

§ 64.604 Mandatory minimum standards.

The standards in this section are applicable December 18, 2000, except as stated in paragraphs (c)(2) and (c)(7) of this section.

(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.

(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.

(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.

Recognizing that high quality Relay Communications Assistants ("CAs") are critical to providing consumer satisfaction, Relay New Mexico thoroughly trains its Relay CAs to meet the specialized communications needs of individuals who are deaf, hard of hearing or have difficulty speaking. All Relay New Mexico CAs possess clear and articulate voice communications. They have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with the various cultures of relay users, languages and etiquette. All Relay New Mexico CAs provide a typing speed of a minimum of 60 words per minute, and Hamilton confirms this by giving oral-to-type tests of CA speed.

CAs are trained to relay calls in a manner that meets and often exceeds FCC standards. The following describes how Relay New Mexico's service provider trains its CAs to meet operational proficiency standards stated above. Before hiring, exams are given to each applicant in the following areas to ensure that the candidate has the needed skills to become a fully trained Relay CA:

- (1) Spelling skills (must achieve at least 90% correct)
- (2) Reading skills (must be able to read clearly and distinctly)
- (3) Typing proficiency

Additional details about these requirements are as follows:

Spelling Skills

The minimum spelling skill required of Relay New Mexico Communication Assistants is the ability to quickly and easily spell words that are equivalent to that of a beginning college level conversation. CAs must pass a spelling exam to be eligible to work as a Relay New Mexico CA and score in at least the 90th percentile. The spelling skills exam is based on a 12th grade spelling level. Relay New Mexico performs similar testing for Spanish CAs.

English Reading, Speaking, and Writing Skills

Communication Assistants must meet all grammar proficiency requirements including reading, speaking, and writing English Communication at a minimum of a 12th grade level prior to employment. Relay New Mexico also tests for diction, clear and articulate voice communications and a neutral accent by requiring each prospective CA to complete a reading exam.

Typing Proficiency

Communication Assistants must type 60 words per minute (wpm) for five minutes. Relay New Mexico exceeds this service level by requiring CAs to maintain a 95% accuracy level while typing 60 wpm. Relay New Mexico's provider has an average typing speed of 68.9 wpm with 98% accuracy.

Newly hired CA are required to meet the Relay New Mexico minimum typing proficiency standard on an oral-to-text exam within a three week period before they may take calls. Relay New Mexico also tests its CAs every four months in a manner simulating actual working conditions to document current proficiency levels. If an CA is unable to meet the 60 wpm requirement, the CA is removed from live relay calls until further training and compliance can be accomplished.

Relay New Mexico also uses a computer based typing program for continuing enhancement of keyboarding, spelling and grammar skills. This program is available to all CAs.

Relay New Mexico performs test calls to document current proficiency levels of the CAs and to make sure each is making progress over the term of their employment. Conducting typing tests during live relay calls also ensures that Relay CAs are meeting all typing requirements during actual calls.

Training

All Relay New Mexico staff, including management, receive 20 hours of initial training devoted solely to disability issues including ASL "gloss", ASL style and grammar, tone of voice, deaf, hard of hearing and hearing cultures, etiquette, pertinent information about the needs of people who are deaf or hard-of-hearing, the role of the CA (including training to relay the contents of a call as accurately as possible without intervening in communication) and operation of relay telecommunications equipment including answering machines and computerized services. This training is done through videos, seminars with staff who are familiar with the relay communities, observation (both

simulated and on live calls), and a variety of role-play scenarios. CAs are well trained to effectively meet the specialized needs of relay users.

In addition to basic training during new hire training, Relay New Mexico provides an additional 12 hours of specialized/cultural training annually.

Spanish language relay CAs must complete the same training as all traditional Relay CAs and must additionally pass tests confirming proficiency in the Spanish language.

Proficiency Examinations

Relay New Mexico CAs begin relaying calls at the end of the three-week training period, assuming all examinations have been passed and proficiency skills have been shown. In addition to these exams and skill tests, CAs must successfully complete several relay call scenarios to demonstrate proficiency in simulated scenarios. Hamilton can then determine that a CA is meeting and exceeding all minimum FCC proficiency requirements. Tests are kept confidential and portions of the tests are changed routinely. CAs are tested on a variety of topics monthly to ensure that they continue to meet all requirements.

