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December 5, 2011

Marlene H. Dortch
Federal Communications Commission
445 Twelfth Street S.W.
Washington, D.C. 20554

Re: CG Docket No. 10-51

Dear Ms. Dortch:

Please accept for electronic filing in the above-referenced docket the attached redacted version for public viewing of AT&T Corp.'s Certification Application for Internet Protocol Captioned Telephone Service. Pursuant to Section 0.459 of the Federal Communication Commission rules, AT&T has requested confidential treatment of the redacted information and documents submitted with AT&T's Certification Application because the identified information and documents are exempt from disclosure under FOIA exemption 4. A full, unredacted version of AT&T's Certification Application (marked as "Confidential – Not for Public Inspection") was hand delivered to the Commission today, in accordance with Commission paper filing requirements.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Robert Vitanza", with a long horizontal flourish extending to the right.

Robert Vitanza

Attachment

**BEFORE THE
FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON, DC 20554**

In the Matter of)	
)	
Structure and Practices of Video Relay Services)	
Program)	CG Docket No. 10-51
_____)	
)	
Internet Protocol Captioned Telephone)	
Service Certification)	

**INTERNET-BASED TRS CERTIFICATION APPLICATION
OF AT&T CORP. FOR CERTIFICATION OF
INTERNET PROTOCOL CAPTIONED TELEPHONE SERVICE**

REDACTED VERSION

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December 5, 2011

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OF AT&T CORP. FOR CERTIFICATION OF
INTERNET PROTOCOL CAPTIONED TELEPHONE SERVICE**

AT&T Corp. (“AT&T”) submits this application for certification of its Internet Protocol Captioned Telephone Service (“IP CTS”).

I. Introduction and Background

In its Second Report and Order dated July 28, 2011, the Commission amended its rules to require that all providers of Internet-based Telecommunications Relay Service (“iTRS”), including IP CTS providers, apply for and obtain certification from the Commission to provide iTRS and to be eligible to recover from the Interstate Telecommunications Relay Service (“TRS”) Fund.¹ AT&T is currently an IP CTS provider and, in this application, seeks certification from the Commission to continue providing IP CTS to deaf and hard-of-hearing Americans and to recover from the Interstate TRS Fund for that service.

AT&T has a long history of providing TRS services to deaf and hard-of-hearing Americans, longer than any other company. We were the first company to offer state funded 24

¹ See Structure and Practices of the Video Relay Service Program, Second Report and Order and Order, CG Docket No. 10-51, FCC 11-118 (rel. July 28, 2011) (“Order”).

hours a day, 7 days a week traditional TRS, beginning in January 1987. Thereafter, we have been instrumental in introducing many features to traditional TRS that are now standard in the industry, such as text pacing and single line answering message retrieval. AT&T offered the first demonstration of web-based Internet Protocol Relay (“IP Relay”) in October 2000 at the National Association of State Relay Administration annual conference and began offering IP Relay to the general public in June 2002. AT&T has continued to improve and innovate its IP Relay offering, introducing features that are not currently available from any other IP Relay provider. AT&T has also offered Video Relay Service (“VRS”) since January 2003.² In October 2011, the District of Columbia awarded AT&T a contract to provide traditional captioned telephone services to its residents.

AT&T also manages the call centers that support its traditional TRS³ and IP Relay operations. AT&T hires, trains, supports and employs its own Communication Assistants (“CA”), supervisors and managers at these call centers. AT&T also owns, maintains, and supports the CA workstations, call routing, switches, network platform, and the billing and recording systems.

In September 2011, AT&T expanded its relay offerings to include IP CTS. Since that time, AT&T has provided IP CTS in compliance with the Commission’s non-waived mandatory minimum standards, and other Commission rules. In this application, AT&T demonstrates that it will continue to meet these standards and that it is otherwise qualified under Commission rules to

² AT&T has provided VRS through CSDVRS, LLC since August 25, 2010. Prior to that date, AT&T provided VRS through Purple Communications, Inc. (“Purple”) and its predecessor Hands On Video Relay Service Inc. (“HOVRS”). AT&T has provided notice to the Commission of its intention to discontinue offering VRS.

