FEDERAL COMMUNCIATION COMMISSION
TRS OPERATIONAL STANDARDS
Current as of September 25, 2012

§64.604 Mandatory Minimum Standards

(a) Operational standards (1) Communications assistant (CA). (i) TRS providers are responsible for requiring that all CAs be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities.

All Arizona Relay CAs are required to complete a comprehensive and extensive TRS training curriculum which includes diagnostic modules that assess the capabilities for CAs to effectively meet the specialized needs of individuals with hearing and speech disabilities.

Core components of training include, but are not limited to, the following:

- **Disability awareness**
- **Deaf culture**
- **ASL gloss**
- **American With Disabilities Act**
- **Section 225 of the Telecom Act**
- **All TRS Call Types including Emergency calls**
- **Speech to Speech**
- **Spanish Relay**

All training packages, which have been designed and developed by AT&T for Arizona Relay Services are considered proprietary, but are available for review and inspection upon submission of executed nondisclosure documents. For purposes of this application, we have included outlines of the required training.

Initial Training of (State) Relay Communication Assistants, Days One & Two		
Schedule for Initial Training of Communication Assistants		
Day One	**Day Two**	**Days Three through Ten**
Introduction to the Communicatively Challenged Community	Methods of Communication for the Communicatively Challenged Community	Fundamental Instruction in Technology and Procedures for Relay Service
I. Introduction to the Deaf Community and Relay: Day One		
A. The Role of the CA and Customer Diversity		
B. History of Deaf Culture, Education, and Sign Language		
C. In The Spotlight: Notable Deaf individuals and their accomplishments		
D. Common Questions about Deafness		
E. Americans with Disabilities Act (ADA)		
1 ADA & FCC Requirements for Relay Service		
2. FCC Requirements – 64.604 for Relay Personnel		
II. Methods of Communication: Day Two		
A. Introduction to American Sign Language (ASL)		
B. ASL Guidelines and Grammar Rules		
C. ASL Gloss		
D. Understanding ASL Translation/Interpretation		
1. ASL Translation/Interpretation as the Default		
2. Identifying Translation/Interpretation preferences - Relay Choice Profile		
E. Idioms in Deaf Culture - English and ASL		
F. Procedures for obtaining Relief		

Additional Resources: Books, Tapes and Websites Related to Deafness/Hard of Hearing		
Initial Training Outline For (State) Relay Communication Assistants		
I.	***Module 1 – Introduction to Relay Service***	
	a.	Explanation of Relay Service
	b.	Identifying Customers Who Use The Relay Service
	c.	Explanation of How Relay Service Works
	d.	The Role of the Communications Assistant (CA)
	e.	The Customers' Expectations For Relay Service
	f.	Comparison of a Relay Call to a Call with an Operator
	g.	Availability of Relay Services
	h.	Code of Ethics – Rules for Relaying Calls – Relaying Verbatim, Appropriate tone for content and intent of conversation
	i.	Other Relay Operator Requirements
II.	***Module 2 – Introduction to the TTY***	
	a.	Background of the TTY
	b.	Parts of the TTY
	c.	Connecting a TTY to a Telephone System
	d.	Explanation of How a TTY Works
	e.	How to Use a TTY To Place a Call
	f.	Other Communication Devices
III.	***Module 3 – Introduction to the CA Work Station and Call Conditions***	
	a.	Equipment Used by CAs
	b.	Customer Information Displayed for Call Processing
	c.	Preparing Billing Records
	d.	Basic Call Process Steps
		1. TTY-Voice, Voice-TTY 2. In Call Replacement 3. CA Relief Procedures 4. Gender Requests 5. Relay Choice Profile (RCP) 6. Personal Memory Dial (PMD)
IV.	***Module 4 - ASL Translation/Interpretation***	
	a.	Department for the Deaf and Hard of Hearing
	b.	Relay Customers

	c.	ASL Translation/Interpretation as the Default
	d.	ASL Grammar Rules
	e.	Understanding ASL Translation/Interpretation
	f.	Explanation of ASL Gloss
	g.	CA Proficiency Requirements in ASL/PSE Translation/Interpretation
	h.	Procedures for Obtaining Relief
	i.	Identifying Translation/Interpretation Preferences in RCP
V.	***Module 5 – Introduction to Voice Carry-Over (VCO) Calls***	
	a.	Explanation of Voice Carry-Over Calls
	b.	Procedures for Processing VCO Calls
		1. Profiled 2. Not Profiled 3. TTY to Voice 4. Voice to TTY
VI.	***Module 6 – Basic Relay Calls***	
	a.	Recorded Messages/ PBD (Play Back Device) Usage
	b.	Procedures for Placing Calls to Beepers/Pagers
	c.	Toll Free Number Completion (800, 888, 866, 877)
	d.	Directory Assistance (DA) Call Completion
VII.	***Module 7 – CSIDS***	
	a.	Review of Commonly Used CSIDS Keys
	b.	CSIDS Quick Reference
	c.	Emergency Number Retrieval
	d.	Domestic “General” Rate Quote
	e.	Domestic “Computed” Rate Quote
	f.	International “General” Rate Quote
	g.	International “Computed” Rate Quote
	h.	Collect/Calling Card Billing to International Countries
	i.	Canada
	j.	Frequently Asked Questions & Key Actions
	k.	Keyword Help
VIII.	***Module 8 – Emergency Calls***	
	a.	Definition of Emergency Call
	b.	Call Steps for Securing Emergency Agency
	c.	Emergency Call Handling Procedures
IX.	***Module 9 – Alternate Billing***	

	a.	Alternate Billing Requests
	b.	Collect Calls
	c.	Third Number
	d.	De-tariffing Order
	e.	Person to Person
	f.	Calling Cards
	g.	Commercial Credit Cards
	h.	Prepaid Calling Cards
	i.	Coin Phone
	j.	Special Treatment Windows (STW)
X.	***Module 10 – Carrier of Choice***	
	a.	Indentifying Carrier of Choice (COC) Calls
	b.	Relay Choice Profile Includes COC
	c.	COC Requested During Call Set Up
	d.	Using COC Calling Card
	e.	Current Listing of COC
	f.	Procedures for Non-participating COC
	g.	Billing Procedures for COC
XI.	***Module 11 – Specialty Call Types/ Call Processing***	
	a.	711 Dialing
	b.	Spanish Voice and TTY Transfers
	c.	900 Pay Per Call
		1. 900 Number Requests 2. 900 Number Terminates to Recorded Message 3. 900 Number Answered by Live Person 4. Calls That Can Not Be Completed to 900 Numbers
	d.	511 Calls
	e.	STS Overview
		1. Identifying Speech-To-Speech Calls 2. Processing STS Calls
	f.	Telebraille Customers (Pacing)
	g.	Hearing Carry-Over (HCO)
		1. Explanation of HCO Calls 2. Comparison of HCO to VCO 3. Procedures for Processing HCO Calls
	h.	Specialty Call Types

		1. Two-Line VCO or Voice Translation 2. Reverse Two-Line VCO or Voice Translation 3. Two-Line HCO or Hearing Translation 4. Voice to Voice (VTV) 5. Voice to TTY (VTT) 6. VCO Privacy 7. HCO Privacy 8. Hearing to Hearing (HTH) 9. VCO to HCO (VTH) 10. Touch Tone Carry-Over (TCO) 11. 3-way Calling 12. Revised SLAM Procedures 13. SLAM Procedures
	i.	International Calls
	j.	Calls Terminating to Another Relay Center
	k.	Hold Guidelines
	l.	Customer Contact Process (Requests for Supervisor or Customer Care)
	m.	Internet Relay
	n.	Instant Message Relay
XII.	***Module 12 – DNIS Switched Calls***	
	a.	Procedures for TTY to TTY Calls
		1. Relay to OSD 2. Relay to OSD to Relay 3. OSD to Relay
XIII.	***Module 13 – Introduction to OSD***	
	a.	Explanation of Operator Services for Deaf (OSD)
	b.	Comparison of OSD to Relay Service
	c.	Type of Calls That are Permitted Through OSD and Availability

(ii) CAs must have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.