CA Performance Monitoring to Ensure Each CA Continues to Meet All Requirements

Through its provider's advanced relay platform, Relay New Mexico has established a unique remote call monitoring system. Relay New Mexico uses this call monitoring system to continually monitor call performance. Such items as proficiency and professionalism, procedures, language, voice quality, decorum, and professional knowledge and skills are evaluated daily.

Relay New Mexico constantly monitors its CAs for quality control. Two formal call evaluations are completed each month, and informal "spot checking" is conducted every day to ensure that CAs are performing properly on calls.

Formal call monitoring includes observation of the call from start to finish. The CA either earns a passing or failing score in the applicable category. These monitorings are conducted by a Relay Supervisor and the Monitoring Supervisor. Two formal evaluations are required of each CA per month.

Through the call monitoring process, any CA not in compliance with quality standards is taken off duty for further training and re-testing. These CAs are put on probation and monitored frequently to ensure continued improvement.

(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.

Relay New Mexico does not change Communication Assistants during a call. Even at the end of shifts, over lunch hours, and other breaks, Relay New Mexico CAs stay with a call

until it is completed. Our experience has been that this provides much greater continuity for the user.

Relay New Mexico exceeds the FCC standard for substitution of CAs for TTY-based TRS and STS TRS.

Relay New Mexico only substitutes a CA if the following should occur:

- **A caller requests a change in gender of the CA**
Relay New Mexico CAs, when requested, will switch a call to another CA who is of the same gender as the caller and retain that CA for the user throughout the relay call.
- **Verbal abuse or obscenity is directed to the CA**
If a relay user becomes abusive towards a CA (calling names, etc.) or does not give a number to dial, Relay New Mexico's procedure is to send a hot key requesting the number to call three times, waiting approximately 20 to 30 seconds between each time the hot key is sent. If the CA is still being harassed or is not given a number to dial, a supervisor is called. The supervisor will try to process the call. If abuse continues or there is no response, a disconnect slip will be completed.
- **The call requires a specialist (Spanish language, speech to speech, etc.)**
- **A perceived conflict of interest exists or,**
- **A major emergency exists**

A change never takes place until either the calling or called party has completed their part of the conversation.

If a call does need to be transferred, another CA replaces the CA relaying the call at the same workstation so that the relay user's call is not interrupted (except to identify the new CA to both parties). A supervisor monitors the change and must approve the change based on the criteria listed above.

(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.

Communication Assistants, when requested, will switch a call to another Communication Assistant who is of the gender requested by the caller and retain that gender for the user throughout the relay call. New Mexico's provider has the technical capability to automatically route calls to CAs of the preferred gender, if available, based on customer profile selection.

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

Relay New Mexico transmits conversations between Relay and voice callers in real time.

(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.

(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.

Relay New Mexico CAs are instructed not to disclose the content of any relayed conversation regardless of content, and to refrain 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. CAs are instructed not to intentionally alter a relayed conversation. To the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, CAs are instructed to relay all conversation verbatim unless the relay user specifically requests summarization or if the user requests interpretation of a call. Relay New Mexico employs various methods to ensure that all relay users' confidentiality is maintained, including the restriction of access to its call centers and the partitioning of CAs into individual cubicles to ensure relay call privacy. All Relay New Mexico employees must sign a confidentiality agreement committing to keep all information confidential.

All information about users is treated confidentially and will not be sold, distributed, shared, or divulged by Hamilton or any of its employees, unless divulging such information is compelled by lawful order.

(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.

(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.

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

Relay New Mexico does not and will not place any restrictions on the length or number of single or sequential calls placed by customers through the relay center. Relay New Mexico will continue to manage its traffic loads in a manner that will not require that customers be asked to call back later.

Relay New Mexico is capable of processing non-coin-sent paid calls, sent-paid calls, collect calls, person-to-person calls, international calls, hotel calls and calls charged to a third party. Relay New Mexico is also able to process credit cards, any New Mexico local exchange calling cards and all non-proprietary interexchange company calling cards that are accessed by dialing an 800 number. This includes all major interexchange company calling cards. Relay users simply inform Relay New Mexico's CAs when they want to use an alternate form of billing. The CA selects the correct billing method from an on-screen menu and the call is then placed. The customer's carrier of choice actually bills the call (based on conversation time) as described previously, for intralata, interlata and international calls. Relay New Mexico bills no calls and receives no revenue.