³ AT&T currently provides traditional TRS in California, Michigan, Virginia, Pennsylvania, and the District of Columbia.

continue providing IP CTS to deaf and hard-of-hearing Americans and to recover from the Interstate TRS Fund. Therefore, this application is in the public interest and should be granted.

II. Qualifications for Certification.

AT&T provides the following information to the Commission pursuant to Commission rule §64.606(a)(2), 47 C.F.R. §64.606(a)(2):

A. Description of Service (47 C.F.R. §64.606(a)(2)(i)).

IP CTS is an Internet-based form of relay service that is typically used by deaf or hard of hearing users who have some residual hearing and are able to speak. IP CTS uses an Internet-enabled device (e.g., computer or phone) that is equipped with a text screen, telephone functionality (i.e. speaker, receiver) and telephone service, which allow the user to speak to the other party and nearly simultaneously read (via captions provided by a CA) and listen to what the other party to the conversation is saying. The captions are viewed through a web browser, like Internet Explorer or Firefox, so there is no need to download any additional software to receive the captions. With IP CTS, the user is connected to the captioning call center where a specially trained CA re-voices or repeats the spoken words of the other person (the standard telephone user) into a voice recognition technology, which then automatically transcribes the spoken words into captions. The captions are transmitted from the call center to the user's IP CTS device. IP CTS is automatic and nearly invisible to the user because the user does not communicate directly with a CA to set up the call. For hard of hearing individuals with adequate speaking skills, IP CTS provides an experience that is functionally equivalent to that of a non-relay user.

[REDACTED]

To use IP CTS, the user must register for the service, as described more fully in Section E below. Once the IP CTS user has been successfully registered, s/he will be able to (a) place and receive a captioned Call (see Attachment 3, slide 5), (b) access the contacts page to add or edit their personal directory list (see Attachment 3, slide 6), and (c) edit the “My Profile” page (see Attachment 3, slide 7). In order to place and receive calls, the IP CTS user must be logged-in to the service with his/her registered user name and password and must have access to his/her telephone (wireless, VoIP, or wire-line) in order to speak directly to the other party or to hear the other party’s voiced conversation.

[REDACTED]

⁴ Some of the information provided in AT&T’s application relies on information provided to AT&T by WebCaptel.

[REDACTED]

B. Non-Waived Mandatory Minimum Standards (47 C.F.R. §64.606(a)(2)(ii)).

The Commission has indefinitely waived a number of the mandatory minimum standards for the provision of TRS because they are inapplicable to the manner in which IP CTS is provided, namely (a) gender preference; (b) handling calls in ASCII and Baudot formats; (c) call release; (d) Speech-to-Speech; (e) Hearing Carry Over (HCO) and Voice Carry Over (VCO) services; (f) outbound 711 calling; (g) equal access to interexchange carriers; (h) pay-per-call (900) service; (i) three-way calling; (j) speed dialing; and (k) certain rules applying to CAs.⁵ AT&T will file all annual reports and meet other conditions to qualify for these waivers.

⁵ See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, Internet-based Captioned Telephone Service*, CG Docket No. 03-123, FCC 06-182, Declaratory Ruling, 22 FCC Rcd 379 (2007). In this Declaratory Ruling, the Commission also waived IP CTS providers' emergency call handling obligations, but later terminated that waiver. See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, E911 Requirements for IP-Enabled Service Providers*, CG Docket No. 03-123, WC Docket 05-196, Report and Order, ¶13, 23 FCC Rcd 5255 (2008).

AT&T currently meets or exceeds all those non-waived mandatory minimum standards for IP CTS as codified in 47 C.F.R. §64.604 and intends to continue to comply after certification. AT&T requires all of its call centers and subcontractors to operate in a manner that meets or exceeds federal minimum standards as they apply to the delivery of IP CTS.