The State of Arizona recognizes the importance of selecting highly-qualified individuals for the Communication Assistant position. Prior to being hired, perspective CA candidates must qualify on several tests including a Telephone Ability test, an Oral Typing Skills Test, and an Oral Proficiency Interview.

After being selected during a rigorous employment screening process, Arizona Relay CAs are observed and tested to ensure they

- **Possess clear and articulate voice communication**
- **Type a minimum of 60 words per minute on an oral typing test**
- **Have required grammar and spelling skills**
- **Are able to interpret typewritten ASL**
- **Are familiar with speech disability culture, languages, and etiquette**

Arizona Relay CAs undergo extensive training to ensure that all relay calls are handled accurately, courteously, efficiently, and in a manner that is sensitive to the needs of relay users. CAs are specifically trained to provide a functionally-equivalent service to what a voice user would experience without the use of relay. During initial training, important foundational relay principles such as "relaying verbatim regardless of content" are introduced and emphasized so that our new employees understand that they need to relay ALL calls regardless of content or intent, and in a tone of voice appropriate for the subject matter being relayed. CAs are taught to be as transparent as possible on calls and do not intervene in the communication process. CAs are given macros to assist in informing the caller of background noise and other activities that may occur during a relay call.

CA Training

Arizona Relay CAs participates in a minimum 80 hours of initial training period. The training stresses all the basic steps for processing relay calls, Disability/Cross-Cultural Training, and a variety of other related topics. The training encompasses simulated calls to help the CAs learn the material and follow appropriate call-handling steps. Prior to graduating from initial training, CAs are required to pass a series of written and skills-demonstration tests before they are allowed to process live calls unassisted. If a trainee cannot pass these tests and demonstrate proficiency, they will not be permitted to process live relay calls. CAs will be given additional instruction and coaching until they are ready to place live relay calls.

After this initial training program, CAs receives subsequent instruction and are coached while processing live calls in the relay environment. Readily available trainers and coaches will field any questions and provide feedback to the new CAs.

(iii) CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed.

The typing test for potential employment as an Arizona Relay CA requires applicants to successfully type at a minimum of 60 words per minute with a maximum error rate of no greater than five percent using an audio-typing test.

CAs are tested <u>three times per year</u> on audio-typing test and also observed during live calls by Supervisors to ensure they maintain a typing speed above the required 60 wpm.

Although permitted under Commission rules, the typing tests administered do not use technological aids to assist in meeting the required wpm scores. The software counts the total number of characters including spaces and divides that number by five to determine the words per minute.

If a CA does not meet the 60 wpm requirement, the CA is taken off line for further training that includes various typing exercises to improve typing speed and accuracy.

The average typing speed of our current CA Team that supports the Arizona Relay Service is over 73 – without technological aids.

(iv) TRS providers are responsible for requiring that VRS CAs are qualified interpreters. A "qualified interpreter" is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.

This requirement is not applicable to the Arizona Relay Service as it does not provide VRS as part of its state relay program.

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

As a matter of practice, the Arizona Relay Service minimizes transfers and reliefs to the extent possible. CAs only transfer calls when necessary. A change never takes place until either the calling or called party has completed their part of the conversation (typed or stated GA). Prior to transferring, CAs ensure that they have been processing a call for a minimum of ten (10) minutes for traditional relay and fifteen (15) minutes for Speech-to-Speech Service. The only exception is when a customer requests to be transferred to a different CA. Requests for the same CA to relay the entire conversation are honored whenever possible

When it is necessary to transfer a relay call, the sophisticated relay platform used by the Arizona Relay CAs allows for a fully electronic transfer of the call. This takes only seconds and is done at not-intrusive junctions on a call that have already met minimum time requirements. Our electronic transfer ability allows for full transition of the call including any notes indicated by the CA in their scratchpad for processing of the call. This is a highly efficient process that does not disrupt the call underway.

Due to the complexity of Speech-to-Speech calls, CA reliefs are "manual" reliefs only. The relief STS CA will go to the CA position to complete the remainder of the call.

When a call is transferred to a relief CA, TTY customers are notified by the macro bearing the relief CA's identification number and gender. Voice customers are notified by the announcement, "relief ca XXXX continuing your call." These notifications are provided promptly when the call is transferred, which takes place only at non-disruptive junctures between the TTY and Voice parties' conversation.

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

The Arizona Relay Service has a good mix of male and female CAs allowing for the ability to accommodate most users' request for a preferred gender prior to the start of a relay call or upon transferring the call to a relief or different CA.

When the TRS user requests a specific gender, the CA will type or say:

"Please hold while I check to see if a male/female CA is available"

If the requested gender CA is available, the CA will inform caller,

"Thank you for holding. We are able to accommodate your request. I am transferring your call now. One moment please."

The CA will *electronically* transfer the call to the relief CA of the requested gender.

When the call is transferred to a relief CA, the TTY user will be notified and see a message (macro key used) showing the relief CA's identification number and gender:

(relief ca XXXX M/F)

Voice customers are notified by the announcement "relief ca XXXX continuing your call."

These notifications are provided promptly when the call is transferred in a non-disruptive manner. The TRS user can then commence their conversation with the CA of their requested gender.

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

All Arizona Relay calls are transmitted in real time to the extent possible. There may be times when calls terminate to a voice processing system or answering machine, when the caller is permitted to provide information upfront in order to be responsive to the recordings.

(2) Confidentiality and conversation content. (i) Except as authorized by section 705 of the Communications Act, 47 U.S.C. 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls.

Arizona Relay callers must know their confidentiality and privacy is protected at all times. All Arizona Relay CAs and managers are required to sign and comply with a Pledge of Confidentiality and a CA Code of Ethics. The critical nature of confidentiality, adherence to FCC regulations, and State contractual requirements are emphasized during training and coaching discussions. The Pledge of Confidentiality is posted in each Relay Center. The CA Code of Ethics and Pledge of Confidentiality are regularly reviewed as part of CA performance plans. These codes have served to underscore the importance of customer privacy and protection.

Following is a copy of the Pledge of Confidentiality and the CA Code of Ethics that are used with the Arizona Relay Service.

AT&T Relay Services

CA CODE OF ETHICS

1. Communications Assistants will keep all call information strictly confidential. The only exception to this is if a call has to be transferred to another CA or the In-Charge Desk.

