

Please see below of 2012 Outreach Activities Report:

<b>FY - 2012 Arkansas Relay Outreach</b>					
<b>Event</b>	<b>City</b>	<b>Date</b>	<b>Attendance</b>	<b>Presentation (P), Outreach (O), Booth (B)</b>	<b>Cost</b>
		<b>Jan-12</b>			
ASD Basketball Homecoming	Little Rock	1/7/2012	75	<b>B</b>	<b>NA</b>
Searcy Police Department	Searcy	1/10/2012	12	<b>P</b>	<b>NA</b>
Minority Health Fair	Camden	1/21/2012	200	<b>B</b>	<b>NA</b>
PCI Publishing Company	Little Rock	1/24/2012	8	<b>P</b>	<b>NA</b>
Helen Tyson Middle School	Little Rock	1/24/2012	15	<b>P</b>	<b>NA</b>
Charleston Health Fair	Charleston	1/28/2012	1	<b>O</b>	<b>NA</b>
		<b>Feb. 2012</b>			
Sprint Store	Little Rock	2/1/2012	8	<b>p</b>	<b>NA</b>
Hands and Voices Organization	Little Rock	2/4/2012	4	<b>O</b>	<b>NA</b>
Little Rock Black Deaf Advocate	Little Rock	2/4/2012	8	<b>O</b>	<b>NA</b>
LRAD	Little Rock	2/5/2012	60	<b>O</b>	<b>NA</b>
Conway Chamber of	Conway	2/7/2012	16	<b>P</b>	<b>NA</b>

Commerce					
Wilson Senior Center	Perryville	2/8/2012	55	<b>P</b>	<b>NA</b>
Larry's Pizza	White Hall	2/9/2012	60	<b>P</b>	<b>NA</b>
Dardanelle Senior Activity Center	Dardanelle	2/9/2012	60	<b>O</b>	<b>NA</b>
Home Show	Hot Springs	2/10-11/2012	2,500	<b>B</b>	<b>\$295</b>
Arkansas RV Show	Little Rock	2/17-19/2012	3,500	<b>B</b>	<b>\$350</b>
		<b>Mar-12</b>			
Wal-Mart	West Memphis	3/3/2012	57	<b>B</b>	<b>NA</b>
Women's Living Expo	Conway	3/10-11/2012	500	<b>B</b>	
Senior Expo	Benton	3/13/2012	250	<b>B</b>	<b>\$367</b>
Orchards of Mabelvale	Mabelvale	3/19/2012	25	<b>B</b>	<b>NA</b>
Madison Heights	Little Rock	3/23/2012	25	<b>B</b>	<b>NA</b>
Cumberland Manor	Little Rock	2/23/2012	25	<b>B</b>	<b>NA</b>
Hearing Aid Specialist	Jonesboro	3/26/2012	1	<b>O</b>	<b>NA</b>
Frank Pamplin Audiology	Pine Bluff	3/26/2012	1	<b>O</b>	<b>NA</b>
Dr. William Bulkey	Paragould	3/26/2012	1	<b>O</b>	<b>NA</b>
Hearing Group	Jonesboro	3/26/2012	1	<b>O</b>	<b>NA</b>
Jonesboro Hearing Aid Service	Jonesboro	3/26/2012	1	<b>O</b>	<b>NA</b>
Dr. Bryan Lansford	Jonesboro	3/26/2012	1	<b>O</b>	<b>NA</b>
Dr. William Young	Jonesboro	3/26/2012	1	<b>O</b>	<b>NA</b>

Otolaryngology and Facial Surgery Center	Jonesboro	3/26/2012	1	O	NA
Dr. Mark Clemons	West Memphis	3/26/2012	1	O	NA
Health South Rehab Hospital	Jonesboro	3/28/2012	1	O	NA
VA Outpatient Clinic	Paragould	3/28/2012	1	O	NA
Jonesboro VA Outpatient	Jonesboro	3/28/2012	1	O	NA
VA Outpatient Clinic	Paragould	3/28/2012	1	O	NA
St. Bernards Medical Center	Jonesboro	3/28/2012	1	O	NA
NEA Baptist Memorial Hospital	Jonesboro	3/28/2012	1	O	NA
Arkansas Gerontological Society	Little Rock	3/28-29/2012	150	B	\$100
		<b>Apr-12</b>			
National Social Workers Conference	Hot Springs	4/4-5/ 2012	200	B	\$250
Advanced Care Hospital	Searcy	4/9/2012	1	O	NA
White County Medical Center	Searcy	4/9/2012	1	O	NA
Arkansas Methodist Medical Center	Paragould	4/9/2012	1	O	NA
Baptist Health Medical Center	Stuttgart	4/9/2012	1	O	NA
Chambers Memorial Hospital	Danville	4/9/2012	1	O	NA
Drew Memorial Hospital	Monticello	4/9/2012	1	O	NA

