



# PUBLIC NOTICE

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## CONSUMER AND GOVERNMENTAL AFFAIRS BUREAU REMINDS STATE TELECOMMUNICATIONS RELAY SERVICE PROGRAMS TO SEEK RECERTIFICATION

### CG Docket No. 03-123

This Public Notice alerts states and territories that the certifications that they now hold for the provision of telecommunications relay services (TRS) will expire on July 26, 2013.<sup>1</sup> Under the Federal Communications Commission's (Commission's) TRS regulations, each state or territory may file an application for "renewal" of its certification one year prior to expiration, *i.e.*, beginning on July 26, 2012.<sup>2</sup> Although there is no prescribed deadline for filing, we request that renewal applications be filed no later than October 1, 2012, to give the Commission sufficient time to review and rule on the applications prior to the expiration of the existing certifications.

Congress created the TRS program in Title IV of the Americans with Disabilities Act of 1990 (ADA),<sup>3</sup> codified at Section 225 of the Communications Act of 1934, as amended (Act).<sup>4</sup> TRS enables persons with hearing and speech disabilities to access the telephone system to communicate with other individuals.<sup>5</sup> Under the Act, the Commission must ensure the provision of TRS that is functionally

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<sup>1</sup> As amended by Section 103(a) of the Twenty-First Century Communications and Video Accessibility Act of 2010 (CVAA), TRS is defined as "telephone transmission services that provide the ability for an individual who is deaf, hard of hearing, deaf-blind, or who has a speech disability to engage in communication by wire or radio with one or more individuals, in a manner that is functionally equivalent to the ability of a hearing individual who does not have a speech disability to communicate using voice communication services by wire or radio." Pub. L. No. 111-260, 124 Stat. 2751, *technical amendments*, Pub. L. No. 111-265, 124 Stat. 2795 (Oct. 8, 2010) § 103(a), codified at 47 U.S.C. § 225(a)(3). *See also Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order, Order on Reconsideration, and Further Notice of Proposed Rulemaking, 19 FCC Rcd 12475, 12479, ¶ 3 n.18 (2004) (describing how a traditional TRS call works).

<sup>2</sup> 47 C.F.R. § 64.606(c)(1). Since 1993, the Commission has granted states certification to operate their own TRS programs in five year increments. The Consumer and Governmental Affairs Bureau, under delegated authority, issued its last round of certification grants in July 2008.

<sup>3</sup> Pub. L. No. 101-336, 104 Stat. 327 (July 26, 1990).

<sup>4</sup> 47 U.S.C. § 225.

<sup>5</sup> 47 U.S.C. § 225(a)(3).

equivalent to voice telephone service.<sup>6</sup> The Commission's TRS regulations set forth mandatory minimum standards that TRS providers must follow to meet this functional equivalency mandate.<sup>7</sup>

Under Section 225, states wishing to establish their own TRS programs for the provision of intrastate and interstate TRS over the public switched telephone network may receive Commission certification to do so.<sup>8</sup> All certified state TRS programs are required to provide traditional (TTY-based) TRS, interstate Spanish language traditional TRS, and Speech-to-Speech relay (STS) service.<sup>9</sup> States may also offer captioned telephone relay service (CTS). States seeking renewal of their certification must include information about each of these services in their applications so that the Commission can ensure that the provision of these services is consistent with its rules and that the state is exercising responsibility for oversight of these services.<sup>10</sup>

Specifically, in order to obtain certification, a state must submit documentation to the Commission that describes its relay program and include its procedures and remedies for enforcing any requirements that the program may impose.<sup>11</sup> In addition, a state must establish that its program makes available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints.<sup>12</sup> The Commission's TRS regulations explain that documentation should be submitted in narrative form, and that the Commission shall give the public notice of such applications.<sup>13</sup>

The state certification process is intended to ensure that TRS is provided in a uniform manner throughout the United States and territories. Applications for certification will be reviewed to determine whether each state TRS program has sufficiently documented that it meets or exceeds all of the applicable operational, technical and functional mandatory minimum standards set forth in section 64.604 of the Commission's rules.<sup>14</sup> If the program exceeds the mandatory minimum standards, the state must establish

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<sup>6</sup> 47 U.S.C. § 225(a)(3).

<sup>7</sup> See 47 C.F.R. §64.604.

<sup>8</sup> Although state TRS programs may offer interstate as well as intrastate TRS, only the costs associated with the provision of intrastate TRS are recovered from the state. See 47 U.S.C. §225(d)(3). States with certified TRS programs may allow TRS providers operating under their programs to recover such costs by a method consistent with the jurisdictional separation of costs requirements of Section 225. See *id.* Costs associated with the provision of interstate TRS are recovered from subscribers of interstate and Voice over Internet Protocol (VoIP) service, and such providers are reimbursed through the TRS Interstate Fund. *Id.* In October 2011, the Commission adopted rules to implement Section 103(b) of the CVAA, requiring interconnected and non-interconnected VoIP service providers to participate in and contribute to the TRS Fund. See CVAA § 715; 47 U.S.C. § 616; *Contributions to the Telecommunications Relay Service Fund*, CG Docket No. 11-47, Report and Order, 26 FCC Rcd 14532 (2011).

<sup>9</sup> See 47 C.F.R. § 64.603.

<sup>10</sup> Since 2003, CTS has been a non-mandatory type of TRS that is eligible for compensation from the states for intrastate calls and from the Interstate TRS Fund for interstate or IP-based CTS calls. *Telecommunications Relay Services, and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CC Docket No. 98-67, Declaratory Ruling, 18 FCC Rcd 16121 (2003). If a state does not offer CTS, it need not submit documentation in its certification application pertaining to this service.