1. Communication Assistants (“CAs”).

The personnel used to provide AT&T IP CTS have the requisite experience, expertise, skills, knowledge, training, and education to perform and provide IP CTS in a professional manner. The CAs used to provide IP CTS have received extensive training to ensure competency and compliance with all mandatory minimum standards. The CAs are required to have competent skills in grammar, spelling, and familiarity with the hearing and deaf community. All CAs are currently monitored [REDACTED] to ensure competency and compliance in their ability to caption the words spoken by the hearing party as accurately as reasonably possible without intervening in the communications. [REDACTED]

[REDACTED]

[REDACTED]

2. Confidentiality and Conversation Content.

CAs are trained not to disclose the contents of any relayed conversation or keep records beyond the duration of the call. CAs are trained to transcribe the full content, context, and intent of all communications and to relay verbatim without changing the intent of the communication. They are also trained to not disclose any information obtained during an emergency call and to use that information only to facilitate emergency services, to communicate with emergency call handlers and emergency response or law enforcement personnel, to ascertain a user’s location in an emergency situation, or for other emergency or law enforcement purposes. [REDACTED]

[REDACTED]

3. Types of Calls & Equal Access.

As referenced above, the Commission has indefinitely waived the applicability of the mandatory minimum standards for call types and equal access requirements and AT&T meets all conditions to qualify for the waiver. AT&T handles all types of calls that have not been waived by the Commission. AT&T does not limit the type, length, or number of IP CTS calls it handles for a deaf or hard-of-hearing user. Further, AT&T does not refuse any IP CTS calls.

4. Voice Mail and Interactive Menus

AT&T IP CTS users have the ability to place calls to Voice Mail or Interactive Menus.

[REDACTED]

[REDACTED] AT&T IP CTS also can facilitate voicemail and answering machine retrieval for users.

5. Speed Dialing/Call Release/Three-way Calling

As referenced above, the Commission has indefinitely waived the requirement that IP CTS providers offer speed dialing, call release, or three-way calling functionality and AT&T meets all conditions to qualify for the waiver.

6. Emergency Call Handling

AT&T IP CTS uses advanced technology to ensure that incoming emergency IP CTS calls are given priority routing, sent to the top of the queue before all other non-emergency calls, and are answered by specially trained CAs. [REDACTED]

[REDACTED]

AT&T provides detailed information and an advisory on its website about the limitations of processing emergency 911 calls through IP CTS. Users who register with AT&T acknowledge these limitations before completing the registration process. Additionally, AT&T will include information about completing 911 emergency calls through IP CTS in its promotional and marketing information.

6 [REDACTED]

7. International Calls.

AT&T IP CTS is only available for use within the United States and its territories. International inbound or outbound calling is not available. Therefore, AT&T does not submit international IP CTS calls to the Interstate TRS Fund Administrator for reimbursement.

8. Speed of Answer.

AT&T currently meets or exceeds Commission rules that require at least 85 percent of all TRS calls to be answered within 10 seconds, calculated on a daily basis. Daily answer times are reported to the iTRS Fund Administrator on a monthly basis along with other data to support its requests for reimbursement.

9. Operations and Uninterruptible Power.

AT&T's IP CTS is accessible and operational twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days a year. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

10. Caller ID.

[REDACTED]

[REDACTED]

[REDACTED]

11. Public Access to Information.

AT&T complies with the Commission rules to ensure that everyone in its service area, including individuals who are deaf, hard of hearing, speech disabled, senior citizens and the general public, are aware of the availability and use of relay services. AT&T provides annual notice to all residential users regarding the availability and use of traditional TRS via bill inserts, for your information pages and/or newsletters. AT&T also conducts outreach and education to ensure that the hearing, hearing loss and speech loss communities are informed about relay services. AT&T employs a team of marketing individuals and channel managers who actively conduct targeted outreach about all of AT&T's relay services, including IP CTS, and also participate at a wide variety of meetings, conferences and gatherings that are regularly scheduled in communities across the United States to deal with issues that are pertinent to the deaf and hard of hearing. Additionally, AT&T distributes an IP CTS relay brochure at outreach events, meetings, and conferences.

AT&T has also used popular websites and publications directed toward the deaf, hard of hearing, and speech loss community to announce the availability of its Relay Service offerings. Some of these include banner ads and announcements on Deaf Digest, TDI World, Deaf Weekly, Hearing Health Magazine, DeafTimes, and others.

12. Rates.

Currently, there is no cost to use the AT&T IP CTS service. All intrastate and interstate calls are completed free of charge; however, users who access the service from mobile devices may incur data and usage charges from their mobile provider.

13. Jurisdictional Separation of Costs.

Commission rule §64.604(c)(5), 47 C.F.R. §64.604(c)(5), requires, where appropriate, the costs of providing TRS to be separated by intrastate and interstate jurisdiction, pursuant to Section 410 of the Communications Act, 47 U.S.C. §410. AT&T complies with this standard and has procedures in place for tracking and reporting true and accurate call data needed for its cost and data submissions to the Interstate TRS Fund Administrator.