2. Communications Assistants must never give out telephone numbers.

3. Communications Assistants must never give out information about themselves except their gender and CA number.

4. Communications Assistants will convey the content and spirit of the speaker.

5. Communications Assistants will not counsel, advise nor express personal opinions except the tone of voice of the voice person.

6. Communications Assistants, as employees of AT&T, will strive to maintain high professional standards in compliance with the Code of Ethics and AT&T's Code of Business Conduct.

I have read and understand each of the Codes and I hereby pledge to abide and uphold the Code of Ethics.

Name *(sign)* _____

Name *(print)* _____

Date _____

Relay Service
Confidentiality Agreement

I _____ do hereby recognize the serious and confidential nature of Relay Service. I recognize the responsibility this places upon me and its bearing on my continued employment. By agreeing to employment in a Communications Assistant, supervisor or customer service role, I agree to the following conditions:

1. **I will not disclose to any individual, including fellow Communication Assistants (CAs) Customer Service Representatives and supervisors, the identity of any caller or information I may acquire about a caller while relaying his/her conversation, except if the user is in life threatening circumstances or causes an emergency situation, or in instances of resolving a complaint.**
2. **Under no circumstances will I act upon any information I may acquire while relaying conversations.**
3. **I will not allow any individual to watch or listen while processing actual calls, except for authorized training and quality monitoring purposes.**
4. **Except when performing Speech-to-Speech, I will not bring any recording devices, including but not limited to, pens, pencils and Personal Digital Assistants (PDAs), into relay workspace.**
5. **I will not keep any written or electronic form of a conversation beyond the duration of the call, except as allowed for Speech-to-Speech Relay service.**
6. **Except for any information necessary for billing purposes or gathering caller profile or 7-1-1 information when requested by the caller, I will not collect nor use a caller's personal information.**
7. **Under no circumstances will I reveal my relay operator number in conjunction with my name, or disclose to anyone the names, schedules or personal information of any fellow CA or supervisor working at the relay service.**
8. **I understand that the FCC requires me to relay everything that is said by either party even if portions of the conversation are offensive to me personally.**
9. **In the event of my resignation or termination of my employment, I will continue to hold in strictest confidence all information related to the work I have performed as a relay operator.**

I understand further that any of the above breaches in confidentiality will lead to disciplinary action up to and including immediate dismissal.

Signature: _____

Print Name: _____

Position: _____ Date: _____

Every Arizona Relay CA is required to adhere to the rules of confidentiality during all training sessions. Trainers are trained to present scenarios and procedures without revealing names or specifics about the callers.

All CAs are then required to sign the Pledge of Confidentiality previously discussed, promising not to disclose the identity of any caller, fellow relay operator, or any information learned during the course of relay calls. This applies to all Relay Service personnel during the period of employment and after termination of employment.

The Pledge of Confidentiality, along with the Code of Ethics, is posted at each workstation within the call center and in all reference tools. The Arizona Relay Team fully understands the serious ramifications for violations of the Confidentiality responsibilities placed upon them. The relay call center does not maintain a written or electronic script of any type beyond the duration of the call. All typed text scrolls off of the CA workstation screen, so that nothing is retrievable after a call is complete. Billing records are sent electronically by through the automated CA platform, and thus no billing records are retained onsite or at the CA position. This eliminates any possibility for a confidentiality breech of this type of information.

(ii) CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call. An STS CA may facilitate the call of an STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object. Appropriate measures must be taken by relay providers to ensure that confidentiality of VRS users is maintained.

A significant amount of time is spent training CAs to relay all conversation verbatim unless requested otherwise by the relay callers. Their ability to comply with this requirement is measured during diagnostics, quality assurance testing and during side-by-side observations.

On-going reviews during a CA's career of the Code of Ethics and Pledge of Confidentiality keep this important requirement of not altering conversations and relaying verbatim at the forefront of every call that is processed.

The Arizona Speech-to-Speech CAs have special training and skills to facilitate the conversation of relay users with speech disabilities without altering the intent of the conversation or interfering with the speech-to-speech user's independence or control of the call.

(3) Types of calls. (i) Consistent with the obligations of telecommunications carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.

The Arizona Relay Service places no limits on the number of relay calls or length of any relay call. Users are able to place as many sequence calls as they wish or to speak as long as they wish.

(ii) Relay services shall be capable of handling any type of call normally provided by telecommunications carriers unless the Commission determines that it is not technologically feasible to do so. Relay service providers have the burden of proving the infeasibility of handling any type of call.

With the exception of handling and processing of Coin Sent Paid calls which have been waived indefinitely by the Commission, the Arizona Relay Service is capable of handling any type of call including all types of operator-assisted calls (i.e. collect, bill to third, billed to a calling card, and person to person calls).

(iii) Relay service providers are permitted to decline to complete a call because credit authorization is denied.

Arizona Relay allows its CAs to decline to complete any call where appropriate acceptance of charges or credit authorization has not been provided. An example of this includes denial of charges for a collect call or invalid calling or credit card number.

(iv) Relay services shall be capable of handling pay-per-call calls.

The Arizona Relay Service platform allows for completion of any pay-per-call. Procedures require the CA to convey to the user any and all information provided by the 900 service provider regarding the cost for accessing the service and completing the call. Arizona Relay users have the option to request blocking of any pay-per-call service.

(v) TRS providers are required to provide the following types of TRS calls: (1) Text-to-voice and voice-to-text; (2) VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO; (3) HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO.

The relay platform that supports Arizona Relay Service supports all TRS call modalities including (1) text-to-voice and voice to text; (2) VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO; (3) HCO, two-line HCO, HCO-to-TTY, and HCO-to-HCO. In addition, (State) Relay users are able to place TTY to CapTel and vice versa; Speech-to-Speech to TTY and vice versa; Speech-to-Speech to CapTel and vice versa. These call types are part of initial training for all (State) Relay CAs and are also available to Arizona Spanish Relay users.

Following is a short list and description of the different call types processed through the Arizona Relay Service.

CALL TYPES
AT&T SUMMARY OF CALL PROCESSING

1. **Text to Voice:**

   Text to Voice calls are the most common type of relay call. AT&T's architecture is designed to accept calls from all types of text communication currently used in the industry, ASCII, Baudot, Turbocode, etc. AT&T's architecture readily identifies the type of communication the caller is using and automatically mirrors the communication mode (ASCII, Baudot, Turbo, etc.) so that communication can occur.

   Text callers will be greeted promptly by our system greeting, "(StateTRS) nbr calling pls GA". Callers can enter the number to dial as soon as this greeting is received. After the number to dial is entered, the call immediately routes to a CA for processing. Callers will receive (CA # (M/F) and the CA will press one key to dial the number requested that has automatically been populated based on the caller's response to our automated greeting. CAs will keep the caller informed of call status such as (dialing, ringing 1…2…, busy, redialing, etc.) by using shortcut keys on the keyboard. Once the call has been answered, CAs continues to keep the caller informed by typing the gender (male/female) of the person who answered and typing what they said. CAs explain relay if the voice recipient t is not familiar with the call, and keep the Text user informed with a shortcut key indicating (explaining relay). Call continues until completion.

   AT&T's upfront automation allows a TTY user to enter the number to dial directly, without the CA needing to intervene. This creates an efficient and accurate placement of a relay call. Independent studies have indicated that AT&T's upfront automation creates a more efficient start to a relay call.

