that its organization, parent, or affiliate is financially sound. If assurance is provided by a parent or affiliate, the bidder shall furnish, at a minimum, an attested statement from its parent or affiliate that it will dedicate the financial and other resources necessary to perform the duties required by this RFP, in the event the bidder is unable to meet its obligations.

(S) Employment Practices

- (1) The vendor shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, age (except as provided by law), marital status, political affiliations, or disability. The vendor must take affirmative action to ensure the employees, as well as applicants for employment, are treated without discrimination because of their race, color, religion, sex, national origin, age (except as provided by law), marital status, political affiliations, or disability. Such action shall include, but is not limited to, the following: employment, promotion, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. The vendor is encouraged to include employees with communication disabilities on the relay center staff and shall submit with its bid an affirmative action plan for recruiting and hiring such persons. Vendor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this clause.
- (2) The vendor shall, in all solicitations or advertisements for employees placed by or on behalf of the vendor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age (except as provided by law), marital status, political affiliation, or disability, except where it relates to a bona fide occupational qualification.

- (3) The vendor shall comply with the nondiscriminatory clause contained in the Federal Executive Order 11246, as amended by Federal Executive Order 11375, relative to Equal Employment Opportunity for all persons without regard to race, color, religion, sex, or national origin, and the implementing rules and regulations prescribed by the Secretary of Labor of the United States and with 41 C.F.R. § 60. The vendor shall comply with related state of Ohio laws and regulations.

The vendor shall comply with regulations issued by the Secretary of Labor of the United States in 20 C.F.R. § 741, pursuant to the provisions of Executive Order 11758 and the Federal Rehabilitation Act of 1973. The vendor shall comply with the Civil Rights Act of 1964, and any amendments thereto, and the rules and regulations thereunder.

(T) Accounting Requirements

The vendor shall establish and maintain an accounting system in accordance with the Uniform System of Accounts or generally accepted accounting principles (GAAP). The accounting system shall maintain records pertaining to the tasks defined herein and any other costs and expenditures. Specific accounting records and procedures are subject to Commission approval, and the costs properly applicable to the provision of the TRS shall be readily ascertainable therefrom.

(U) Audit Requirements

Annually, the selected vendor will be subject to an independent audit. This audit will verify the service's usage patterns and calling volumes. The cost of this annual audit will be borne by the successful bidder. The independent auditor shall be selected by the successful bidder, and shall be approved by the Commission.

(V) Records Retention

Authorized Commission representatives shall have access to and the right to examine and copy the items listed below. Access to these items shall be provided at the vendor's office in Ohio, at all reasonable times. During periods subsequent to the provision of the TRS, delivery of and access to the listed items shall be at no cost to the Commission. Specifically, the provider shall preserve and make available to the Commission the following:

- (1) All books, documents, papers, and records related to the provision of the TRS for a period of six years from the expiration or termination of the provision of the TRS.

- (2) Records involving matters in litigation shall be kept for one year following the termination of litigation and associated appeals if the litigation has terminated within six years.

(W) Independent Price Determination

By submission of a proposal, the bidder certifies the following:

- (1) The price in the proposal has been arrived at independently, without consultation, communication, or agreement for the purpose of restricting competition, as to any matter relating to such costs with any other bidder or with any competitor.
- (2) Unless otherwise required by law, the price that has been quoted in the proposal has not been knowingly disclosed by the bidder to any competitor.
- (3) No attempt has been made or will be made by the bidder to induce any other person or firm to submit or not submit a proposal for the purpose of restricting competition.

(X) Offer of Gratuities

By submission of a bid, the bidder certifies that no member of or delegate of Congress, nor any elected or appointed official or employee of the state of Ohio, including but not limited to members of the Consumers Advisory Group, has or will benefit financially or materially from this procurement. This procurement and contracts arising out of such procurement may be terminated by the Commission if it is determined that gratuities of any kind were either offered to or received by any of the aforementioned officials or employees, from the bidder, his or her agent or employee in return for such procurement.

VII. HOLD HARMLESS

The vendor agrees to indemnify, defend, and hold harmless the state of Ohio, its officers, agents, and employees from the following:

- (1) Any claims or losses for service rendered by the vendor, person, or firm performing or supplying services, materials, or supplies, in connection with the provision of the TRS;
- (2) Any claims of losses to any person or firm injured or damaged by the acts of the vendor, its officers or employees by the publication, translation, reproduction, delivery, performance, use, or disposition of any data

processed in a manner not authorized by the Commission, or by federal or state regulations or statutes; and

- (3) Any failure of the vendor, its officers, or employees to observe Ohio laws, including but not limited to labor laws and minimum wages.