Five Rivers Medical Center	Pocahontas	4/9/2012	1	O	NA
Forrest City Medical Center	Forrest City	4/9/2012	1	O	NA
Great River Medical Center	Blytheville	4/9/2012	1	O	NA
Harris Hospital	Newport	4/9/2012	1	O	NA
Helena Regional Medical Center	Helena	4/9/2012	1	O	NA
HSC Medical Center	Malvern	4/9/2012	1	O	NA
Johnson Regional Medical Center	Clarksville	4/9/2012	1	O	NA
Medical Center of South Arkansas	El Dorado	4/9/2012	1	O	NA
Magnolia Hospital	Magnolia	4/9/2012	1	O	NA
Ouachita County Medical Center	Camden	4/9/2012	1	O	NA
St Mary Regional Medical Center	Russellville	4/9/2012	1	O	NA
Levi Towers	Hot Springs	4/12/2012	46	B	NA
Quality Conference	Hot Springs	4/17-18/2012	75	B	\$600
Dardanelle Senior Health Fair	Dardanelle	4/19/2012	85	B	\$10
Razorfest	Fayetteville	4/21/2012	50,000	B	\$3,500
Glenwood Senior Center	Glennwood	4/26/2012	75	P	NA
Hot Springs Village Business Expo	Hot Springs Village	4/27/2012	350	B	
		<b>May-12</b>			

Arkansas Public Health Association	Hot Springs	5/9-10/2012	150	<b>B</b>	<b>\$600</b>
Senior Health Fair	Fayetteville	5/10/2012	150	<b>B</b>	<b>\$100</b>
Naturals Baseball Game	Fayetteville	5/11/2012	2,000	<b>B</b>	
Campus Towers	North Little Rock	5/14/2012	40	<b>B</b>	<b>NA</b>
Revive Hearing Center	Benton	5/15/2012	1	<b>O</b>	<b>NA</b>
Curves Women's Health Fair	Benton	5/15/2012	25	<b>B</b>	<b>NA</b>
Heber Springs Chamber of Commerce	Heber Springs	5/18/2012	18	<b>P</b>	<b>NA</b>
Senior Expo	Searcy	5/22/2012	200	<b>B</b>	<b>\$367</b>
Arkansas Rehabilitation Association	Hot Springs	5/23-24/2012	150	<b>B</b>	<b>\$250</b>
		<b>Jun-12</b>			
Mini Health Fair	Little Rock	6/8/2012	11	<b>B</b>	<b>NA</b>
Senior Expo	Hot Springs Village	6/12/2012	150	<b>B</b>	<b>\$367</b>
Mini Health Fair	Heber Springs	6/13/2012	2	<b>B</b>	<b>NA</b>
Mini Health Fair	Searcy	6/13/2012	2	<b>B</b>	<b>NA</b>
UAMS Palliative Care Conference	Little Rock	6/15-16/2012	300	<b>B</b>	<b>\$300</b>
Grand Prairie Health & Wellness Expo	Stuttgart	6/28/2012	150	<b>B</b>	<b>\$50</b>
Meals on Wheels mailout	Pulaski County	6/30/2012	800	<b>O</b>	<b>NA</b>

		<b>Jul-12</b>			
Travelers Game	Little Rock	7/4/2012	3,000	<b>B</b>	
Miller County Senior Center	Texarkana	7/10/2012	35	<b>P</b>	<b>NA</b>
J & L Hearing Center	Texarkana	7/10/2012	1	<b>O</b>	<b>NA</b>
Jones Hearing Center	Texarkana, TX	7/10/2012	1	<b>O</b>	<b>NA</b>
Senior Center on Aging	Texarkana	7/10/2012	3	<b>O</b>	<b>NA</b>
Arkansas Hearing Society	Little Rock	7/13-14/2012	90	<b>B</b>	<b>\$650</b>
Searcy Senior Center	Searcy	7/20/2012	100	<b>B</b>	<b>NA</b>
Wild About Wellness Health Fair	Texarkana	7/28/2012	400	<b>B</b>	<b>\$295</b>
		<b>Aug-12</b>			
Senior Health Fair	Star City	8/1/2012	35	<b>B</b>	<b>NA</b>
Country Club Village	Hot Springs	8/1/2012	2	<b>P</b>	<b>NA</b>
Russellville Business Expo	Russellville	8/7-8/2012	3,000	<b>B</b>	<b>\$250</b>
Blossom Hill Assisted Care	Springdale	8/13/2012	1	<b>O</b>	<b>NA</b>
Fayetteville Assisted Living	Fayetteville	8/13/2012	1	<b>O</b>	<b>NA</b>
Culpepper Place of Springdale	Springdale	8/13/2012	1	<b>O</b>	<b>NA</b>
Culpepper Place of Jonesboro	Jonesboro	8/13/2012	1	<b>O</b>	<b>NA</b>
BrookStone Assisted	Fayetteville	8/13/2012	1	<b>O</b>	<b>NA</b>