<sup>11</sup> 47 U.S.C. § 225(f); 47 C.F.R. § 64.606(a).

<sup>12</sup> 47 C.F.R. § 64.606(b)(1)(ii).

<sup>13</sup> 47 C.F.R. § 64.606(a).

<sup>14</sup> 47 U.S.C. § 225(f)(2)(A). See 47 C.F.R. § 64.604.

that the program does not conflict with federal law.<sup>15</sup> In addition, applications will be reviewed to ensure that each state TRS program makes available adequate procedures and remedies for enforcing the requirements of each state's program.<sup>16</sup>

**PROCEDURES FOR FILING: All filings must reference CG Docket No. 03-123 and be captioned "TRS State Certification Application."**

**Electronic Filers:** Filings may be filed electronically using the Internet by accessing the Commission's electronic comment filing system (ECFS): <http://apps.fcc.gov/ecfs/>. Follow the instructions provided on the website for submitting electronic filings. For ECFS filers, in completing the transmittal screen, filers should include their full name, U.S. Postal service mailing address, and **CG Docket No. 03-123**.

**Paper Filers:** Parties who choose to submit by paper must submit an original and one copy of each filing. To expedite the processing of the applications, parties submitting by paper are encouraged to submit an additional copy to Attn: Dana Wilson, Federal Communications Commission, Consumer and Governmental Affairs Bureau, 445 12<sup>th</sup> Street, SW, Room 3-C418, Washington, DC 20554 or by email at [Dana.Wilson@fcc.gov](mailto:Dana.Wilson@fcc.gov). Parties should also submit electronic disk copies of their certification filing. The electronic media should be submitted in "read-only" mode and must be clearly labeled with the state's name, the filing date and captioned "TRS Certification Application."

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission. All hand-delivered or messenger-delivered paper filing for the Commission's Secretary must be delivered to FCC Headquarters at 445 12<sup>th</sup> Street, SW, Room TW-A325, Washington, DC 20554. The filings hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of *before* entering the building.

Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail must be addressed to 445 12<sup>th</sup> Street, SW, Washington, DC 20554.

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<sup>15</sup> See 47 C.F.R. § 64.606(b)(1)(iii).

<sup>16</sup> 47 U.S.C. § 225(f)(2)(B).

**SUMMARY OF STATE TRS PROGRAM CERTIFICATION TIMELINE**

<b>DATE</b>	<b>ITEM</b>	<b>FCC ACTION</b>
Beginning July 2012	Commission issues Public Notices seeking comment on state TRS applications that have been filed.	Comments are due within 30 days of release of the Public Notices; reply comments are due within 15 days thereafter.
July 2012 – May 2013	Commission reviews applications for TRS recertification for compliance with 47 C.F.R. §§ 64.604 and 64.606.	If necessary, Commission sends deficiency letters requesting additional information from states to confirm compliance with the TRS mandatory minimum standards and other certification requirements.
May - July 2013		Commission issues Public Notices and Letter Orders of certification renewals.

**ADDITIONAL INFORMATION**

A copy of this *Public Notice* and related documents are available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12<sup>th</sup> Street, SW, Room CY-A257, Washington, DC 20554. These documents also may be purchased from the Commission’s duplicating contractor, Best Copy and Printing, Inc. (BCPI), Portals II, 445 12<sup>th</sup> Street, SW, Room CY-B402, Washington, DC 20554. Customers may contact BCPI at their web site: [www.bcpiweb.com](http://www.bcpiweb.com) or by calling (202) 488-5300. Filings also may be found by searching on the Commission's Electronic Comment Filing System (ECFS) at <http://apps.fcc.gov/ecfs/> (insert CG Docket No. 03-123 into the Proceeding block).

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](mailto:fcc504@fcc.gov) or call the Consumer and Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* also can be downloaded in Word or Portable Document Format (PDF) at: <http://transition.fcc.gov/cgb/dro/trs.html>.

**For further information regarding this *Public Notice*, please contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disability Rights Office, at (202) 418-2247 (voice), (202) 418-2297 (TTY), or e-mail at [Dana.Wilson@fcc.gov](mailto:Dana.Wilson@fcc.gov).**