VIII. TERMINATION

- (A) The obligation to perform resulting from this RFP shall be subject to the following termination provisions:

- (1) Termination for Default

- (a) Any vendor who is determined in writing by the Commission to be in breach of any of the terms and conditions of the performance requirements may, in the discretion of the Commission, be declared in default and such contract may be terminated immediately as a result of such default.
- (b) A default in performance by a vendor for which the obligation to perform may be terminated shall include, but shall not be limited to, a failure to perform according to the terms, conditions, and specifications established by the RFP and the Commission's order.

- (2) Termination for Vendor Bankruptcy - In the event of the filing of a petition in bankruptcy by or against the vendor, the Commission shall have the right to require the termination of the obligation to perform upon the same terms and conditions as a termination for default.

- (3) Termination for Unavailability of Funds - In the event that the Commission determines that funding becomes unavailable, the Commission shall have the right to terminate both the obligation to perform and the funding contract without penalty and upon the same terms and conditions as a termination for convenience. Availability of funds will be determined at the sole discretion of the Commission.

- (B) Procedure for Termination

Upon delivery by certified mail to the vendor of a notice of termination specifying the nature of the termination, the extent to which performance of work is terminated and the date upon which performance of work is terminated becomes effective, the vendor shall:

- (1) stop work on the date and to the extent specified in the notice of termination;

- (2) place no further orders for materials, services, or facilities, except as may be necessary for the completion of the work as is not terminated;
- (3) terminate all orders to the extent that they relate to the performance of work terminated by the notice of termination;
- (4) complete the performance of such part of the work as shall not have been terminated by the notice of termination; and
- (5) take such action as may be necessary, or as the Commission may direct, for the protection and preservation of the property and which is in the possession of the vendor and in which the Commission has or may acquire an interest.

(C) Termination Claims

- (1) After receipt of a notice of termination, the vendor shall submit to the Commission any termination claim in the form and with the certification prescribed by the Commission. Such claim shall be submitted promptly, but in no event later than six months from the effective date of termination, unless one or more extensions in writing are granted by the Commission within such six-month period or authorized extension thereof. However, if the Commission determines that the facts justify such action, it may receive and act upon any such termination claim at any time after such six-month period or extension thereof.
- (2) Upon failure of the vendor to submit its termination claim within the time allowed, the Commission may, subject to any review required by state procedures in effect as of the date of the initiation of the performance obligation determine, on the basis of information available to it, the amount, if any, due to the vendor by reason of termination and shall thereupon cause to be paid to the vendor the amount so determined.
- (3) Subject to the provisions of the previous paragraph and subject to any review required by state procedures in effect as of the date of the initiation of the performance obligation, the vendor, the contracting LECs, and the Commission may agree upon the amounts to be paid to the vendor by reason of the total or partial termination of the work pursuant to this RFP. The Commission order establishing the performance requirements and the contract between the vendor and the funding LECs shall be amended accordingly.

- (4) In the event of the failure of the vendor, the funding LECs, and the Commission to agree, in whole or in part, as to the amounts with respect to the costs to be paid to the vendor in connection with the total or partial termination of work pursuant to this RFP, the Commission shall determine, on the basis of information available, the amount, if any, due to the vendor by reason of termination and shall direct the funding LECs pay to the vendor the amount so determined.

APPENDIX A

RELAY SYSTEM CODE OF ETHICS

When handling relay telephone calls, the Relay System Operator functions in the role of a communications assistant (CA). As such, the Relay System Operator has a responsibility to relay the two parts of the conversation accurately and faithfully. It is important to avoid the temptation to paraphrase. Every word that is spoken by the hearing person should be typed on the TT, and every word typed by the person who is hearing and/or speech disabled should be spoken to the person who is hearing. In other words, it is not your role to talk one-to-one to the person who is hearing but rather to act in an interpreting role. An exception to this is when there is an ASL-English translation situation. The full spirit and information of the call is relayed in this case.