Living Residence	e				
Homestyle Assisted Living	Springdale	8/13/2012	1	O	NA
Pennsylvania Life Senior	Springdale	8/13/2012	1	O	NA
Grandwood Assisted Living	Farmington	8/13/2012	1	O	NA
Care Network	Rogers	8/13/2012	1	O	NA
Countryside Assisted Living	Huntsville	8/13/2012	1	O	NA
Concordia Retirement Center	Bella Vista	8/13/2012	1	O	NA
Green Acres Easy Living	Rogers	8/13/2012	1	O	NA
Legacy Village Green House	Bentonville	8/13/2012	1	O	NA
New Adams House	Bentonville	8/13/2012	1	O	NA
Rocking Chair Inn	Springdale	8/13/2012	1	O	NA
Oak Ridge Village	Pea Ridge	8/13/2012	1	O	NA
Rogers Chateau	Rogers	8/13/2012	1	O	NA
Rogers Townhouse	Rogers	8/13/2012	1	O	NA
Shiloh Inn	Springdale	8/13/2012	1	O	NA
The Gardens at Osage Terrace	Bentonville	8/13/2012	1	O	NA
The Golden Girls Retirement Manor	Siloam Springs	8/13/2012	1	O	NA
The Meadows	Bentonville	8/13/2012	1	O	NA
Valley Springs Residential	Siloam Springs	8/13/2012	1	O	NA

Bryant Senior Health Fair	Bryant	8/14/2012	75	O	NA
Braves Fire Department	White Hall	8/15/2012	4	P	NA
Senior Expo	Conway	8/24/2012	350	B	\$367
		<b>Sep-12</b>			
Senior Health Fair	Russellville	9/11/2012		B	\$20
Hospice and Palliative Care Association	North Little Rock	9/20-21/2012		B	
		<b>Oct-12</b>			
Health Expo	Little Rock	10/4/2012		B	
ArkSHA	Little Rock	10/10-12/2012		B	\$75
Senior Networking	Russellville	10/17/2012		P	NA
		<b>Nov-12</b>			
Asian Festival	Little Rock	11/3/2012		B	\$305
Arkansas Council for Exceptional Children	Hot Springs	11/7-8/2012		B	\$125

Mt Sequoyah Health Fair	Fayetteville	11/8/2012		<b>B</b>	
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As part of the ongoing outreach to connect to the community members by advertisement and website here are the following materials that are distributed.

7-1-1 brochure

ARS CapTel brochure (newly revised)

ARS advertisement (general public)

Web-banner for website

Speech-to-Speech on ARS website

All of the brochures and advertisement can be found: Appendix: H

#### C.4 Rates

***§64.604 (4) Rates. TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination***

Arkansas Relay Service users are not charged more for services than for those charges paid by standard "voice" telephone users. TRS users, who select Sprint as their interstate carrier, will be rated and invoiced by Sprint. The caller will only be billed for conversation time. Those users, who select a preferred interstate carrier via the Arkansas Relay Service COC list, will be rated and invoiced by the selected interstate carrier.

By FCC jurisdiction, Sprint has two separate Message Telephone Service rates – one for interstate and one for intrastate. The table below exhibits the discounted rates off Sprint's Message Telephone System (MTS) rates.

	<b>Intrastate</b>	<b>Interstate</b>
<b>Day</b> (7 AM – 6:59 PM)	50%	50%
<b>Evening</b> (7 PM – 10:59 PM)	50%	50%
<b>Night/weekend</b> (11 PM – 6:59 AM; all day Saturday & Sunday)	50%	50%

## C.5 Jurisdictional Separation of Costs

**§64.604 (5) Jurisdictional separation of costs—(i) General.** Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended **(ii) Cost recovery.** Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under §64.605, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.

All Arkansas Relay Service relay intrastate and interstate minutes are reported separately to the state on the Sprint invoice. The interstate and international minutes are reimbursed by the TRS Interstate Fund. The local and intrastate minutes are reimbursed by the State. On individual customer invoices, Sprint deducts minutes for which the Rolka Loube Saltzer Associates (RLSA), the Interstate Telecommunications Relay Services (TRS) Fund (Fund) administrator, reimburses. These deductible minutes are associated with these call types: Interstate, International, Interstate Directory Assistance, Toll Free and 900. In accordance with FCC rules, states only receive a 51% deduction for Toll Free and 900 minutes for which RLSA reimburses. For RSLA reimbursement, Sprint uses a cumulative report of eligible customers to calculate its monthly reimbursement request. An invoice and supporting documents are sent monthly to RSLA for reimbursement.