Coin Sent Paid

Relay New Mexico is capable of handling any call normally provided by common carriers with the exception of coin sent paid calls. The technology and networks between the common carrier network, payphones and relay do not allow for signaling to be passed so that a Communication Assistant can determine when coins have been dropped into the payphone. Furthermore, the FCC ordered that coin sent paid calls are not feasible.

Relay New Mexico does not charge relay users who want to place a local call from a payphone as stated in the current FCC coin-sent paid order.

Relay users making a long distance call from a payphone are able to use a calling card (debit card, regular calling card, etc.) or place a collect or third party call. The customer's carrier of choice will then rate and bills any long distance payphone calls. Once billing has been established the call will be processed as a regular relay call. In this manner, all relay users have access to anyone from a payphone.

Cellular/Wireless/PCS Phone Access

Relay New Mexico is capable of processing relay calls that involve pagers, cellular and personal communications services. These services are all part of the Public Switched Network and they are handled just like any other relay call.

Workstations have built-in DTMF generating capabilities to perform dialing or access functions for relay users. The DTMF software sends tones that activate automated voice systems and pagers. With DTMF capability, Relay New Mexico can navigate voice menus, answering machines, or any other automated system that either record or passes on voice, text, or electronic message to the other party even when using a wireless device.

The relay switch identifies wireless calls with a false ANI associated with it and Relay New Mexico processes the call as “no bill” preventing the relay user from having to use alternate form of billing. One exception is when false ANI information is forwarded. Although infrequent, this situation would require the CA to ask for an alternate form of billing.

Directory Assistance

Relay New Mexico gives all relay users access to local, intrastate and interstate directory assistance services via the relay and processes directory assistance requests in the same manner as any other relay requests.

Upon receiving the area code from the relay user, the CA dials the correct area code plus 555-1212. When reaching the directory assistance operator, the CA identifies the relay and asks for the city and state the user has given while at the same time keeping the relay user informed. When the correct number has been obtained the call is handled as a regular relay call.

End User Billing for Directory Assistance

The relay user can pick which carrier they want to use for directory assistance. The relay user’s carrier of choice bills for interlata and intralata directory assistance calls at their tariffed rate. With intralata presubscription, all billing is performed by the customer’s carrier. All directory assistance calls are sent to the customer's carrier of choice for processing and billing. Relay New Mexico does not set any rates for long distance or operator assisted calls since the customer’s carrier of choice bills these calls. All directory assistance calls are billed via the customer's long distance carrier.

Network Access

Relay New Mexico’s system provides for and serves all of the following types of calls.

- (1) Local calls originating and terminating within New Mexico, including EAS and optional calling plan calls
- (2) Intralata, interstate calls which are considered local calls – Billed to the TRS Interstate Fund

- (3) Intralata calls originating and terminating within New Mexico
- (4) Interstate calls that originate within New Mexico and terminate outside of New Mexico - Billed to the TRS Interstate Fund
- (5) Interstate calls that originate outside of New Mexico and terminate in New Mexico - Billed to the TRS Interstate Fund
- (6) Interstate calls that originate outside of New Mexico and terminate outside of New Mexico - Billed to the TRS Interstate Fund

Relay New Mexico 800 numbers, including 711, will be able to place the call types listed above. Relay New Mexico's service is designed so that all calls made through its relay centers are billed from the originating telephone number to the terminating telephone number as if the call were made directly with no relay intervention. The relay platform stores the necessary information about extended area service and optional calling plan arrangements in New Mexico so that calls made within an EAS area or optional calling area are not billed to the customer. ANI information appears at the workstation automatically and the terminating number is keyed in by the Communication Assistant so that a billing record can be created. For calls originating in areas where ANI information is not forwarded, Relay New Mexico's Communication Assistants will key in originating number information.