Appendix B: Sprint Training of CAs

TRS TRAINING SCHEDULE		
<b>DAY 1</b>	Welcome Packet/Important Numbers/Confidentiality Forms Building Tour, Lockers, Keycard check, Login Numbers Training Goals and Expectations What is Relay? Video: Making the Right Connection How We Got Here – Orientation - Why we're here. Contract Information Introduction of Training Workbooks TTY Overview/Abbreviations, Descriptive Words/Background Noises	ASL Introduction – ASL Workbooks Overview of System and Equipment Skills i.e. Typing, talking, listening, reading Enter Tour Preferences: Admin Presentation Connecting to Relay Headset Orientation Basic Call Processing Procedures (TTY - Voice) Observe Calls *Typing Practice/Tests if necessary
<b>DAY 2</b>	(TTY – Voice) – continued Role Play Introduction Review (TTY - Voice) TTY - VOICE PRACTICE Phone Image/Rudeness Detachment Expressive Typing Variations Deaf Culture: Quiz about Deafness	Observe Calls Continue Call Processing (Voice - TTY) Administer Spelling Test VOICE - TTY PRACTICE HR – Orientation presentation Review for Test #1 *Typing Practice/Tests if necessary
<b>DAY 3</b>	Review – Variations Branding Recording Feature Answering Machines/Answering Machine Retrieval (AMR) Control D Feature/ Pagers Voice Mail	Pagers/Beeppers Deaf Culture: Deaf Timeline Practice Role Plays Observe Administer Test #1 *Typing Practice/Tests if necessary
<b>DAY 4</b>	VCO - Non-Branded VCO - Branded Practice Role Plays Privacy Feature (VCO) VCO Answering Machines Voice to VCO Two Line VCO	Variations Practice Role Plays Desensitization Observe Review for Test #2 Typing Practice/Tests if necessary
<b>DAY 5</b>	Review Surveys (TTY - Voice and Voice- TTY)/ Observe Billing/ Immediate Credit Prepaid Calling Cards Roaming	Deaf Culture: ASL Worksheets ASL Workbook Practice Role Plays Administer Test #2 *Typing Practice/Tests if necessary
<b>DAY 6</b>	Review Changing CAs - Video and Call Takeover Process Directory Assistance Sprint International/ 900 calls HCO - Non Branded HCO - Branded Voice - HCO HCO Answering Machines	Practice Role Plays ASL Translation – Presentation by staff interpreter or individual with experience Observe - Type Review for Test #3 HR - Benefits *Typing Practice/Tests if necessary
<b>Day 7</b>	Review Practice Role Plays Customer Service Operator Services for the Deaf (OSD)	Device to Device Administer Test #3 Observe - Talk *Typing Practice/Tests if necessary
<b>DAY 8</b>	Review Practice Role Plays - VCO Final - VCO Surveys/ Observe ASL Translation Customer Database (CDB) Features	Emergency/ Threats Help Screen Review Take Calls - assisted Review for Test #4 *Typing Practice/Tests if necessary

TRS TRAINING SCHEDULE		
<b>DAY 9</b>	Review Variations Practice Role Plays Return ASL Workbooks and Discussion Adherence/Trades/OT - OA Presentation	Administer Test #4 Overview of Federal Relay Take FRS Calls - assisted Review for Test #5 *Typing Practice/Tests if necessary
<b>DAY 10</b>	Administer Test #5 Final Review/ Questions & Answers Detachment Life After Training Complete Typing Tests if necessary	Graduation Take Calls Take digital pictures for Sprint ID Badge

Figure 1 - TRS CA Training Schedule

**Topics Covered During Training**

The following is a comprehensive list of all training topics covered by Sprint during initial training.

TRAINING TOPICS		
Orientation	Welcome and Introductions Introduction to Each Other Sprint Nextel Corporation (or Vendor Company) Sprint ahead Values Sprint Nextel Overview History of Sprint Corporation Founders Long Distance Local Telecommunications PCS	Internet Services Product Distribution The Sprint Campus The Sprint Nextel Merger Telecommunications Relay Service What is Relay? Relay Agent Training Relay- Connect to Your Future Video Observation Guidelines How a Call Reaches Sprint Nextel Relay
Connecting to Relay	The Role of a Relay Agent Connecting to Relay 711 Dedicated Toll-Free Numbers Equipment TTY TTY Basics TTY Etiquette Closing a Conversation Agent Responsibility Call Set Up Call Closing TTY to Voice Closing a Conversation Operator Role Closure Operator Close Protocol Guide: Disallowed Calls Glossary of Abbreviations and Terms TTY Practice Session Auto-Corrected Abbreviations Standard Abbreviations Typing Variations Internet Characters Non-Baudot Supported Characters Verbatim - Style Contraction Spelling Punctuation Agent/Operator Role SKSK Background Noises While TTY user is Typing Typing Monetary Units	Sprint IP User Connects to Agent but wants Customer Service Sprint IP Two Line VCO FRSO- Federal Relay Service Online FRSO call processing FRSO Reporting FRSO variations Sprint IP/FRSO International Calling Sprint IP/FRSO Variations Sprint IP/FRSO Fast Busy Sprint IP/FRSO Two Line VCO Sprint IP/FRSO Conversation Lag Time Sprint IP/FRSO Interrupts Voice to AIM (AOL) VM Greeting Voice to AIM procedures Voice to AIM variations Blocked screen names - suspect international locations. Cellular and Wireless Phones Video Relay Service Blackberry Devices and Pagers TTY Public Payphone Sprint National Relay Sprint International (SI) Inbound international calling Sprint International Variations Non-Standard TTY Outbound International calling Transfer Menu