As a relay CA, you may wish to remind the party who is hearing that your role is to type every word spoken - that you are simply a middle-person. This will alert the party who is hearing and protect you. If the person who is hearing becomes impatient while the person who is hearing and/or speech disabled is typing their message and begins talking to you directly, remind them that you are the Relay System Operator and all questions and statements should be directed to the party who is hearing and/or speech disabled.

Relay System Operators are expected to abide by the following Code of Ethics, based on the Code of Ethics of the Registry of Interpreters for the Deaf:

- (1) Relay System Operators shall guard all confidences entrusted to them. Everything you say and hear while relaying is confidential. Nothing is to be discussed with anyone outside the Relay Center.
- (2) Relay System Operators shall render a faithful interpretation, always conveying the content and the spirit of the speaker. Type the words spoken and speak the words typed. If one party is rude, convey this.
- (3) Relay System Operators shall not counsel, advise or give personal opinions. It is important for the caller to make his/her own decisions.

APPENDIX B

RATE PER MINUTE BIDS:

Rate per minute \$ _____

Appendix U

PUCO's 2003 TRS Recertification Renewal Letter from the FCC



PUBLIC NOTICE

Federal Communications Commission
445 12th St. S.W.
Washington, D.C. 20554

News media Information 202/ 418-0500
Fax-On-Demand 202/418-2830
TTY 202/418-2555
Internet: <http://www.fcc.gov>
<ftp.fcc.gov>

DA 03-1729
Released: May 19, 2003

NOTICE OF CERTIFICATION OF STATE TELECOMMUNICATIONS RELAY SERVICE (TRS)
PROGRAMS

CC DOCKET NO. 98-67

Notice is hereby given that the applications for certification of state Telecommunication Relay Services (TRS) programs of the states listed below have been granted, subject to the condition described below, pursuant to Title IV of the Americans with Disabilities Act (ADA), 47 U.S.C. § 225(f)(2), and section 64.605(b) of the Commission's rules, 47 C.F.R. § 64.605(b). The Commission will provide further Public Notice of the certification of the remaining applications for certification once final review of those states' submissions has been completed. On the basis of the state applications, the Commission has determined that:

- (1) The TRS program of the states meet or exceed all operational, technical, and functional minimum standards contained in section 64.604 of the Commission's rules, 47 C.F.R. § 64.604;
- (2) The TRS programs of the listed states make available adequate procedures and remedies for enforcing the requirements of the state program; and
- (3) The TRS programs of the listed states in no way conflict with federal law.

The Commission also has determined that, where applicable, the intrastate funding mechanisms of the listed states are labeled in a manner that promotes national understanding of TRS and does not offend the public, consistent with section 64.605(d) of the Commission's rules, 47 C.F.R. § 64.605(d).

Because the Commission may adopt changes to the rules governing relay programs, including state relay programs, the certification granted herein is conditioned on a demonstration of compliance with the new rules adopted and any additional new rules that are adopted by the

Commission. The Commission will provide guidance to the states on demonstrating compliance with such rule changes.

This certification, as conditioned herein, shall remain in effect for a five year period, beginning July 26, 2003, and ending July 25, 2008, pursuant to 47 C.F.R. § 64.605(c). One year prior to the expiration of this certification, July 25, 2007, the states may apply for renewal of their TRS program certification by filing documentation in accordance with the Commission's rules, pursuant to 47 C.F.R. §§ 64.605(a) and (b).