Local and Intrastate Relay Calling

Relay New Mexico provides local and intrastate calling to the users of Relay New Mexico and has obtained the necessary information (NPA/NXX) to build a database to identify the difference between local and intrastate calls (this includes expanded local information).

Relay New Mexico's provider has contacted the LECs within New Mexico to collect all EAS and local optional calling plan information. Once this information was gathered, Relay New Mexico's provider updated its database within its switching platform and its toll processing system to identify certain NPA-NXXs as toll-free calling areas. Relay users with access to optional calling plans will not be billed any more for calls to the specific optional calling area than if they would have called directly through their local network.

The calling party's ANI is compared to the called number. Relay New Mexico's relay database determines if it is a local or intrastate toll call and gives the Communication Assistant notification if billing information is required. If it is a local call, no billing arrangements are necessary and there are no charges. If it is a toll call, Relay New Mexico sends the call to the customer's carrier of choice for billing purposes.

The entire call process and CA procedures are designed to make the relay center seem invisible. To the relay user, a call looks like it was placed from his or her primary

location to the call destination. Relay users do not see or get billed for the “links” going to and from the relay center. Relay users receive no billing for local calls. Intrastate/intralata calls are billed by the customer’s carrier, as described further in this Section.

Access to Regionally Directed Toll-Free Numbers

Relay New Mexico allows access to regionally directed toll-free numbers. Because Relay New Mexico passes true Caller ID information, the caller’s ANI reflects a New Mexico number which results in the call being routed to the correct state or regional location.

Access to Restricted Toll Free Numbers

The service provided by Relay New Mexico allows access to restricted 800 numbers and other special prefixes. Relay New Mexico is providing this service today through an incumbent LEC via re-originating dial tone. Relay New Mexico makes sure that all of the relay users in New Mexico have access to all 800 numbers and other special prefixes.

Access to Businesses with Special Prefixes

Relay New Mexico understands that some local telephone companies have abbreviated numbers available for services calls. Relay New Mexico will continue to work with LECs to ensure proper routing and will allow Relay New Mexico users to access businesses with special prefixes.

Extended Area Service

Relay New Mexico's provider has obtained the needed local calling area information from the New Mexico LECs and routinely updates this information. This includes any EAS and/or local optional calling plan data. This data is collected through letters, telephone calls, and meetings with the LECs in New Mexico.

Relay New Mexico's provider also makes use of the Terminating Point Master (TPM) from Telcordia to verify Latas, as well as vertical and horizontal positions, which are necessary elements in determining mileage and jurisdictions. Relay New Mexico's provider uses the TPM to define call jurisdictions by linking the calling and called numbers to geographic data tables that contain NPA-NXX information, identifying intralata, interlata, or local/EAS. The jurisdiction is also defined at the workstation during the actual call. Relay New Mexico's provider updates the TPM file monthly.

Interstate and International Calls

Relay New Mexico provides interstate and international calling to Relay New Mexico users. Interlata (including interstate and international) and intralata long distance toll charges are recorded and billed by the relay users' carrier of choice in the same manner as the carrier bills that customer for direct interlata and intralata long distance calls. On each interlata and intralata call, Relay New Mexico forwards the appropriate information digits, calling number and called number as part of the call information so that the long distance company can bill the customer directly or through their normal billing mechanisms.

When a call has been defined as a long distance call, Relay New Mexico sends this call to its relay switching tandem. The customer's selected carrier code is sent with each call so that the tandem sends the call to the customer's carrier of choice. Each call is identified as a relay call. If a relay user has signed up with his/her carrier of choice for a "relay" discount or the carrier is required to give a relay discount, the carrier will bill the call as a relay call and apply any discounts. Relay New Mexico users will receive one bill from their carrier of choice just like they do for all of their direct calls. Relay New Mexico explains this type of billing arrangement through all Outreach and Customer Service activities, in newsletters, relay materials, etc. so that relay users understand how to select a carrier and find the best long distance rates.

The section below (under the heading End User Billing for all Toll Calls) contains a description of how end users are billed for toll calls.

Inbound International Calls

Relay New Mexico provides inbound International calling in which the relay user pays to place a call from an International location to the relay center. New Mexico Relay then places the outbound call to a destination in the United States free of charge and relays the conversation for them. All processed International calls are billed to the Interstate TRS Fund Administrator.