2. **Voice to Text:**
   AT&T is able to place Voice to Text calls where a hearing and voice capable customer places a call to a TTY user. Our CAs are skilled at facilitating the communication by typing what the voice person says to the TTY user and then reading the TTY response to the Voice person.

   AT&T's architecture answers the Voice person's call by announcing the service, "(State) Relay" and requesting the number they wish to dial. Voice users can use their telephone key pad to enter the number to dial, creating a functional equivalence with how they place a call not requiring relay service.

   Voice callers will be greeted by the CA announcing their CA ID and indicating they are dialing the call, "CA # dialing your call now". CAs then press one key to dial the call as our system automatically populates the number the voice person has keyed in during the automated upfront portion of the call. CAs continually keeps the Voice person informed of call status such as (dialing, ringing, answered, busy, etc.). Once the Text user answers the line, CAs announces the call by using a shortcut key that types "(State) CA # (M/F) with a call". The CA reads the initial TTY response to the voice person and the call continues until completion.

3. **Text to VCO:**
   AT&T processes Text to VCO calls where a TTY user calls to an individual who has voicing ability but can not hear.

   Text callers will be greeted promptly by our system greeting, "(State TRS) nbr calling pls

GA". Callers can enter the number to dial as soon as this greeting is received. After the number to dial is entered, the call immediately routes to a CA for processing. Callers will receive (CA # (M/F) and the CA will press one key dial the number requested that has automatically been populated based on the caller's response to our automated greeting. CAs will keep the caller informed of call status such as (dialing, ringing 1…2…, busy, redialing, etc.) by using shortcut keys on the keyboard.

The Text caller may provide the CA with upfront instructions indicating they are contacting a VCO user. If the CA knows this in advance, they will activate the VCO feature and when the VCO user answers the line the CA will type a greeting such as "(State TRS) CA # (M/F) with a call VCO on GA."

AT&T offers relay users the option to set up a profile in our system to automatically indicate their type of communication, i. e VCO, HCO, STS, etc. If the Text user does not indicate they are dialing a VCO user however, the VCO user being called is profiled, our system will automatically set up the communication so that the VCO user does not need to request VCO to be activated.

There may be times when the CA is unaware that the line will be answered by a VCO user and in this case the VCO user would need to answer the line and request VCO to be activated.

Once the call has been answered, CAs continue to keep the caller informed by using shortcut keys to inform the caller that the line has been answered and the gender (male/female) of the person who answered. CAs then types their greeting and all that is said to the caller. CAs facilitate the communication by retyping what the text user types to the VCO user and then typing the VCO user's response back to the Text user. The call continues in this fashion until the call is complete.

4. VCO to Text

AT&T processes VCO to Text calls where a VCO user who has voicing ability but cannot hear dials to a TTY (text user).

VCO users who are profiled in our system arrive with the VCO feature already activated. They are greeted with a text message announcing the service, "(State TRS) may I have the nbr calling pls." VCO users have the option to voice or type the number they wish to call. The CA informs the caller VCO is on and enters the number to dial in the billing record. Dialing the call takes only one key stroke.

CAs keeps the customer informed by using keyboard shortcuts indicating (dialing, ringing 1…2.., busy, answered, etc.). When line two answers, the CA announces the call by typing "(State TRS) CA # (M/F) with a VCO calls." The CA then retypes the greeting of the text user to the VCO user. The CA types what the VCO user voices to the text user on line 2, and continues to type back and forth until the call is complete.

5. VCO to HCO

AT&T is able to process VCO to HCO calls. This is a call which allows two TTY users to communicate with each other via relay with one of the TTY users using VCO and the other HCO. During the VTH (VCO to HCO) call, the VCO customer voices his/her conversation to the HCO user. The HCO user responds with text, which is then retyped by the CA to the VCO user.

Ideally, VCO and HCO users will be profiled in our system. When this occurs, the appropriate communication modes are set up automatically by our system without the

need for the customer to request VCO/HCO and without the need for any CA intervention. If the customers are not profiled and request the service upon dialing in or being called to, CAs are able to activate the VCO or HCO feature with just two key strokes.
On a VCO call, the caller is greeted by an automated greeting announcing the service "(State TRS) may I have the nbr you wish to call." The VCO user can either give the number verbally or can type the number to dial if they prefer. The CA provides their CA ID number and gender by a keyboard shortcut and then dials the requested number. The CA keeps the VCO user informed with keyboard shortcuts such as (dialing, ringing 1…2…, answered, busy, etc.)

When the HCO user answers, the CA announces the call by saying "this is the (State) Relay Service CA ### with a V to H call, HCO is on GA. The CA then retypes the HCO greeting to the VCO user and reads the VCO user's response to the HCO customer. This continues until the call is complete.

6. VCO with Privacy

AT&T offers VCO with Privacy as a feature for our VCO callers. These calls are processed just as other VCO calls are, with the exception that when privacy is requested, the CA does not remain on the line when the VCO user is voicing their end of the conversation. CAs instructs the VCO user to type GA when they are done voicing their end of the conversation. CAs then press two keys to remove their headset from the line, this eliminates the CAs ability to hear the conversation voiced by the VCO user. When the VCO user finishes, they type GA and the CA again presses two keys to put their headset back on the line to hear the Voice person's response. They type this response to the VCO user and upon giving the GA; again remove their headset from the line to allow the VCO user privacy.

7. HCO to VCO

AT&T is able to process HCO to VCO calls. This is a call which allows two TTY users to communicate with each other via relay with one of the TTY users using HCO and the other VCO. During the HTV (HCO to VCO) call, the VCO customer voices his/her conversation to the HCO user. The HCO user responds with text, which is then retyped by the CA to the VCO user.

On a HCO call, the caller is greeted by an automated greeting announcing the service "(State) relay service may I have the nbr you wish to call." The HCO user types the number they wish to call and the CA receive the call with the number already populated and ready to dial. The CA types "HCO on" to let the caller know that the feature has been activated. The CA then voices "CA ID dialing", and the caller can hear the ringing as the ca presses a single key to dial the call. When the line is answered by a VCO user, (profiled users already have VCO feature activated), the CA types the announcement of the service and provides their CA id and gender, "(State TRS) CA 1234 (M) with an H to V call. The CA then types (VCO on) letting the user know they can begin speaking. The VCO user's conversation is heard by the HCO user. The CA retypes the HCO user's response to the VCO user. The conversation continues in this manner until complete.

8. Text to HCO

AT&T is able to process Text to HCO calls. These calls allow a TTY user to call to an HCO user who can hear but does not have voicing abilities.

The Text user dials in to relay and is greeted by our automated message announcing the service and requesting the number to dial "(State TRS) nbr calling pls." The Text user enters the number they wish to dial and the call is routed to a CA. Our system

automatically transmits the CA ID and gender, CA #### (M) and the CA presses a key to dial the number automatically populated by the text user's input. The CA keeps the text user informed via keyboard shortcuts (dialing, ringing 1…2…, busy, answered, etc.)
If the HCO user is profiled, the HCO feature will be automatically activated by our network. If the Text user indicates they are dialing an HCO user, the CA will activate HCO with two key strokes and will notify the HCO user that HCO is on when they answer. The CA will then announce the call to the HCO user and give their CA ID. The CA will retype what the HCO user types to the text user and will read what the text user types so the HCO user can hear it. This communication will continue until the call is complete.