14. Notification of Substantive Changes.

AT&T has complied, and in the future will continue to comply, with Commission rules requiring notice to the Commission of substantive changes in AT&T's TRS programs, services and features within 60 days of the time such changes occur and certification that AT&T will continue to meet federal minimum standards after the changes are implemented.

15. Data Collection/Audits.

AT&T will provide the Interstate TRS Fund Administrator with accurate and complete information and data, including historical and projected minute and cost information as required to support determination of TRS Fund revenue requirements and payments; documentation attesting to the accuracy of the information; speed of answer compliance data; and call data for each IP CTS call for which compensation is sought, namely (a) the call record ID sequence; (b) CA ID number; (c) session start and end times noted at a minimum to the nearest second; (d) conversation start and end times noted at a minimum to the nearest second; (e) incoming telephone number and IP address (if call originates with an IP-based device) at the time of the call; (f) outbound telephone number (if call terminates to a telephone) and IP address (if call terminates to an IP-based device) at the time of call; (g) total conversation minutes; (h) total

session minutes; (i) the call center (by assigned center ID number) that handled the call; and (j) the URL address through which the call is handled.

AT&T uses an automated system to capture speed of answer and call data and submits that data to the Interstate TRS Fund Administrator electronically, in a standardized format. AT&T will also submit to audits of all of the data AT&T submits to the Interstate TRS Fund Administrator. Further, AT&T will retain in an electronic, easily retrievable format, all data that it submits to the Interstate TRS Fund Administrator, all back-up data supporting AT&T's request for compensation from the Fund, including call detail records, and all records used to substantiate AT&T's annual cost and expense submissions, for a minimum of five years.

16. Whistle Blower Protection.

AT&T does not take any reprisal against any current or former employee or contractor who discloses any information to an AT&T manager, the Commission, the Interstate TRS Fund administrator or any federal or state law enforcement entity that the person reasonably believes evidences known or suspected violations of The Communications Act or TRS regulations, or any other activity that the person reasonably believes constitutes waste, fraud, or abuse, or that otherwise could result in the improper billing of minutes of use to the TRS Fund. AT&T requires all employees and contractors that support IP CTS to review on an annual basis AT&T's TRS whistleblower protection rules, which includes notice of whistleblower rights and the right to notify the Commission's Office of Inspector General or Enforcement Bureau of any suspected wrong doing. The document is provided in writing. Attachment 4 is a copy of AT&T's TRS whistleblower protection rules.

17. Ownership and Organization.

[REDACTED]

[REDACTED]

18. Employees Involved in IP CTS

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Attachment 2 provides the number of full and part-time AT&T employees involved in AT&T's TRS operations categorized as follows: executives and officers, CAs, and persons involved in marketing and sponsorship activities. AT&T will retain this list of its employees who are directly involved in TRS operations that was prepared for this application for a period of five years and will provide that list to the Commission upon request. [REDACTED]

[REDACTED]

19. Sponsorship Agreements.

[REDACTED]

month period and will continue to do so after being granted certification from the Commission. Additionally, AT&T will comply with all rules, requests, procedures and time frames regarding the resolution of consumer complaints made to the Commission against AT&T.

AT&T has submitted to the Commission the following contact person for consumer information and complaints, grievances, inquiries, or suggestions about the provision of AT&T IP CTS services.

Toni Acton
Director of Federal Regulatory
1120 20th St. NW – Room 1000
Washington, DC 20036
Tel: 202-457-3039
Fax: 202-457-3070
E-mail: toni.acton@att.com

D. Annual Compliance Reports Statement. (47 C.F.R. §64.606(a)(2)(iv)).

AT&T commits to filing annual compliance reports with the Commission that demonstrate AT&T's continued compliance with Commission rules.