End User Billing for all Toll Calls

Interlata (including interstate and international) and intralata and intrastate long distance toll charges are recorded and billed by the relay users' carrier of choice in the same manner as the carrier bills that customer for direct interstate and intrastate long distance calls. On each interlata and intralata call, Relay New Mexico forwards the appropriate information digits, calling number and called number as part of the call information so that the long distance company can bill the customer directly or through their normal billing mechanisms.

Relay New Mexico forwards information on each toll call to the relay user's carrier at the time the relay call actually takes place. The record will contain: the originating and terminating numbers and the call type (e.g., person-to person, collect). Interlata and intralata billing records will be created by the interexchange carrier as a result of the information digits and calling and called number data being sent to the interexchange carrier at the time the call is made. Long distance charges are based on the originating and terminating numbers. The long distance carrier bills are based on conversation time using their own rounding calculations. Relay New Mexico does not pass on session time to the carrier so only conversation time is billed by the carrier. Billing and collection is then the responsibility of the interexchange carrier who carries the call.

Relay New Mexico's provider has the unique advantage in the industry of being a relay provider which is not an IXC. The customer's carrier of choice actually bills the call (based on conversation time) for intralata, interlata, and international

calls. This means that the timing of the call for billing purposes begins immediately upon pickup at the called number. If a caller requests a person-to-person toll call, the timing begins only after the requested person has answered the call. If a relay user has signed up with his/her carrier of choice for a “relay” discount or the carrier is required to give a relay discount, the carrier will bill the call as a relay call and apply any discounts. Relay New Mexico bills no calls and receives no revenue. All billing is performed by the carrier.

The format of the bill for all toll calls will be determined by the carrier as Relay New Mexico does not bill any relay calls. However, the call digit information will identify the call as a TRS call and will further designate the type of call (i.e. 3rd number calls, direct dial call, collect call and person-to-person call). This will allow carriers to correctly identify each relay call on their bill.

All billing to the relay user is based on minutes of conversation and is processed by the relay user’s carrier of choice.

Relay New Mexico has the ability to place the following call types:

Bill to ANI	Person to Person
Third Party	PP - Bill to ANI
Collect	PP – Third Party
Calling Card/Credit Card	PP – Collect
Prepaid Calling Cards	PP – Calling Card/Credit Card

Automated Billing System to Determine Call Jurisdiction

Relay New Mexico's provider makes use of an automated billing system to determine call jurisdiction. Relay New Mexico's provider marks on every billing record whether the call is local, EAS, intrastate or interstate. This is done immediately when the call is placed. Relay New Mexico's provider performs a second check of call jurisdiction during the monthly settlement process. By determining the jurisdiction of every relay call twice, Relay New Mexico's provider can guarantee that call jurisdictions are established correctly and that Relay New Mexico will only pay for intrastate relay minutes. In addition to redundant jurisdiction look-ups, Relay New Mexico's provider also accounts for every minute of relay use. This means that all reports must balance at the end of every month in each jurisdiction category. This additional safeguard ensures that all minutes are accounted for correctly.

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

Pay-Per-Call Services

Relay New Mexico allows relay users to access intrastate and interstate 800 or 900 pay-per-call services in which the company providing the service bills the end-user directly. Relay New Mexico has established the necessary trunking to the carriers participating in relay equal access so that the carrier can bill directly for this call.

Relay New Mexico's provider bills the Interstate TRS Fund and the New Mexico Commission for Deaf and Hard of Hearing Persons using the percentage split defined by the Interstate TRS Fund Administrator for 800 and 900 calls. Customers may choose to block 900 calls from being made altogether via forms provided by Relay New Mexico.

(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.

TTY/ASCII to Voice

Relay New Mexico is able to accept a call from a TTY equipped caller, place a call to a hearing and voice capable caller and translate the voice messages to TTY messages and TTY messages to voice messages in order to complete the communications link.

Voice Call Processing

Relay New Mexico is able to accept a call from a hearing and voice capable caller, place a call to a text based caller and translate the voice messages to TTY messages and TTY messages to voice messages in order to complete the communications link.

Voice Carryover (VCO)

Relay New Mexico allows VCO users to utilize both TTY modes, acoustic mode and direct connect mode. A variety of VCO call types are also available through Relay New Mexico.