9. HCO with Privacy

AT&T is easily able to accommodate HCO privacy requests. This call has the same call steps as a typical HCO call except that privacy is requested. The CA types "HCO privacy is on after gathering call details and dialing the call." When the Voice person on the call is speaking, the CA uses two key strokes to remove their headset from the line. When the CA sees the HCO user typing, they again press two key strokes to return their headset to the line and begin to read what the HCO user has typed. This call type allows for full privacy as only the HCO user can hear what the voice person on the call is saying.

10. Two-Line VCO

AT&T is able to process 2LVCO calls. This is a call type that is especially appreciated by VCO users with some residual hearing. It allows a VCO user to have a more interactive conversation. The 2LVCO user must have two telephone lines so they can listen and talk to the person they've called on one line, while they are reading the text typed by the CA on the other line. This communication type allows more of a natural flow for conversation since the 2LVCO user may hear some of the conversation before it is fully transmitted to them via text.

To place a 2LVCO, the customer dials relay and gives the CA the telephone number to their second telephone line. The CA types to the caller on the first line and lets them know when the voice line is ringing. The 2LVCO user answers the line and uses their 3-way calling functionality to conference in the person they wish to speak with. The CA then types what the third party says to the 2LVCO user. The CA remains transparent on the line and does not announce relay to the person the 2LVCO user conferences on. This allows for an uninterrupted call between the 2LVCO user and the person they have called.

11. Speech-to-Speech

AT&T processes STS (Speech-to-Speech) calls. These calls enable an individual with a speech disorder who can hear to use their own voice or a voice synthesizer rather than using a TTY. STS customers are hearing capable and have voicing abilities. The CA facilitates communication to occur on a STS call.

STS users are able to select either a passive or active role for the CA to play. In a passive role, the CA repeats or "revoices" only portions of the STS users conversation that are not understood by the person they have called. In an active role, the CA repeats everything that the STS user says. AT&T CAs receives extensive training to recognize speech patterns and to use tools and techniques to assist in facilitating communication for STS users.

STS users are greeted by a CA announcing the service and providing their CA ID, "This is (State) Speech to Speech Service CA #### may I have the number you wish to call." Many STS users have profiles indicating their call-handling preferences to assist in efficient call-processing. STS users can dictate the announcement of the call and can provide other call

instructions to the CA prior to placing their call. STS users have the option to dictate a message that the CA will then read when the person they have called answers the line. If the STS has no special instructions, the CA will dial the number requested and announce the call by saying, "This is the (State) Relay Service with a Speech-to-Speech call, are you familiar with Speech-to-Speech relay?" The CA will explain the service if necessary, if the call recipient is familiar with STS, the CA will continue with the call in the role (passive or active) that the STS has requested. CAs re-voices what is needed on the call to facilitate the communication. When a STS call is complete, the CA will thank the voice person on line 2 and will ask the STS user if they would like to place another call.

12. Spanish to Spanish

    AT&T processes all types of relay calls in Spanish. Our Spanish team is fluently bilingual and able to processes and complete all relay call types in Spanish. For Spanish calls, keyboard shortcuts and hot keys transmit messages in Spanish rather than English. This assists Spanish CAs in keeping the Spanish customers informed and in processing relay calls efficiently.

13. VCO to VCO

    AT&T is able to process VCO to VCO (VTV) calls. This call type allows two relay users who have voicing abilities but can not hear to communicate via relay. If profiled, both parties will automatically have the VCO feature activated upon connection to our relay service. The VCO user originating the call will be greeted by our automated greeting announcing the service. VCO users always have the option to type the number to dial or to verbally give the CA the number. The CA gives the caller their CA ID and gender and dials the call by pressing a single key if the VCO user has entered the number to dial during the upfront process.

    CAs keep the VCO caller informed of call progress by using hot keys to transmit pre-programmed messages such as (dialing, ringing, busy, answered, male or female, etc.). CAs types the announcement phrase to the VCO user they have called and provide their CA ID and gender (State TRS CA # m/f with a V to V call). . After informing the VCO caller that the line has been answered and the gender of the person, CAs will type the greeting of the VCO user who answers the line. The CA will then type the initiating VCO user's response. CAs continues to listen as the VCO users' voice their conversation and the CA types it to the alternate VCO user. The conversation continues in this manner until complete.

14. HCO to HCO

    AT&T processes HCO to HCO calls. This type of relay call is a request where both customers are TTY users who can hear but cannot speak. HCO users will type their conversations to the CA who will voice it to the other HCO user and then vice versa until the call is complete.

    CAs activate an HCO conference feature that enables both parties to hear what is said without hearing the TTY tones that are transmitted when the HCO users type their responses. CAs announces the call by typing "this is the Florida relay service CA ## with an HTH call for this number, HCO is on." CAs provides an explanation of the call if required. If necessary, the CA will say, "the person is on the line now you may begin typing." CAs will read what is typed by each HCO user to the other HCO user. This will continue until the call is complete. After call setup, the CA does not type to process an HTH call, just voices what the call participants type.

15. Two-Line HCO

AT&T processes Two-Line HCO calls. Two Line HCO, also known as "Hearing Translation," allows interactive communication between the TTY/HCO user who has some degree of voicing capability, and the Voice person that they conference on the line using the 3-way calling feature on their telephone line. It provides a more "real time" conversation between the TTY/HCO caller and the voice person. During this call, the TTY HCO user can type conversation that is not understood by the other person and the CA will voice the typed text.

16. **Pay-per-Calls**

AT&T process Pay-per-calls through our regular relay services. TTY users can provide a 900 number to dial that terminates at a pay-per-call line. If the line is answered by voice, the CA will type the greeting and announce the call by saying *"This is the AT&T Pay Per Call Service, CA #, with a relay call for this number."* CA will explain relay if necessary. CA will listen to the preamble indicating there is a charge for the call, and will drop the line. CA then types "*pay per call msg, you will be charged for each redial do you want to continue q ga"* If the caller agrees to accept the charges, the CA resets the end user billing timer and dials the call back to the 900 number. The CA will agree to the charges on this call and will continue to relay the call between the TTY user and the 900 voice person until the call is complete. The caller will be billed for normal 900 charges associated with the pay per call access.

(vi) TRS providers are required to provide the following features: (1) Call release functionality; (2) speed dialing functionality; and (3) three-way calling functionality.

<u>Call release functionality:</u>

Arizona's relay provider's platform allows the CA to sign-off or be "released" from the telephone line after the CA has set up a telephone call between the originating TTY caller, and a called TTY party. This feature is used to process TTY to TTY calls when a TTY user must go through a TRS facility to contact another TTY user because the called TTY party can only be reached through a voice-only interface, such as a switchboard.

Another scenario where this feature is used is when a TTY user is billing to a calling card that is accessed through an 800 number. The (State) Relay CAs dial and interact with the toll free number prompts and then release the call once they are sure direct communication between the TTY users is taking place. The CAs press two keys to transmit a message indicating "ANSWERED BY TTY …ONE MOMENT CONNECTING YOUR CALL" and then "CONNECTION

COMPLETE". CAs then ensure that communication is taking place between the TTY users and release the call from their position allowing them to be available for another relay call.