E. Registration Process (47 C.F.R. §64.611).

[REDACTED]

[REDACTED] www.captel.att.com [REDACTED]

F. Compliance with Applicable TRS Rules and Minimum Standards

AT&T is committed to insuring continued compliance with Commission rules and regulations pertaining to IP CTS. AT&T has a team of federal regulatory and legal advisors that consistently monitor Commission activity to ensure that AT&T is in compliance with all rules and regulations. The CIS organization has internal regulatory and compliance subject matter experts that keep the CIS relay team informed of the rules, requirements, pending orders, and notices. The team also advises the staff responsible for the development and delivery of methods and procedures, training, and support systems to ensure that all AT&T relay employees and support teams comply with the rules and standards.

III. Conclusion.

Since 1987, AT&T has been a vital player in the relay business and has introduced innovations that facilitate accessibility for the Nation’s deaf and hard-of-hearing. AT&T has expanded its TRS offerings from those early days from traditional TRS to iTRS. Specifically, AT&T has been a key IP Relay provider since 2002 and an IP CTS provider since September 2011. Thus, AT&T has the requisite expertise to be an IP CTS provider. Further, AT&T has demonstrated a continued commitment to meet the Commission’s non-waived mandatory minimum standards for TRS and to comply with Commission rules and regulations pertaining to TRS, including for IP CTS. AT&T respectfully requests that the Commission grant this application.

December 5, 2011

Respectfully submitted,

AT&T Corp.

By: /s/ Robert Vitanza
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Gary L. Phillips
Paul K. Mancini
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(214) 757-3357
Counsel for AT&T Corp.

ATTACHMENT 1
AT&T CORP. BOARD OF DIRECTORS AND OFFICERS

Redacted

ATTACHMENT 2
NUMBER OF TRS EMPLOYEES

The number of full and part-time employees involved in the TRS operations that include the following positions: executives and officers, CAs and persons involved in marketing and sponsorship activities*

<u>Employees</u>	<u>Full Time</u>	<u>Part Time</u>
Executives and Officers		
Senior Managers at Executive Director level or higher		
Operations		
Relay Call Center		
Communications Assistants		
Force and Business Analysis		
Operations Support		
Network Engineering		
Methods and Training		
Marketing Management		
Marketing Development and Outreach		
Business Development, Regulatory and Compliance Management		

***As of 11-16-2011**

ATTACHMENT 3 REGISTRATION SCREEN SHOTS

Welcome to AT&T WebCapTel [Login](#)

AT&T CapTel [Place Captioned Call](#) [Contacts](#) [Profile](#) [Help Center](#)

simple & easy
See captions on your computer screen

Login to Make a Web Captioned Call

Username

Password

[Login](#) [Register](#)

Real-time Captions!

Hi Grandma! Gee, didn't I say this would be easy to use? You can see

Make a Captioned Phone Call with AT&T WebCapTel
WebCapTel or Captioned Telephone is a free service by AT&T for users who have difficulty hearing and would like to see real-time captions of their phone conversations. Captions are displayed on a computer screen through your web browser.

Register Today, Expand Your World
AT&T WebCapTel is designed to be simple and easy. No software or special equipment is required. All you need is a computer with an internet connection and a telephone service (i.e. Mobile, Landline, VOIP). Take a few minutes to register and captioned calls are just a few clicks away. There are no commitments. AT&T

AT&T WebCapTel Service 1

Welcome to AT&T WebCapTel [Login](#)

AT&T CapTel

You're just a few steps away from Captioned Calling...

First

Last

Email

Confirm Email

AT&T WebCapTel Service 2

My Phone Number *My Phone Number is the number that you want to place and receive captioned calls from. This number is important. An incorrect number will affect your captioned calls.

Street Apt/Room

City State Zip Code

How did you hear about us?

Yes, I would like to receive future communications about AT&T products and services.

Choose your Username & Password. This will be your login information.

Username

Password

Confirm Password

I have read and agree to the Terms & Conditions

I certify I have a medical disability that allows me to use this service

Logged in as: Mari Posa [Logout](#)

AT&T CapTel [Place Captioned Call](#) [Contacts](#) [Profile](#) [Help Center](#)

Place Call

My Phone Number

Number to Call

[Call Now](#)

Receive Call

People calling you need to dial the toll free CapTel Service Number **800-933-7219** then dial your phone number followed by the pound (#) sign

Your phone number is **708-837-0509** [Change](#)

How do I place a web captioned call?

To place a web captioned call, enter the number of the telephone you will be using in the "My Phone Number" field and number you wish to call in the "Number to Call" field. When you press "Call Now," the phone you are using will ring and AT&T will connect you with the number you are calling. Captions will display on your computer screen.