Two-Line VCO

Two-line VCO capability allows a VCO user to have a more interactive conversation. By using two telephone lines the caller, if they have some hearing available, can listen to their conversation on one line while receiving typed text from a CA on the other line, thus creating a more natural flow of conversation.

To place a two-line VCO call, the ASCII/TTY user calls relay, connects with a CA and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the customer conferences in the third party (the party they want to speak with). Now, the CA only types what the third party says. The CA is virtually invisible to the voice customer, allowing for a two-way uninterrupted conversation to take place.

Reverse Two-Line VCO

Hamilton's Two-line VCO feature also works in the reverse when a voice user places a call to a two-line VCO user through relay. It is then called Reverse Two-line VCO.

VCO-TTY and TTY-VCO

Relay New Mexico provides this service in which VCO users can call a TTY user (or vice versa) through the relay. The VCO user voices his/her conversation which the CA

types to the TTY user. The TTY user types his/her conversation directly to the VCO user.

VCO-VCO

Relay New Mexico provides VCO to VCO service where the CA types to both parties, saving the VCO users from having to type their part of the conversation.

Hearing Carryover (HCO)

Relay New Mexico allows HCO users to utilize both TTY modes, acoustic mode and direct connect mode. A variety of HCO call types are also available through Relay New Mexico.

Two-Line HCO

To place a two-line HCO call, the ASCII/TTY user calls relay, connects with a CA and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the relay user conferences in the third party via the voice line (the party they want to speak with). Now, the CA only voices what the HCO user types. The CA is virtually invisible to the voice customer, allowing for a two-way uninterrupted conversation to take place.

HCO-TTY and TTY-HCO

Relay New Mexico provides his feature allowing HCO users to contact TTY users (or vice versa) via the relay.

HCO-HCO

This service allows two HCO users to contact each other through the relay. Relay New Mexico provides HCO to HCO service where the CA voices to both parties, preventing the HCO users from having to read the other party's conversation.

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

TTY to TTY (Call Release)

Relay New Mexico processes TTY to TTY calls when it is necessary to go through a voice switchboard first or if the originating TTY user is using a calling card that is accessed by calling an 800 number first. Once the CA reaches a compatible TTY user when placing a relay call, Relay New Mexico gives the calling party the option to communicate independent of the relay function.

The CA receives an automated message box with instructions to release the call from the workstation. Once the call has been released from the workstation, the CA is able to take any other incoming calls.

Using the above procedure, Relay New Mexico provides a true call release function to satisfy the FCC requirement, which removes the workstation from the call. If the call is a long distance call, the call is billed as a normal relay call (i.e., the relay user's carrier of choice).

Voice to Voice Call Release

Relay New Mexico provides a voice to voice call release function, which removes the workstation from the call. If the call is a long distance call, the call is billed as a normal relay call (i.e. the relay user's carrier of choice). Once the call has been released from the workstation, the call ceases to be a TRS call and is not subject to the per-minute charge to the State.

Speed Dialing

Relay users may choose up to 50 numbers they would like programmed for speed dial. When a Relay user makes a call to a number on their speed dial list, they first connect to the CA and just tell the CA, "pls call Mom". Speed dialing is available through the Relay New Mexico customer profile.

Three-Way Calling

Relay New Mexico provides three-way calling capability, in which the customer (if the customer has purchased this feature from his/her LEC) can use this feature to either tie the third party directly into the conversation or to tie the third party in by making a second call to the relay center.

(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.

Machine Recording Capabilities

Relay New Mexico's recording function allows the Communication Assistant to record a voice announcement and then play back the message at a speed controlled by the Communication Assistant. The CA informs the relay user through the use of a hot key on the CA's terminal that a recording has been reached, followed by another hot key stating (CA HERE WOULD YOU LIKE COMPLETE MSG TYPED OR HOLD FOR A DEPT OR LIVE PERSON Q).

If a caller requests a department or live person, the CA types, "HLDING FOR DEPT/PERSON" and presses the appropriate option when the recording prompts.

If a caller requests listening to the complete message, the CA sends a hot key that states, "COLLECTING INFO PLS HLD" and the CA continues to collect the recording.