**TRAINING TOPICS**

	<p>711                  TTY Garble During Typing                  XXX to Correct Typing Error                  Other Communication Devices                  Data Transmission Speed                  Turbo Code                  Turbo Code Interrupt                  Enhanced Turbo Dial Through - (ETurbo)                  Disable Turbo Code Mode                  ASCII - American Standard Code Information Interchange                  ASCII Interrupts                  Sprint IP - Internet Relay                  Sprint IP call processing                  Internet Relay variations                  Sprint IP RELAY: Internet &amp; IM access                  'GA' is optional                  Sprint IP Standard Service Explanation                  Text Flow                  Interruptions without garble                  Conversational flow                  ASL Emoticons – Smileys – Text Message Abbreviations                  IP Acronyms                  Sprint IP Variations                  911 Emergency Calls                  Spanish and French Language Service                  International calling restrictions                  Sprint IP                  Correctional facilities/Jails                  Info Digit list</p>	<p>Reseller call processing                  CapTel                  Relay to CapTel                  CapTel to Relay                  CapTel Transfers                  Dedicated State CapTel Transfer                  Alternate Languages                  Spanish Language Customer Service                  Relay Caller ID                  True Caller ID                  Per Call Block                  Per Line Block                  Permanent Call Blocking                  Caller ID Blocking - True Caller ID – SS7                  Connecting Variations                  Misdialed Relay Phrase                  Dialed 711 Instead of 911                  711 Spanish                  Request for Relay Numbers                  Cellular/Wireless problem reaching 711                  611/811 (LEC Service Access)                  700                  900 Numbers and Call Processing                  Correctional Facility/Prison Calls                  FAQs on the Use of Relay through Correctional Facilities:                  Correctional Facility Call Processing                  Relay Abuse</p>
<p>Overview of System and Equipment</p>	<p>System Overview                  Login/Logout                  Agent Profile                  The Mouse                  Clicking the Mouse                  Dragging/Dropping                  Copy/Paste                  Drop Down Boxes                  Lists                  Radio Button                  Scroll Bars                  Sliders                  Tables                  Tables                  Accessing a Program                  Screen Displays                  Call Handling Screen                  Title Bar                  Banner                  Conversation Area                  Disconnect Message Status                  Color Scheme                  Agent Text Transmission                  Cancel Key                  Information Bar                  Profile                  Help                  Call Type</p>	<p>Dial Window                  Scratch Pad                  Transfer Panel                  Headset Panel                  Status Bar                  Record Feature                  Function Keys                  Block                  Ctrl-Switch                  Switch                  The Keyboard                  Alpha Keys                  Function Keys                  Call Handling Keys                  Numeric Keys                  Cursor Movement Keys                  Arrow Keys                  Backspace                  Error Correction Function                  Single Word Edit Function                  Word Substitution Feature                  Macros Table                  Function Keys                  Ctrl-Function Keys                  Glossary of Telephony Terms                  Background Noises                  Voice Tones/Descriptive Words                  Standard Abbreviations</p>
<p>Phone Image</p>	<p>Professional Phone Image</p>	<p>Voice Person Speaking in 3rd Person</p>

**TRAINING TOPICS**

(Tone of Voice)	<p>How phone image is created          Provide warm and friendly greeting          Conversational Tone          Voice Inflection          Audibility and breath control          Pitch          Quality          Operator Role          Relay Role          Relay Skills          Conversational Flow          Staying focused          Listening skills          Customer service skill          Coping skills          Phrases          Background Noises          Voice Tones/Descriptive Words          Transparency and Caller Control</p>	<p>Pacing the Voice Customer          Brief pacing phrases          Repeating information          Voice Customer does not say "GA"          Handling Interruptions          Voice Tone          How Phone Image is Created          Provide a Warm Greeting          Why Conversational Tone?          Transparency, Caller Control &amp; Confidentiality          Rudeness, Types of          Create an Exceptional Customer Experience          Greeting          Announce          Closing          Suggested Redirect Phrases</p>
TTY to Voice and Voice to TTY	<p>TTY to Voice Introduction          Connecting to the outbound customer          Announcement          Explanation of service          Deaf or hard of hearing Explanation          International Announcement          TTY to Voice Procedures          TTY to Voice Specific Person Request          Variations Specific Person Request          TTY to Voice Answered TTY          Voice Person Not Available          TTY to TTY Call Release          TTY to Voice Ans. TTY (TTY to TTY)          TTY to TTY Specific Person Request          TTY to Voice No Answer          Types of Busy Signals          Redialing</p>	<p>TTY to Voice Busy Signals          Regional 800          Voice to TTY          Voice to TTY Introduction          Connecting to the outbound customer          Voice Greeting          Vice call progress          Announcement          Voice to TTY call (Hearing Person Answer)          Explanation of service          Voice to TTY Procedures          Voice to TTY Specific Person Request          Voice to TTY Answered Voice          Voice to TTY No Answer          Voice to TTY Busy Signal</p>
Branding	<p>Inbound Answer Type Branding          Database Branding</p>	<p>Branding procedures</p>
Recordings, Answering Machines, Pagers and AMR	<p>Introduction          Recording Feature          Information Line Recording (TTY/Voice)          Touch Tone Dialing          Using Touch Tones (TTY/Voice)          Audio text interaction          Variations for Recordings          Record Feature Tips          TTY-Voice Recordings          TTY-Voice Recording Information          TTY-Voice Answering Machine          Variations: Ans Mach/Recording/Pagers          Voice Mail Retrieval</p>	<p>AMR (Answering Machine Retrieval)          TTY-Voice Pager/Beeper (known)          TTY-Voice Pager/Beeper (unknown)          Voice to TTY Pager          Voice to TTY Answering Machine          Other Recording Variations          Voice Mail System          Privacy Manager/Call Intercept          Automatic Redial System Recordings          Switchboards          Redialing Voicemail thru Switchboard          TTY-Voice Asking for Specific Person          Live person On Ans Mach Redial</p>
VCO (Voice Carry Over)	<p>VCO Introduction          VCO Announcement          VCO Service Explanation          VCO Equipment          Non-Branded VCO          Branded VCO          VCO No Answer          VCO Busy          VCO Privacy</p>	<p>Reverse Two-Line VCO Intro          Reverse Two-Line VCO Procedure          VCO Variations          VCO comes in Voice Line          2LVCO Conference Calls          VCO Requests Relay to give Relay #          VCO Privacy while leaving message          VCO Voice Mail Retrieval          2LVCO Voice Mail Retrieval</p>