1: Your Phone Rings



2: AT&T Connects Your Call



3: Captions Display on Screen

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Logged in as: Mari Posa [Logout](#)

AT&T CapTel [Place Captioned Call](#) [Contacts](#) [Profile](#) [Help Center](#)

My Contacts

Search My Contacts

[Search My Contacts](#)

ABCDEFGHIJKLMNOPQRSTUVWXYZ All

Carlos	708-785-6168	edit
Husband	Mobile 773-875-1281	edit
Ivan	Mobile 708-925-2480	edit

Add Contact

First

Last

Phone Number

Type

[Save Contact](#)

Logged in as: Mari Posa [Logout](#)


[AT&T CapTel](#) [Place Captioned Call](#) [Contacts](#) **[Profile](#)** [Help Center](#)

My Profile

My Phone Number

'My Phone Number' is the number that you want to place and receive captioned calls from. This number is important. An incorrect number will affect your captioned calls.

Caption Display Size

Caption Display Font

[Save Changes](#)

My Registration Information

First	Last	
<input type="text" value="Mari"/>	<input type="text" value="Posa"/>	
Email	Confirm Email	
<input type="text" value="gvsanchez@comcast.net"/>	<input type="text" value="gvsanchez@comcast.net"/>	
Street	Apt/Room	
<input type="text" value="596 Hirsch Avenue"/>	<input type="text"/>	
City	State	Zip Code
<input type="text" value="Calumet City"/>	<input type="text" value="IL"/>	<input type="text" value="60409"/>

ⓘ Note: All information provided is subject to the AT&T Privacy Policy.

Change My Password

New Password

Confirm Password

[Save Changes](#)

Logged in as: Mari Posa [Logout](#)

AT&T CapTel [Place Captioned Call](#) [Contacts](#) [Profile](#) [Help Center](#)

Contact Us



[Live Help](#)

Send a Message

Your Email

Message

[Send](#)

Frequently Asked Questions

- + [What is AT&T WebCapTel?](#)
- + [Is there anything I need to install on my computer?](#)
- + [Is there a charge to use AT&T WebCapTel?](#)
- + [Are my calls confidential when using AT&T WebCapTel?](#)
- + [Why do I need to enter my address when registering?](#)
- + [How can I make a call?](#)
- + [How can I receive a call?](#)
- + [Who do I contact for customer service?](#)

AT&T WebCapTel Service 9

Logged in as: Mari Posa [Logout](#)

AT&T CapTel [Place Captioned Call](#) [Contacts](#) [Profile](#) [Help Center](#)

Contact Us



[Live Help](#)

Send a Message

Your Email

Message

[Send](#)

Frequently Asked Questions

- [What is AT&T WebCapTel?](#)

AT&T WebCapTel, short for Web Captioned Telephone, allows a person who has difficulty hearing on the telephone to read the captions of the other person's conversation on a web browser or internet-enabled device. The captions are transmitted by specially trained operators in almost real time. All calls placed through AT&T WebCapTel are private and protected by law.

If you have trouble hearing on the phone, try AT&T WebCapTel today! There is no cost to use the service. The service is available 24 hours a day, 7 days a week.

- + [Is there anything I need to install on my computer?](#)
- + [Is there a charge to use AT&T WebCapTel?](#)
- + [Are my calls confidential when using AT&T WebCapTel?](#)
- + [Why do I need to enter my address when registering?](#)
- + [How can I make a call?](#)
- + [How can I receive a call?](#)
- + [Who do I contact for customer service?](#)

AT&T WebCapTel Service 10

Logged in as: Mari Posa Logout

AT&T CapTel Place Captioned Call Contacts Profile Help Center

Contact Us



Live Help

Send a Message

Your Email

Message

Send

Frequently Asked Questions

- + [What is AT&T WebCapTel?](#)
- [Is there anything I need to install on my computer?](#)

No, generally there is no need to download or install anything in order to use AT&T WebCapTel and begin getting captions of your telephone calls. You only need to have an internet enabled device with a web browser and a phone that you can use to place and receive calls. The service is compatible with Explorer, Safari, Chrome and Firefox browsers.

Note: If your browser is not compatible you can always download free third party browsers.