<u>Speed dialing functionality:</u>

Arizona's relay provider's platform allows users to store up to 100 names and numbers in their speed dial profile. Callers can then ask the CA to dial based on the name entered for that telephone number in the speed dial list such as "call mom" or "please call the dentist" or call "Charlie".

Callers can also provide the number of the listing in their speed dial list such as call number 22. CAs then press a single key to have the telephone number entered from the caller's speed dial list. The CA does not need to manually copy the number over to the dialing field. This eliminates the possibility of CA error in entering the number to dial.

<u>Three-way calling functionality:</u>

The Arizona Relay Service supports three-way calling functionality that allows more than two parties to be on the telephone line at the same time with the CA.

Customers who have purchased the three-way calling feature from their LEC can access the Arizona Relay Service and they can then conference in an additional person on their three-way calling line. CAs will be able to communicate with both the caller and the third-party on the same line and will be able to type to the caller on the additional line (forward number). This three-way calling feature is available for use by all relay customers including our STS users who especially appreciate this feature.

Another option for Arizona Relay users is to dial in to another relay connection with the forward number, allowing for an additional party to be joined on the line. Customers have the option to choose how to connect, either with another relay line or directly through their own connection.

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

The Arizona Relay Service enables and facilitates calling to Interactive Menus and Voice Mails. All CA positions are equipped with macro keys (pre-programmed messages) that are used when a recorded message is reached. When CAs reaches a recorded message, they transmit a macro indicating (recorded msg). If the recorded message is an interactive menu, CAs transmit this macro:

(Would you like complete msg typed or hold for specific dept or live rep).

This macro allows the customer to have full control of their call at all times. Customers can also elect to have the entire recording typed to them verbatim. CAs follows customer instructions at all times (either holding for a specific department or live rep or typing the options).

CAs keeps the caller informed while selecting any menu prompts as directed by the customer. CAs type updates such as (*pressing 2 for balance inquiry*) or (*pressing 0 for live rep).* This ensures that the caller is always in control of the call and can select additional prompts if they would like.

RECORDING DEVICE

CA positions are equipped with a Play Back Device (PBD) that enables the CA to capture recorded messages in their entirety without the need to redial. The CA has the ability to play back to any point in the recording, which allows the CA to provide continuous message transcription to the TTY user. All messages recorded on the PBD are erased as soon as the customer disconnects, ensuring confidentiality requirements are met.

The Arizona Relay Service does not impose any charges for additional calls, if needed, in order to complete calls involving recorded or interactive messages. Relay callers are only billed for one complete call. This provides a functionally equivalent billing scenario comparable to that of a direct-dialed call.

(viii) TRS providers shall provide, as TRS features, answering machine and voice mail retrieval.

Arizona Relay CAs are trained to retrieve voice and TTY messages from voice processing systems and answering machines, and relay the message to the relay caller in the caller's communication mode (voice, TTY, ASCII, etc.). Following are basic steps for processing these types of requests.

RETRIEVING MSGS FROM ANSWERING MACHINE

The following is a brief outline of the CA's process for retrieving messages from an answering machine or voice processing system.

Retrieving Messages from Answering Machine or Voice Processing System
1. Caller requests message retrieval and provides CA with appropriate phone number and access codes to retrieve messages.
2. CA enters access codes in electronic scratchpad that allows them to be available for only the current call. The electronic scratchpad ensures confidentiality as it is automatically deleted when the call is complete.
3. CA Dials to the requested number and reaches answering machine.
4. CA enters appropriate access codes from electronic scratchpad.
5. Recording Device (PBD) is activated to record new messages left on the customer's answering machine. (NOTE: If only one message or a short message, will be relayed real time and will not require recording device.)
6. Complete messages are typed to the caller and caller is given the option to save or delete messages.
7. CA redials without creating another billing record to delete or save each individual

	message at the direction of the caller.
8.	Access code information in the electronic scratchpad is automatically deleted at the completion of the call.

As with all things relay, the Arizona Relay Service protects the confidentiality of access codes that may be used to retrieve messages.

(4) Emergency call handling requirements for TTY-based TRS providers. TTY-based TRS providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner.

Although relay users are encouraged to dial 911 directly from their TTY or telephone for the fastest response, the Arizona Relay Service is able to support users who reach the relay service for 911 calls. Following are the procedures employed by Arizona Relay for these types of calls:

Emergency Call Handling
1. CAs can directly access a database with emergency agency listings based on the caller's Automatic Number Identification (ANI). In the rare occurrence that the agency number doesn't appear in the database, the CA contacts Directory Assistance. After getting the number, the CA needs only two key strokes to immediately access the emergency agency.
2. Our Caller ID technology enables the emergency agency to receive the relay caller's ANI directly, eliminating the time and potential inaccuracy of number transmission by the CA.
3. When the agency answers, the CA informs the dispatcher that the call is coming through Relay Service, provides their CA number, and indicates whether the caller is TTY or voice. The CA then remains available to the emergency agency to provide any information or assistance to support emergency service. The call is given the CA's undivided attention – call transfer is strictly prohibited – and a

	supervisor is typically summoned to provide support to the CA until the call ends when the agency disconnects.
4.	Emergency calls are treated differently from a confidentiality perspective. CAs are trained and prepared to provide any and all information requested to the PSAP agency to ensure the relay caller receives expeditious emergency services. These may include the Billing Telephone Number (BTN) and any information stated by the caller before connection, etc. It is our goal to get the caller assistance as quickly as possible.

CAs notifies their supervisor and solicits the supervisor's support when processing Emergency calls. Procedures explicitly instruct the CA to contact the PSAP agency if a caller disconnects from Arizona Relay prior to reaching the emergency agency. CAs contacts the PSAP and provides them with the caller's telephone number and other pertinent information shared by the caller prior to disconnection.

CAs are trained to stay on the line with emergency calls as long as required to ensure that emergency services are rendered. CAs will stay on the line until the PSAP hangs up or tells the CA to drop the line.

Transferring of emergency calls to other CAs in not permitted.
When receiving a call that a CA suspects may be an emergency, the CA will treat that call as an emergency call. The CAs will not attempt to question the caller about the exact nature of the emergency, other than to determine whether fire, police, or ambulance is required. CAs will let the professionally trained PSAP Operator to question appropriately and respond to the emergency.

A fully automated ("electronic") system to handle emergency services for each call type is not currently trusted or used by Arizona Relay. Our provider's emergency call handling system has been optimized over the years to support the wide variety of call types handled through the platform with concierge care and accuracy. Since Relay call types vary significantly (e.g. POTS lines, wireless phones, payphones, voice users, data users, STS users, and wire line TTYs), this optimization comes in the form of a CA determining the most appropriate handling method for each E911 instance.

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

Arizona Relay STS customers have the option to maintain a list of frequently called numbers through the AT&T Relay Customer Profile. The AT&T Relay Customer Profile allows STS users to create a list of over 100 frequently called number which can be arranged in alphabetical order of the first name, with each entry having a number with the first entry assigned the number one and the number of each subsequent entry increasing one (1, 2, 3, 4…). Whenever a STS user elects to place a call to an entry in their Relay Customer Profile, the CA states the name and number of the requested person to the STS user prior to dialing the number.