Arkansas Legislation creating ADHITS, please see Appendix: I

### Telecommunications Relay Fund

**§64.604 (c)(5)(iii) through §64.604 (c)(iii)(M) does not pertain to State programs. However, the state of Arkansas Relay Service contracts with Sprint who contributes and collects interstate funds through RLSA. It is the State's understanding that Sprint complies with the appropriate mandates under this section.**

**§64.604 (c) (7) (N) (1-4) pertain to VRS providers. The State of Arkansas Relay Service does not provide VRS services, does not contract to provide VRS services and is exempt from this section..**

## C.6 Complaints

**§64.604 (6) (i) Referral of complaint.** If a complaint to the Commission alleges a violation of this subpart with respect to intrastate TRS within a state and certification of the program of such state under §64.605 is in effect, the Commission shall refer such complaint to such state expeditiously. **(ii) Intrastate complaints shall be resolved by the state within 180 days after the complaint is first filed with a state entity, regardless of whether it is filed with the state relay administrator, a state PUC, the relay provider, or with any other state entity.**

Arkansas Relay Service works in conjunction with the TRS provider, Sprint, to establish a complaint resolution procedure to ensure complaints are resolved within 180 days of filing. If the complaint concerns a specific CA, an Operations Supervisor follows up and resolves the complaint. The role of the supervisor is to:

- Accept all types of complaints, issues and comments.
- Handle all service type complaints.
- Resolve complaints with Communication Assistants.
- Follow up with customers if requested by the customers.

If the complaint concerns a specific technical issue, a trouble ticket is filed and the ticket number is documented on the customer contact form. The ticket will be investigated and resolved by an on-site technician. The state-assigned Relay Program Manager is responsible for tracking all technical complaints and following-up with customers on resolutions.

If a miscellaneous complaint is filed with customer service, a copy is faxed to the appropriate Relay Program Manager for resolution and follow-up with the customer. Arkansas customers also have the option of calling Sprint's 24-hour Customer Service department (1-800-676-3777), the Sprint Relay Program Manager or the ADHITS (Arkansas Deaf and Hearing Impaired Telecommunication Service) to file complaints or commendations.

Arkansas Relay Service has adopted the informal FCC procedure of closing all complaints, complete with a satisfactory resolution, within 180 days of the date the complaint was filed. Arkansas Relay Service submits all complaints from June 1-May 31<sup>st</sup> to the FCC by the annual July 1<sup>st</sup> deadline. To see copies of the Complaint Log Summaries from 2008 through 2012, please refer to Appendix J.

## **C.7 Treatment of TRS Customer Info**

***(7) Treatment of TRS customer information. Beginning on July 21, 2000, all future contracts between the TRS administrator 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.***

Arkansas Relay Service, through Sprint's Customer Preference Database, includes type of call, billing information, speed dialing, slow typing, carrier of choice, emergency numbers, blocked outbound numbers, language type (English, Spanish, ASL) and call notes in customers' profiles. At the end of the ensuing contract(s) Sprint will transfer all TRS database records to the next incoming relay provider, at least 60 days prior to the last day of service, in a usable format.

Sprint does not use customer information for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Sprint will not be selling, distribute, share or reveal in any other way by the relay center or its employees, unless compelled to do so by lawful order.

## §64.606 State Certification

***3(b)(1) Requirements for state certification. After review of state documentation, the Commission shall certify, by letter, or order, the state program if the Commission determines that the state certification documentation: (i) Establishes that the state program meets or exceeds all operational, technical, and functional minimum standards contained in §64.604; (ii) Establishes that the state program makes available adequate procedures and remedies for enforcing the requirements of the state program, including that it makes available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints; and (iii) Where a state program exceeds the mandatory minimum standards contained in §64.604, the state establishes that its program in no way conflicts with federal law.***

Arkansas Relay Service was approved for TRS Certification Renewal by the FCC in 2008. For a copy of this letter, please see Appendix: M.

***§64.606(f) Notification of substantive change. (1) States must notify the Commission of substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal minimum standards after implementing the substantive change.***

ADHITS has opted to extend the second extension of final year agreement which expires on December 31, 2013 with Sprint Relay. ADHITS will release RFP in 2013. Sprint Relay continues to provide, meet, and exceed all FCC requirements.