**TRAINING TOPICS**

	<p>VCO Answering Machine                  Voice to VCO Answered TTY                  Voice to VCO Answered VCO                  Two-Line VCO (2LVCO) Intro                  Two-Line VCO (2LVCO) Procedure</p>	<p>VCO Types and Voices                  Inbound Customer Requests VCO/HCO                  VCO Requests CA gives name in notes</p>
Billing	<p>Introduction                  Local call description                  Paid by Inbound Over Sprint Network                  Toll Free Calls                  Calls that Cannot Be Processed                  COC (Carrier of Choice)                  Paid by Inbound                  Paid by Inbound Alternate Carrier of Choice                  Alternate Billing (Intro)                  Billing Options                  Collect                  FONCard (Sprint) Description                  LEC calling card                  Other long distance calling card                  Paid by Inbound                  Third Party                  Carrier of Choice                  Pre-paid calling cards                  Billing Procedures                  Calling Cards                  Paid Billing with COC (TTY-Voice)                  Paid Billing with COC (Voice-TTY)                  TTY/Voice Pre-Paid Calling Card/800 Card                  Voice-TTY Pre-Paid Calling Card/800 Card                  Voice-TTY Collect                  Specific Person Request</p>	<p>Calling Card -- TTY Originated                  Calling Card -- Voice Originated                  Collect Calls                  Collect Call Intro                  TTY-Voice Collect                  Specific Person Requested                  Person-to-Person Call                  Person-to-Person Call Processing                  Collect Call -- TTY-Voice                  Collect Call -- Voice/TTY                  Third Party Billing                  Third Party Billing Intro                  3rd Party TTY-Voice Billing Voice Number                  3rd Party TTY-Voice Billing TTY Number                  3rd Party Voice-TTY Billing TTY Number                  Immediate Credit                  Inbound tells wrong #                  Agent dials wrong #                  Marine                  Roaming Feature                  Restricted Roaming                  Unrestricted Roaming                  Billing Variations</p>
HCO (Hearing Carry Over)	<p>HCO Intro                  HCO Announcement                  HCO Service Explanation                  Speech Disabled "S"                  Non-Branded HCO                  Branded HCO                  HCO with Privacy                  HCO No Answer                  HCO Busy                  HCO-Voice Answering Machine</p>	<p>Voice-HCO Answered                  Voice-HCO Answered TTY (1) (2)                  Voice-HCO recorded message answers                  Two-Line HCO (2LHCO) Intro                  Two-Line HCO Procedure                  Reverse Two-Line HCO                  HCO Variations                  Inbound requests VCO/HCO                  HCO User Requests to Speak</p>
Customer Database	<p>Enhanced Customer Database Profile                  Household Profile                  Edit Household Profile                  Navigating Customer Database                  Household Profile Panels                  Notes                  Frequently Dialed Numbers                  Personal Information                  Preferences                  COC                  Restrictions                  Blocked                  Emergency #s                  Speech to Speech                  STS Messages</p>	<p>Customer Profile Introduction                  Use/Edit/New/Delete Customer Profile                  Verify Customer Password for Agent                  Verify Customer Password -- CSR Only                  Customer Profile Panels                  Personal Info                  Notes                  Frequently Dialed #s                  Preferences                  Emergency #s                  Speech to Speech                  STS Messages                  Database Profile Macros</p>
Directory Assistance	<p>DA Intro                  Interstate Directory Assistance                  Intrastate Directory Assistance                  Automated DA</p>	<p>Call Processing -- Calling from International Number                  Sprint International Variations                  Non-Standard TTY</p>

**TRAINING TOPICS**

	DA City & State Given; Area Code Unknown DA Variations Sprint International International Transfer Menu Call Processing -- Calling to International Number	Answered Foreign Language Transfer Menu 900 # Call Processing 211/311/511 Requests
Device to Device Calls	Device to Device Intro Function Keys and Banner Messages VCO to TTY and TTY to VCO VCO to VCO TTY to HCO and HCO to TTY	VCO to HCO and HCO to VCO HCO to HCO Device to Device Variations Alternate Call Type reaches recording
Call Processing Variations	CA information Area Code Only In From Number Conversational Flow Static or Poor Connection Profanity towards Agent Redialing Young Children Inbound Does Not Connect Inbound ASCII Charges Refused 800 Number Tone Judgments Repeating Information Restricted Calls Two calling from numbers LEC Service Office 611/811 Double Letters Call Waiting Feature Conference Calls Party Line Calls Three-Way Calling Hard of hearing Customer Ans TTY Line Spanish Calls to TX Sp Speaking Agents Request for Alternate Language Caller Types in Alternate Language Voice Customer Hangs Up During a Call Variable Time Stamp Customer Misdialed Phrase TTY Customer Hangs Up During a Call Non Standard TTY Capability Relaying Internet Characters TTY User Does Not Type GA Dispatch Calls -- Pizza, Taxi, Carry-out Customer Referral Guidelines V-T Calls answered by Fax Customer Requests Holding for Inbound prior to out dial Request for Company Information Request for Information Request for M or F Agent Request Specific Agent Agent Knows Customer Request for Relay Number Customer Requests to Call Relay Service Request for Calling From Number Request Telephone Number Referral Request for Date/Time Customer Requests Agent to Modify Call	Request for Length of Call Request Long Distance Information T-V Call and V Requests Supervisor Call Backs for TTYs Multiple Calls Sensitive Topics Suicide Abuse Illegal Calls Answering Machines Hangs Up Before Message Left Do Not Type Recorded Messages Answering Machine Full Change Answering Machine Message VCO Requests Leave Message 1st out dial Leaving a Message V-TTY Ans V Retrieving Messages from TTY V Ans Mach TTY Screener Request to Leave TTY Message on Ans Mach Recordings Regional 800 TTY Requests "Dial That Number" Recording with Relay Option Alternate Call Recording Reached English/Spanish Pound Touch Tone Phone Advertisements Do Not Type Recordings Get Live Person/Rep Conversation Being Recorded Dial Number from Recorded Announcement VCO Conference Calls Leave Relay Number Voice Mail Retrieval VCO Types and Voices Prompting Data Transmission Box Prompting VCO on Hold Requests VCO/HCO HCO Requests VCO/HCO Alternate Call Type Recording Bridge Left Open