Following are pages from the STS Relay Customer Preference/Profile form used for Arizona Relay customers and provides additional STS Specific options and features above the standard Relay Customer Preference/Profile forms.

Speed up your relay call!

AT&T Relay Choice Profile Form

Speech to Speech

Let us know your preferences and we will set up your call faster! If you choose to fill out this Relay Choice Profile form, it will enable us to speed up your call and make your life easier.

If you need help with this form, feel free to contact us: Voice 1-800-682-8706, TTY 1-800-682-8786, Email rm-attcustomercare@att.com. All information you provide will be kept strictly confidential. Note: Baudot is utilized on standard TTY and ASCII on personal computers.

Caller Information

First _____ Last _____

Street Address _____ Apt or Ste _____

City _____ State _____ Zip _____

Email _____

Password _____

Secret Question _____

Secret Answer _____

Call Preferences

Relay Type:

☐ Standard TTY ☐ Speech to Speech ☐ Deaf-Blind

Communication Mode:

☐ Baudot ☐ Turbo Code ☐ IM ☐ Speech to Speech

☐ Baudot HCO ☐ Turbo Code HCO ☐ Voice

☐ Baudot VCO ☐ Turbo Code VCO ☐ ASCII

Line 2 Phone Number if L2VCO or L2HCO is desired

_____

Language ☐ English ☐ Spanish

CA Typing Speed in Words Per Minute (WPM)

☐ Max ☐ 50 wpm ☐ 30 wpm ☐ 20 wpm ☐ 10 wpm

Relay Background Noise

☐ Yes ☐ No

Relay Tone of Voice

☐ Yes ☐ No

Abbreviate Auto Messages

☐ Yes ☐ No

Abbreviate IVR Messages

☐ Yes ☐ No

Translate ASL

☐ Yes ☐ No

Check Spelling of Words CA Types

☐ Yes ☐ No

Relay that CA has Checked Spelling of Names

☐ Yes ☐ No

CA Gender

☐ No Preference ☐ Male ☐ Female

Explain Relay

☐ CA Standard Script ☐ No ☐ Me, in CA's Voice

☐ Me, in My Voice ☐ CA Custom Script (Enter Script Below)

Custom Script

_____

_____

_____

Speech to Speech Preferences

Long Hold Times Requested

☐ Yes ☐ No

Slow Reader Patience Required

☐ Yes ☐ No

Slow Talking CA

☐ Yes ☐ No

Mute Speech Impaired Party

☐ Yes ☐ No

Allow Pause of CA Revoicing

☐ Yes ☐ No

Tell Who is Calling

☐ Yes ☐ No

Confirm Calling Preferences

☐ Yes ☐ No

Retain Inbound information

☐ Yes ☐ No

Visually Assist Phone or IP (Blank if None) _____

Voice Augmentation Device (Blank if None) _____

Special Communication Device

☐ None ☐ Amplified Handset ☐ Cochlear Implant ☐ Hearing Aid

☐ Other ☐ Large Display TTY ☐ Telebraille ☐ PC

Standard First Thoughts

_____

Answering Machine Message

_____

If you need help with this form, feel free to contact us: Voice 1-800-682-8706, TTY 1-800-682-8786, Email rm-attcustomercare@att.com. All information you provide will be kept strictly confidential. Note: Baudot is utilized on standard TTY and ASCII on personal computers.

Caller Information

First _____ Last _____

Street Address _____ Apt or Ste _____

City _____ State _____ Zip _____

Email _____

Password _____

Secret Question _____

Secret Answer _____

Call Preferences

Relay Type:

☐ Standard TTY ☐ Speech to Speech ☐ Deaf-Blind

Communication Mode:

☐ Baudot ☐ Turbo Code ☐ IM ☐ Speech to Speech

☐ Baudot HCO ☐ Turbo Code HCO ☐ Voice

☐ Baudot VCO ☐ Turbo Code VCO ☐ ASCII

Line 2 Phone Number if L2VCO or L2HCO is desired

_____

Language ☐ English ☐ Spanish

CA Typing Speed in Words Per Minute (WPM)

☐ Max ☐ 50 wpm ☐ 30 wpm ☐ 20 wpm ☐ 10 wpm

Relay Background Noise

☐ Yes ☐ No

Relay Tone of Voice

☐ Yes ☐ No

Abbreviate Auto Messages

☐ Yes ☐ No

Abbreviate IVR Messages

☐ Yes ☐ No

Translate ASL

☐ Yes ☐ No

Check Spelling of Words CA Types

☐ Yes ☐ No

Relay that CA has Checked Spelling of Names

☐ Yes ☐ No

CA Gender

☐ No Preference ☐ Male ☐ Female

Explain Relay

☐ CA Standard Script ☐ No ☐ Me, in CA's Voice

☐ Me, in My Voice ☐ CA Custom Script (Enter Script Below)

Custom Script

_____

_____

_____

Speech to Speech Preferences

Long Hold Times Requested

☐ Yes ☐ No

Slow Reader Patience Required

☐ Yes ☐ No

Slow Talking CA

☐ Yes ☐ No

Mute Speech Impaired Party

☐ Yes ☐ No

Allow Pause of CA Revoicing

☐ Yes ☐ No

Tell Who is Calling

☐ Yes ☐ No

Confirm Calling Preferences

☐ Yes ☐ No

Retain Inbound information

☐ Yes ☐ No

Visually Assist Phone or IP (Blank if None) _____

Voice Augmentation Device (Blank if None) _____

Special Communication Device

☐ None ☐ Amplified Handset ☐ Cochlear Implant ☐ Hearing Aid

☐ Other ☐ Large Display TTY ☐ Telebraille ☐ PC

Standard First Thoughts

_____

Answering Machine Message

_____

"Other Number" Rerouting Feature

You do not have to miss a call again. You can have the CA find you wherever you are at any time of the day. Just tell us what phone number you can be reached at and on what day(s) and what time. When we get an incoming call for you, we'll look at your "Other Numbers" schedule and direct your call to the correct phone number. You can supply up to 20 numbers, so now your family and friends can find you just about anyplace else.

ID1 Phone _____ Line 2 for 2LVCO _____

Type:
- ☐ Baudot
- ☐ Turbocode
- ☐ IM
- ☐ Baudot HCO
- ☐ Turbocode HCO
- ☐ Voice
- ☐ Baudot VCO
- ☐ Turbocose VCO
- ☐ ASCII
- ☐ STS

When should we route incoming calls to this number?

Time: From _____ am/pm to _____ am/pm

Day (M/T/W/Thur/Fri/Sat/Sun): _____

ID2 Phone _____ Line 2 for 2LVCO _____

Type:
- ☐ Baudot
- ☐ Turbocode
- ☐ IM
- ☐ Baudot HCO
- ☐ Turbocode HCO
- ☐ Voice
- ☐ Baudot VCO
- ☐ Turbocose VCO
- ☐ ASCII
- ☐ STS

When should we route incoming calls to this number?