- + [Is there a charge to use AT&T WebCapTel?](#)
- [Are my calls confidential when using AT&T WebCapTel?](#)
- [Why do I need to enter my address when registering?](#)
- + [How can I make a call?](#)
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- [Who do I contact for customer service?](#)

Logged in as: Mari Posa Logout

AT&T CapTel Place Captioned Call Contacts Profile Help Center

Contact Us



Live Help

Send a Message

Your Email

Message

Send

Frequently Asked Questions

- + [What is AT&T WebCapTel?](#)
- [Is there anything I need to install on my computer?](#)
- [Is there a charge to use AT&T WebCapTel?](#)

There is no charge to use AT&T WebCapTel. The service is free. You only need to create an online account. If you are using a wireless telephone line standard usage and data rates apply.

- + [Are my calls confidential when using AT&T WebCapTel?](#)
- [Why do I need to enter my address when registering?](#)
- + [How can I make a call?](#)
- + [How can I receive a call?](#)
- [Who do I contact for customer service?](#)

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All calls are kept strictly confidential. As required by law, AT&T cannot disclose information from an AT&T WebCapTel conversation. There are no records, documentation, or recordings of any conversation.

- + [Why do I need to enter my address when registering?](#)
- + [How can I make a call?](#)
- + [How can I receive a call?](#)
- + [Who do I contact for customer service?](#)

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Your address is used to place emergency calls to 911. If you request an emergency 911 call through AT&T WebCapTel and are unable to speak or communicate, we will use your registered address to locate and send emergency services. Please note: the best and fastest way to contact 911 is to call directly from your phone.

- + [How can I make a call?](#)
- + [How can I receive a call?](#)
- + [Who do I contact for customer service?](#)

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- + [Why do I need to enter my address when registering?](#)
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- [How can I make a call?](#)
- 1. Login to [www.captel.att.com](#)
- 2. Verify your telephone number is correct in the in the 'My Phone Number' field
- 3. Enter the other party's telephone number in the 'Number to Call' field
- 4. Click 'Call Now' and you'll be connected automatically when your phone rings. Captions will automatically appear on screen
- + [How can I receive a call?](#)
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- + [Are my calls confidential when using AT&T WebCapTel?](#)
-
- + [Why do I need to enter my address when registering?](#)
-
- + [How can I make a call?](#)
- + [How can I receive a call?](#)
- 1. Login to [www.captel.att.com](#)
- 2. Under the "Place Captioned Call" Tab under Receive Call, confirm that your phone number is correct
- 3. Have your callers dial 800933-7219 and enter your number
- 4. When your phone rings, answer it and captions will automatically appear on your screen
- + [Who do I contact for customer service?](#)
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- [+How can I receive a call?](#)
- [- Who do I contact for customer service?](#)

AT&T WebCapTel Customer Service:
English: 800-682-8706
Email: rm-attcustomer-care@att.com
Hours of Operation: 24hrs, 7 days a week

ATTACHMENT 4
AT&T TRS WHISTLEBLOWER PROTECTION RULES

Redacted

INTERNET-BASED TRS CERTIFICATION APPLICATION

DECLARATION
OF
SUSAN JOHNSON

SUSAN A. JOHNSON declares as follows:

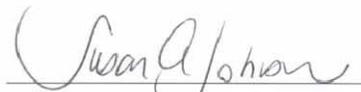
1. My name is Susan A. Johnson. My title is Senior Vice President, Customer Information Services, AT&T Services, Inc. ("AT&T Services"). My current office address is 208 S. Akard Street, Suite 910, Dallas, Texas 75202. My organization is responsible for AT&T's telecommunications relay services business, including internet protocol captioned telephone service ("IP CTS"), internet protocol relay service, and video relay service. I am authorized, as an officer of AT&T Services, to provide this declaration on behalf of AT&T Corp. with regard to those telecommunications relay services operations.

2. AT&T Corp. is submitting its application for certification as a provider of IP CTS. The information provided in this application relies on subject matter experts within the AT&T Customer Information Services organization, in other AT&T organizations, and at WebCaptel®, Inc.

3. In addition, I have reviewed information in this certification application and believe that all such information is reliable and accurate.

4. I declare under penalty of perjury that the foregoing is true and correct.

Executed this 2 day of December 2011.


Susan A. Johnson