The message is retained only for the length of the call. This prevents the caller from having to call back several times to get the entire message. Once the originator of the call disconnects, the recording is automatically deleted from the system.

When Relay New Mexico has to redial to an answering machine, voice mail, interactive voice messaging unit or any other type of recording system, for whatever reason, Relay New Mexico does so without billing the customer for any subsequent long distance relay calls.

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

Answering Machine and Voice Mail Retrieval

Communication Assistants are trained in retrieving and relaying TTY messages to voice users and voice messages to TTY users from voice processing systems. Communication Assistants use the following procedures to obtain messages for relay users:

1. The user is informed that the Communication Assistant has reached a voice processing system.
2. If the user requests message retrieval, Relay New Mexico obtains the appropriate access codes from the user. Relay New Mexico does not retain access codes or any other information needed to access a voice mail system subsequent to the call. This information is considered “call” information and just like any other call information, is kept confidential.
3. After the voice processing system has been accessed, Relay New Mexico Communication Assistants begin to relay any messages that have been recorded or leave a message as requested. Relay New Mexico makes use of its advanced recording function to capture this information as discussed previously.
4. If the Communication Assistants must call again to finish relaying any messages, Relay New Mexico Communication Assistants do so without billing the end user for subsequent calls.

Relay New Mexico alerts relay users to the presence of a recorded message and/or interactive menu. Relay New Mexico uses hot keys (automatic macros) to announce recordings or interactive messages. Relay New Mexico does not charge a relay user for subsequent calls to a recording or to interactive message.

Answering Machine Retrieval (Single-Line)

Relay New Mexico provides this service in which messages from a voice or TTY answering machine or a single line telephone are retrieved by the CA. The caller requests Automatic Message Retrieval (AMR) or Single Line Answering Machine (SLAM) and plays the messages to the Communication Assistant by putting the handset near the speaker of the answering machine. Relay New Mexico records any messages, enabling the Communication Assistant to capture the information and type or voice it back to the relay customer. Once the information is relayed to the caller and the call is completed, the recording is automatically erased when the caller disconnects.

(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.

Procedure for Handling TRS Emergency Calls

Relay New Mexico's provider uses a national Emergency Call Relay Center, operated by Intrado, Inc., for the provision of handling emergency relay calls.

Relay New Mexico uses Intrado and follows the procedures below:

- If the caller has the local emergency number which needs to be accessed, the call is promptly placed and handled in the same manner as any other relay call.
- In the event that a caller does not have the access number to 911 and the emergency appears to be of a nature that time will not permit the caller to hang up and call directly to 911, the CA will contact the Emergency Call Relay Center (ECRXC) which is accomplished through one stroke on the keyboard.
- Simultaneously, the CA obtains the address from which the person is calling from and selects the "emergency call" box option on the software at the workstation. (A Supervisor assists every 911 call. When a Communication Assistant makes this selection, a Supervisor is notified immediately as a flag indicator on the Supervisor Console is activated.)
- Once connected to the ECRC, the CA will identify as a TTY relay call and relay the location of the caller. (If the CA does not obtain location information, the CA gives the ECRC the ANI of the caller.)
- The ECRC immediately transfers the call to the appropriate PSAP center. The ECRC drops off the call once confirming that both parties are on the line and the correct PSAP has been reached. The CA processes the call as normal.
- Relay New Mexico passes the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services.

Back-up Emergency Procedures

As a back-up to Intrado in the event that Intrado is unable to match the caller with the appropriate PSAP, Relay New Mexico's provider has procedures in place to access its own emergency database:

- The software used by Relay New Mexico takes the NPA/NXX information from the ANI of an incoming call and matches it to information in its database. The

ANI indicates what city or location a call is coming from. This NPA/NXX information is then cross-referenced to a list of locations in New Mexico stored in the database. Relay New Mexico has mapped each NPA/NXX in New Mexico to the appropriate PSAP. Once this search is complete (it only takes a second) the correct emergency telephone number is loaded automatically into the "outdial" box and the Communication Assistant can immediately dial the appropriate emergency personnel. This process ensures that Relay New Mexico users have access to the correct and appropriate PSAP.