TRAINING TOPICS		
Call Take Over Procedures	FCC Rule Protocol and process flow TTY-Voice and Voice-TTY ASCII	VCO VCO to VCO HCO VCO-TTY and TTY-VCO
Customer Service	Functions Language Services	Procedures
OSD	Operator Services for the Deaf (OSD) Functions	OSD to TRS TRS to OSD
Transparency	Non-Emergency Calls Emergency Center Evacuation	Network Failure
Emergency Call Procedures	Emergency Calls Intro Emergency Services FCC Requirements Emergency Call Processing Emergency Reporting TTY-Emergency Voice-Emergency	TTY-Emergency TTY Call Release Internet-Emergency Internet (IP) Emergency Instant Messenger (IM) Emergency Emergency Call Processing Variations Emergency Form
Federal Relay Service	FRS Intro FRS Announcement FRS Service Explanation FRS Relay Procedures Federal Relay Service call types	FRS Confidentiality Policy FRS Customer Information Requests FRS Customer Contacts FRS Reporting
STS (Speech-to-Speech)	Speech To Speech Training Outline STS Introduction and History STS Description Disabilities Characteristics of STS users Stereotypes Clarifying Phrases Phrases to Avoid STS Phone Image STS Agent Tools Consistency Patience Ask Yes or No Questions No Personal Conversation Phrases You Can Use Speech to Speech Alphabet Transparency/Call Control/Confidentiality	Ways to Reduce/Streamline Notes Standard Abbreviations (STS) STS-Voice Voice-STS STS VCO-Voice Voice to STS VCO (TTY answer r) Voice to STS VCO (VCO answer) STS VCO -- 2 Line VCO TTY-STS STS-TTY Non-branded HCO to STS STS-HCO STS Hold Message STS Call Takeover Confidentiality and Transparency Personal Conversations requests Speech to Speech Variations
Healthy Detachment	Healthy Detachment Intro Objectives Survival Skills Relay Traps	Perception Ways to Reduce Stress Hospitality Phrases
Healthy Relay	A healthy approach toward Relay Introduction Objectives Ergonomics Stretching Exercises Agent Reinforcement Ergonomic Review	Setting up Workstation GUAM - Get Up and Move Ergonomic Relief Slowing the Customer Down Overtime Relaxation
Adult Learner	Understanding the Needs of the Adult Learner The Learning Continuum Use of Different Modalities Adult Learning - Edgar Dale's Cone of Experience Elements of Lesson Design Focus The Adult Learner Objective and Purpose Input	Modeling Checking For Understanding Guided Practice Independent Practice Summary Evaluation How to Give Effective Instruction Questioning Guidelines Feedback - Training and Coaching

TRAINING TOPICS		
		Technique Trust in Management
Assessing Performance	The Assessment Process in Training Assessment Time - What is involved? Practice Time Spelling Test Written tests Side by side evaluations Typing	Acceptable Time Frame Acceptable Is Relative Ways to "Coach" Feedback Maintain Self-esteem and Motivate Pass/Fail Guidelines Introduce Assessment Form Form Set-Up
Introduction to Diversified Culture	Introduction to Diversified Culture Objectives Who Uses Relay Understanding Our Customer Special Communication Needs Pathological vs. Cultural View of Deafness Characteristics of Deafness The Deaf Community	Why is there Deaf Culture? Attachments: What Do You Know About Deafness (Q) What Do You Know About Deafness (A) Myths About Deafness Two Views of Deafness Loudness Levels
Deaf Heritage	History in Europe History in North America Alexander Graham Bell	Edward Miner Gallaudet Oral / Combined Debate
The Deaf Community	Introduction to the Deaf Community National Association of the Deaf Contributions to Society Mainstreamed Schools	American Athletic Assn. of Deaf National Theatre of the Deaf Assistive Devices Gaining Acceptance in the Deaf Community
The Deaf Community	Sign Language Interpreters Different Communication Systems Exposure to English DEAF President Now Attitude Changes toward the Deaf Community	Changes in the Deaf Community Rules for Using a Sign Language Interpreter Interpreting Standards
American Sign Language Part 1	What is ASL? History of ASL ASL Recognized as Language	Rules of ASL Five Parameters of ASL English vs. ASL Idioms
American Sign Language Part 2	Evolution of ASL ASL Syntax	Translate ASL to English and Vice Versa
TTYPhony and TTY Courtesy	First Teletypewriter Evolution of the TTY Telecommunications Laws of Accessibility	TTY Courtesy Development of Relay Service Market
Hard of hearing and Late Deafened Customers	Hard of hearing and Late Deafened Customers Characteristics of Deaf Customers Assistive Devices for Deaf Customers	Establishment of Self Help for Hard-of-Hearing People (SHHH)(Now the 'Hearing Loss Association of America' (HLAA)) Relaying for Deaf Customers
Characteristics of late-deafened Customers	Establishment of Association of late-Deafened Adults (ALDA) Relaying for late-deafened Customers	Deaf-Blind, Speech-Challenged, Spanish Speaking and Hearing Customers
Characteristics of Deaf-Blind Customers	Assistive Devices for Deaf-Blind Customers Relaying for Deaf-Blind Customers	Deaf-Blind Pacing – allows the CA to slow down the transmission to the Braille machine
Characteristics of Relaying for other users	Speech-Challenged Customers Spanish-Speaking Customers	Hearing customers
Ethics and Confidentiality	Interpreting Standards The ADA and FCC regulations for the Provision of	TRS Rules – Operator Standards Relay Center Agreement Regarding

TRAINING TOPICS

TRS  
Regulations pertaining to call content

Confidential Customer Information.