Time: From _____ am/pm to _____ am/pm

Day (M/T/W/Thur/Fri/Sat/Sun): _____

Speed Dial Contacts

ID1 Name _____ Phone _____

Type: ☐ Business ☐ Financial ☐ Personal ☐ Social ☐ Other

Special Instructions: _____

ID2 Name _____ Phone _____

Type: ☐ Business ☐ Financial ☐ Personal ☐ Social ☐ Other

Special Instructions: _____

ID3 Name _____ Phone _____

Type: ☐ Business ☐ Financial ☐ Personal ☐ Social ☐ Other

Special Instructions: _____

ID4 Name _____ Phone _____

Type: ☐ Business ☐ Financial ☐ Personal ☐ Social ☐ Other

Special Instructions: _____

ID5 Name _____ Phone _____

Type: ☐ Business ☐ Financial ☐ Personal ☐ Social ☐ Other

Special Instructions: _____

ID6 Name _____ Phone _____

Type: ☐ Business ☐ Financial ☐ Personal ☐ Social ☐ Other

Special Instructions: _____

ID7 Name _____ Phone _____

Type: ☐ Business ☐ Financial ☐ Personal ☐ Social ☐ Other

Special Instructions: _____

ID8 Name _____ Phone _____

Type: ☐ Business ☐ Financial ☐ Personal ☐ Social ☐ Other

Special Instructions: _____

Account Settings

Allow Redial of Last Number Dialed ☐Yes ☐No

Multiple Users ☐Yes ☐No

Call Name _____

Billing Method

☐Paid ☐Calling Card ☐Third Party ☐Collect

Caller ID

☐Send My Number ☐Block My Number ☐Relay Center Number

Call Blocking

Block Outbound 800 Calls ☐Yes ☐No

Block Outbound 900 Calls ☐Yes ☐No

Block Outbound international Calls ☐Yes ☐No

Block the following Outbound Numbers

ID 1 Phone _____

ID 2 Phone _____

ID 3 Phone _____

ID 4 Phone _____

ID 5 Phone _____

ID 6 Phone _____

ID 7 Phone _____

ID 8 Phone _____

ID 9 Phone _____

ID 10 Phone _____

Long Distance Provider - Choose Provider

- ☐ AT&T
- ☐ Allegiance group Services
- ☐ ATN
- ☐ Business Telecom
- ☐ Century Link
- ☐ Citizens
- ☐ Comcast
- ☐ CoreComm Maryland
- ☐ Cox Residential
- ☐ Easton Telecom Services
- ☐ Excel
- ☐ Global (Close Call America)
- ☐ Global (Opex)
- ☐ Hardy Telecom
- ☐ Incomnet Communications
- ☐ LDM Systems
- ☐ Lightyear Comm of Maryland
- ☐ Matrix Telecom
- ☐ McLeod USA
- ☐ My LEC (if Available)
- ☐ Oncor Communications
- ☐ OpenBand of Maryland
- ☐ Phone Tel Technologies
- ☐ Qwest 432
- ☐ Sage Communications
- ☐ SBC LD-KRC
- ☐ Sprint
- ☐ Talk America
- ☐ Telecom USA (MCI)
- ☐ Touce 1 Communications
- ☐ V2
- ☐ Verizon
- ☐ Wiltel
- ☐ Worldxchange
- ☐ Zone Telecom 1511
- ☐ Adelphia Business Solutions
- ☐ AmeriVision Communications
- ☐ Bellsouth
- ☐ Century
- ☐ Charter Fiberlink
- ☐ Clearchoice 5 Talk
- ☐ Comtech 21
- ☐ Cox
- ☐ Eastern Telecommunications
- ☐ Embarq
- ☐ Excel 10-10
- ☐ Global (Frontier)
- ☐ Global Crossing
- ☐ I-Link Communications
- ☐ LDDSCOMM
- ☐ LDMI
- ☐ Long Distance Wholesale Club
- ☐ MCI
- ☐ Metra Media
- ☐ North Camerican Telephone
- ☐ One Call Communications
- ☐ Pembroke
- ☐ Primus Telecommunications
- ☐ Qwest 56
- ☐ SBC
- ☐ SBC Long Distance
- ☐ Sudden Link
- ☐ TDS LD
- ☐ Telecom
- ☐ Touch One
- ☐ Var Tech
- ☐ VSSI
- ☐ Worldwide Network Services
- ☐ Z-Tel
- ☐ Zone Telecom 5014

Local Toll Carrier - Choose Provider

- ☐ AT&T
- ☐ Allegiance group Services
- ☐ ATN
- ☐ Business Telecom
- ☐ Century Link
- ☐ Citizens
- ☐ Comcast
- ☐ CoreComm Maryland
- ☐ Cox Residential
- ☐ Easton Telecom Services
- ☐ Excel
- ☐ Global (Close Call America)
- ☐ Global (Opex)
- ☐ Hardy Telecom
- ☐ Incomnet Communications
- ☐ LDM Systems
- ☐ Lightyear Comm of Maryland
- ☐ Matrix Telecom
- ☐ McLeod USA
- ☐ My LEC (if Available)
- ☐ Oncor Communications
- ☐ OpenBand of Maryland
- ☐ Phone Tel Technologies
- ☐ Qwest 432
- ☐ Sage Communications
- ☐ SBC LD-KRC
- ☐ Sprint
- ☐ Talk America
- ☐ Telecom USA (MCI)
- ☐ Touce 1 Communications
- ☐ V2
- ☐ Verizon
- ☐ Wiltel
- ☐ Worldxchange
- ☐ Zone Telecom 1511
- ☐ Adelphia Business Solutions
- ☐ AmeriVision Communications
- ☐ Bellsouth
- ☐ Century
- ☐ Charter Fiberlink
- ☐ Clearchoice 5 Talk
- ☐ Comtech 21
- ☐ Cox
- ☐ Eastern Telecommunications
- ☐ Embarq
- ☐ Excel 10-10
- ☐ Global (Frontier)
- ☐ Global Crossing
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- ☐ Var Tech
- ☐ VSSI
- ☐ Worldwide Network Services
- ☐ Z-Tel
- ☐ Zone Telecom 5014

Where to Submit Completed Forms:

Fax
1-888-288-2184

Mail
AT&T Relay Customer Care Center
831 Park Avenue
Norton, VA 24293

Email
rm-attcustomercare@att.com

(6) Visual privacy screens/idle calls. A VRS CA may not enable a visual privacy screen or similar feature during a VRS call. A VRS CA must disconnect a VRS call if the caller or the called party to a VRS call enables a privacy screen or similar feature for more than five minutes or is otherwise unresponsive or unengaged for more than five minutes, unless the call is a 9–1–1 emergency call or the caller or called party is legitimately placed on hold and is present and waiting for active communications to commence. Prior to disconnecting the call, the CA must announce to both parties the intent to terminate the call and may reverse the decision to disconnect if one of the parties indicates continued engagement with the call.

This requirement is not applicable to the Arizona Relay Service as it does not provide VRS as part of its state relay program.

(7) International calls. VRS calls that originate from an international IP address will not be compensated, with the exception of calls made by a U.S. resident who has pre-registered with his or her default provider prior to leaving the country, during specified periods of time while on travel and from specified regions of travel, for which there is an accurate means of verifying the identity and location of such callers. For purposes of this section, an international IP address is defined as one that indicates that the individual initiating the call is located outside the United States.

This requirement is not applicable to the Arizona Relay Service as it does not provide VRS as part of its state relay program.