FIRST GROUP OF STATES APPROVED FOR CERTIFICATION

File No: TRS-46-02

Alabama Public Service Commission
State of Alabama

File No: TRS-47-02

Commission for the Deaf and Hearing Impaired
State of Arkansas

File No: TRS-32-02

California Public Utilities Commission
State of California

File No: TRS-04-02

Commission of the Deaf and Hearing Impaired
Commission
State of Connecticut

File No: TRS-49-02

District of Columbia Public Service Commission
District of Columbia

File No: TRS-43-02

Idaho Public Service Commission
State of Idaho

File No: TRS-08-02

Indiana Telephone Relay Access
State of Indiana

File No: TRS-52-02

Kentucky Public Service Commission
State of Kentucky

File No: TRS-53-02

Maine Public Utilities Commission
Management
State of Maine

File No: TRS-19-02

Alaska Public Utilities Commission
State of Alaska

File No: TRS-02-02

Arizona Council for Hearing Impaired
State of Arizona

File No: TRS-23-02

Colorado Public Utilities Commission
State of Colorado

File No: TRS-32-02

State of Delaware Public Service

State of Delaware

File No: TRS-50-02

Florida Public Utilities Commission
State of Florida

File No: TRS-10-02

Illinois Commerce Commission
State of Illinois

File No: TRS-03-02

Iowa Utilities Board
State of Iowa

File No: TRS-13-02

Louisiana Administration Board
State of Louisiana

File No: TRS-33-02

Maryland Department of Budget and

State of Maryland

File No: TRS 37-02
Telecommunications Access Minnesota
State of Minnesota

File No: TRS-15-02
Missouri Public Utilities Commission
State of Missouri

File No: TRS-40-02
Nebraska Public Service Commission
Rehabilitation
State of Nebraska

File No: TRS-42-02
New Hampshire Public Service Commission
Hearing
State of New Hampshire

File No: TRS-16-02
New York State Department of Public Service
Services
State of New York

File No: TRS-12-02
North Dakota Information Services Division
State of North Dakota

File No: TRS-57-02
Oklahoma Telephone Association
State of Oklahoma

File No: TRS-58-02
Pennsylvania Public Utilities Commission
State of Pennsylvania

File No: TRS-20-02
Tennessee Regulatory Authority
State of Tennessee

File No: TRS-09-02
Division of Public Utilities
State of Utah

File No: TRS-04-02
Virginia Public Service Commission
Services
State of Virginia

File No: TRS-06-02
West Virginia Public Service Commission
Administration

File No: TRS-55-02
Mississippi Public Service Commission
State of Mississippi

File No: TRS-56-02
Telecommunications Access Service
State of Montana

File No: TRS-25-02
Dept. of Employment, Training and
State of Nevada

File No: TRS-14-02
Commission for the Deaf and Hard of
State of New Mexico

File No: TRS-30-02
Department of Health and Human
State of North Carolina

File No: TRS-37-02
Public Utilities Commission of Ohio
State of Ohio

File No: TRS-36-02
Oregon Public Utilities Commission
State of Oregon

File No: TRS-60-02
Department of Human Services
State of South Dakota

File No: TRS-03-02
Public Utility Commission of Texas
State of Texas

File No: TRS-44-02
Department of Public Service
State of Vermont

File No: TRS-27-02
Department of Social and Health
State of Washington

File No: TRS-01-02
Wisconsin Department of

State of West Virginia

State of Wisconsin

File No: TRS-18-02

Wyoming Department of Administration
State of Wyoming

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call Consumer & Governmental Affairs Bureau, at 202 418-0531 (voice), 202 418-7365 9 (tty). *Public Notice* can also be downloaded in Text and ASCII formats at: <http://www.fcc.gov/cgb/dro>.

For further information regarding this Public Notice, contact Erica Myers, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-2429 (voice), (202) 418-0464 (TTY), or e-mail emyers@fcc.gov.

- FCC -

Appendix V

Letter Notifying the FCC of Substantive Changes to the Ohio Relay Program



The Public Utilities Commission of Ohio

Monitoring marketplaces and enforcing rules to assure safe, adequate and reliable utility services.

Ted Strickland, Governor
Alan R. Schriber, Chairman

Commissioners

Ronda Hartman Fergus
Donald L. Mason, Esq.
Valerie A. Lemmie
Paul A. Centolella

December 19, 2007

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

Dear Mr. Chandler:

The Public Utilities Commission of Ohio (PUCO) is committed to ensuring that Ohio's Telecommunications Relay Service (TRS) is in compliance with the Federal Communications Commission's (FCC) rules. In accordance with FCC rule 47 C.F.R. §64.605 (f), Notification of Substantive Change, I am pleased to inform you that Captioning Telephone (CapTel) Service was added to the Ohio Relay Service contract on April 27, 2005. The Ohio Relay Service has continued to meet all federal minimum standards after the implementation of CapTel.

If you have any questions, please contact me at (614) 466-4054 (Voice) or by e-mail at beth.blackmer@puc.state.oh.us.

Sincerely,

A handwritten signature in black ink that reads "Elizabeth L. Blackmer".

Elizabeth L. Blackmer
Public Utilities Administrator
Service Monitoring and Enforcement Department

cc: Marlene Dortch, FCC Secretary
PUCO Docketing Division