## Appendix C: TRS Pledge of Confidentiality

### Agreement Regarding Confidential Information

#### SPRINT TRS RELAY CENTERS AGREEMENT REGARDING CONFIDENTIAL CUSTOMER INFORMATION

IN CONSIDERATION of: (1) my employment with Sprint/United Management Company or any subsidiary, affiliate, or successor-in-interest of Sprint Corporation ("Sprint"), (2) my continued employment as long as mutually agreeable, and (3) the opportunity to receive Sprint confidential customer information or other good and valuable consideration:

AS AN EMPLOYEE OF THE RELAY SERVICES ORGANIZATION, I UNDERSTAND THAT I AM BOUND BY ALL SPRINT POLICIES AND SPECIFICALLY, I AGREE AS FOLLOWS:

1. ALL TELECOMMUNICATIONS RELAY SERVICE CALL RELATED INFORMATION SHALL BE KEPT STRICTLY CONFIDENTIAL. I will not reveal any information acquired during or observing a relay call. I will only discuss call-related questions or problems with management or Human Resources. I agree to keep confidential all information I learn in my position for the duration of and after my employment with Sprint ends.
2. NO RECORDS OF CUSTOMER INFORMATION OR CONTENT OF ANY TELECOMMUNICATIONS RELAY SERVICE CALL SHALL BE KEPT BEYOND THE DURATION OF THE CALL, WITH LIMITED EXCEPTIONS FOR AUTHORIZED COMPANY PROCEDURES. I will not keep a record of any customer information or conversation content beyond the duration of the call except in accordance with company procedures for relaying Speech to Speech calls or for billing and customer profile purposes. I will destroy all such records in my possession immediately upon completion of their authorized use.
3. NOTHING MAY BE EDITED OR OMITTED FROM THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. I will transmit exactly what is said in the way that it is intended in the language of the customer's choice.
4. NOTHING MAY BE ADDED OR INTERJECTED INTO THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. I will not advise, counsel, or interject personal opinions, even when asked to do so by the customer.
5. TO ASSURE MAXIMUM CUSTOMER CONTROL, I WILL BE FLEXIBLE IN ADAPTING TO THE CUSTOMER'S NEEDS.
6. I WILL STRIVE TO FURTHER MY SKILLS AND KNOWLEDGE THROUGH CONTINUED TRAINING, WORKSHOPS, AND READING OF CURRENT LITERATURE IN THE FIELD.
7. ALL SPRINT MATERIALS IN MY POSSESSION PERTAINING TO ANY SPRINT CUSTOMER WILL BE DELIVERED UPON THE TERMINATION OF MY EMPLOYMENT.

I have read and understand the Sprint Relay center Agreement Regarding Confidential Customer Information. I agree to comply and understand that failure to do so will lead to company disciplinary action that may result in my termination and/or criminal prosecution. I also understand that ascertaining damages resulting from a breach of this agreement would be difficult. I agree that Sprint shall have the right to an injunction against me, enjoining any such breach without any obligation to post bond. I agree that this will be in addition to and without limiting any other remedies or rights Sprint may have against me.

EMPLOYEE SIGNATURE    DATE

MANAGER/SUPERVISOR SIGNATURE    DATE

#### **CAPTEL CONFIDENTIALITY**

Information obtained during a CapTel call should not be shared with any person except a member of the CapTel management staff who has asked for specific information. This information may be needed to clarify technical, policy, emergency, venting, consumer or customer service issues. General call information will not be shared unless it is used to clarify, vent, or teach. Information about call content should be discussed in a private area only.

Only information critical to resolving the situation will be disclosed. This may include consumer name, name of business/agency, gender of caller, type of call (voice in, CapTel in), day of week, time of day, city, state, or any other details that could in some way identify a consumer.

A Captionist may feel the need to “vent” about a call due to problems, complaints or stress from handling the call. The Captionist may ask to speak to a Supervisor or other member of management (as long as it wasn’t their call) in a private area. Clarify before the conversation you wish to “vent” about a call.

The success of CapTel depends on quality and complete confidentiality. Consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence. It is very important all Captionists understand and abide by the confidentiality policy. Any Captionist who breaks this policy will be disciplined, up to and including termination.

#### **Confidentiality Policy**

- I will not disclose to any individual (outside of a member of the CapTel management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any CapTel call.

- I will not act upon any information received while processing a CapTel call.
- I will not disclose to anyone the names, schedules, or personal information of any fellow worker at CapTel Inc.
- I will not share any information about CapTel calls with anyone except a member of the CapTel Inc. management staff in order to investigate complaints, technical issues, etc.
- I will continue to hold in confidence all information related to the work and calls I have performed while at CapTel Inc. after my employment ends.
- I will never reveal my Captionist ID number in conjunction with my name unless asked by a member of the CapTel Inc. management staff.
- I will not share with anyone any technical aspect of my position at CapTel Inc. unless asked by a member of the CapTel Inc. management staff.
- I will not talk about consumers or call content with any fellow Captionists.
- I will not listen to or get involved in calls taken by fellow Captionists.

I have read the above Confidentiality Policy and understand a breach of confidentiality will result in disciplinary action up to and including termination of employment at CapTel Inc. I recognize the serious and confidential nature of my position and therefore promise to abide by these guidelines.

Employee Name

Date

Appendix D: Sprint Carrier of Choice Letter of Invitation



<insert date>

<insert carrier name>

<insert contact name>

<insert tel nbr or fax nbr>

<insert email address>

Re: <insert customer (end user name)>, <insert telephone number>

Thank you for your interest to complete <insert carrier name> Toll calls with Sprint Telecommunications Relay Service (TRS). As the default Toll carrier for processing relay calls in more than thirty-two states (32), Sprint currently transports the traffic of customers who have selected you as their Toll carrier. However, many of your customers would prefer to use <insert carrier name> LD for their toll calls. At present, Sprint TRS is unable to send the toll calls from the regional centers or state access tandem to your network. Hence, this letter is being written to make you aware of a potential service-impacting issue regarding TRS calls and measures your company can take to ensure your customers' toll calls are completed through TRS.

The Americans with Disabilities Act of 1990 mandate TRS, and TRS standards are established and are monitored by the Federal Communications Commission (FCC). TRS is a service that links telephone conversations between standard (voice) telephone users and people who are deaf, hard of hearing, deaf-blind, or speech disabled using Text Telephone (TTY) equipment. The State Public Utilities Commission manages the day-to-day operations of TRS and has contracted with Sprint Corporation to provide relay service in their states.

Both, the Americans with Disabilities Act of 1990 and FCC's Order 00-56 on TRS mandate that all states provide TRS and that TRS users shall have equal access to their chosen interexchange carrier and to all other operator services, to the same extent that such access is provided to voice users. In order to provide this access to your customers, your company is encouraged to submit a letter of authorization to accept TRS calls from Sprint.

Attachment A lists the facility-based providers who currently participate at Sprint TRS Carrier of Choice program. If your company (or your facility based provider) is not currently listed, please review the following and determine the appropriate follow-up action needed to be taken:

#### Facility-based provider

1. If you are a participating member at Sprint Carrier of Choice program, please disregard.
2. If you are not a participating member at Sprint Carrier of Choice program, you need to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of SS7 trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below). You will need to provide Sprint with your toll carrier's SS7 Network Transit Selector information.

#### Non-facility based provider

1. If your underlying toll carrier is a participating member at Sprint Carrier of Choice program, Sprint can implement the IXC brand name and pass the toll call information to the underlying carrier's CIC code and SS7 Transit Network Selector information. Please submit a letter of authorization that would advise Sprint to implement the carrier brand name and to send the toll call information to its underlying toll carrier.
2. If your underlying toll carrier is not a participating member at Sprint Carrier of Choice program, you will need to work with your underlying toll carrier to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of SS7 trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below). You will need to provide Sprint with your toll carrier's SS7 Network Transit Selector information.

Before you submit a letter of authorization to Sprint TRS, please consider the following four factors:

1. Your (or your underlying toll carrier) CIC codes and SS7 Transit Network Selector information associated with 1+, 0+, and 0- and International dialing must be loaded into the regional (and/or state) access tandems.
2. You (or your underlying toll carrier) will need to support SS7 tandem interconnection.
3. You (or your underlying toll carrier) will need to ensure that your translation tables are updated in order to appropriately receive, rate, and bill Sprint calls per Bellcore industry standards. Sprint calls are designated as ANI II Digit Pair 60, 66, and 67.
4. If you utilize more than one underlying toll carrier to carry the toll traffic, select a single toll carrier that will accept Sprint traffic.

Note: For detailed information regarding access tandem interconnection and carrier of choice provisioning through Sprint, please refer to ATIS/NIIF-008, the "Telecommunications Relay service – Technical Needs" document.

Attachment B lists Sprint TRS Access Tandem Interconnection locations. The best way to provide access to your Toll network through relay service for your customers is to designate the 8 Sprint Regional TRS center/Access Tandem combinations as the points at which Sprint will hand off Toll relay service traffic to you. In this manner, any relay caller that wishes to use your services may be efficiently, and with minimal time delay, routed to your network. Should you not have a presence at one or more of the Sprint regional center/access tandem combinations, the traffic may be handed off at one of the regional center's access tandem.

Attachment C is a sample letter of authorization. Once Sprint receives your written request to participate in the Sprint TRS Carrier of Choice program, Sprint will schedule translation updates in the next available release (usually 30 to 90 days). Information obtained from the carriers will be used solely for the purpose of providing equal access for <insert carrier name> LD customers and shall be held proprietary.

Sprint welcomes your company's participation in our TRS Carrier of Choice program at no cost to you if your company has network presence at any of our listed regional center/state access tandem locations. Your participation at the Sprint Carrier of Choice program will create a win-win situation for our customers. Through Sprint, as the relay provider, customers will be able to enjoy uninterrupted service and your company will be able to generate additional revenue.

Thank you for your prompt attention to this matter. If you have any questions concerning with the letter, please do not hesitate to call me at <xxx-xxx-xxxx> or email at <insert email address>

Sincerely Yours,

<insert name>

Program Manager, <insert state(s)>

Sprint Relay

CC: Michael Fingerhut, Federal Regulatory, Sprint

<insert name>, Program Manager, Sprint