- Relay New Mexico passes the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services.
- If the caller is using a cellular or wireless phone, the ANI is not a good indication of where the caller is actually positioned. In this case, the CA asks for the nearest city name and initiates an automated search for the appropriate PSAP. If several PSAPs are listed for the same city, the CA will try to identify the correct one with a quick question to the caller.
- Relay New Mexico's emergency database application described above meets the current requirements established by the FCC.

FCC Rules for Emergency Calls

In the June 2004 order, the FCC adopted the definition of "appropriate" PSAP as "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." Relay New Mexico's database automatically and immediately transfers the caller to the appropriate Public Safety Answering Point based on NPA/NXX information.

The key to providing the best service in emergency situations is to maintain an updated list of Public Emergency Service Answering Point numbers (i.e. 911 centers). Relay New Mexico accomplishes this through two mechanisms to ensure that relay users are connected to the appropriate PSAP:

- 1) through the use of Intrado's 9-1-1 infrastructure and
- 2) through the PSAP database maintained by New Mexico's provider.

TTY to TTY Communications Between PSAP and Caller

Relay New Mexico will process direct TTY to TTY communications between the PSAP and the TTY caller.

If a Caller Disconnects Before Being Connected to the PSAP

In the event that a caller disconnects before being connected to the PSAP even if the CA is unable to get the number of the caller before the call is disconnected, the workstation contains a notification feature that initiates a command to write a record of the ANI calling for emergency assistance. The Supervisor can then access this information if

needed, so no matter when the caller hangs up, Relay New Mexico can send the correct ANI information to the 911 center.

The Supervisor will contact the appropriate 911 center and give the dispatcher any pertinent information collected on the call. This includes ANI for the caller so that if the 911 center has “Enhanced 911 Services”, emergency personnel will be able to locate where the person in need is calling from.

During the course of emergency 911 calls, the CA continually solicits as much information as possible about the nature of the emergency so that in the event that the caller cannot complete the call for any reason, the CA may have an opportunity to seek out the appropriate emergency assistance. The CA then gives the dispatcher any pertinent information collected on the call even if the originator of the call has disconnected. This includes ANI for the caller so that if the 911 center has “Enhanced 911 Services”, emergency personnel will be able to locate where the person in need is calling from. This meets the FCC’s current requirement where a CA must pass along the caller’s telephone number to the PSAP when a caller disconnects before being connected to emergency services. This allows the PSAP to follow their regular procedures, which is to call back the person calling for help.

The emergency call plan used by Relay New Mexico follows this section. This covers the scenario of a relay user disconnecting before the call is completed. If the 911 call is completed, the CA will follow normal relay procedures with the assistance of a supervisor and the caller’s ANI is transferred to the appropriate PSAP as described above.

911 Procedures if the caller disconnects before the emergency call to the PSAP is completed:

Call the 911 Dispatch number that is listed in the Emergencyfile.txt or the emergency dispatch numbers file ASAP (all of this is immediately available on the CA’s workstation screen). Remember this is a 911 call.

When you reach the 911 dispatch operator use the following steps:

1. **Greeting:** This is “CA XXXX” from “State” Relay Center. We just received a 911 call that wasn’t completed. The caller uses a TTY and may be Hard of Hearing, Speech Disabled, or Deaf. The ANI is XXX-XXX-XXXX.
2. Ask the 911 dispatch operator if they have a TTY. If they do not proceed to item “3”. Ask if they know how to use the TTY. If they don’t know how to use the TTY proceed to item “3”. If they know how to use the TTY proceed to item “5”.
3. Give the 911 dispatch operator the Voice relay number for the correct state.
4. Ask the 911 dispatch operator if they know how to use the relay.
 - Relay Explanation
The person you are calling through relay will be typing their conversation and the CA will read it to you.
5. Ask the 911 dispatch operator for their name or operator number. Record this information on the CA’s Emergency Call Slip.

Through its outreach programs and outreach materials, Relay New Mexico educates relay users about how to use 911 services. As a part of this information, Relay New Mexico encourages relay users to call 911 direct and to contact their local emergency service personnel using a TTY to ensure that the 911 center will process a TTY call correctly in the event of an emergency.

In addition, Relay New Mexico gives presentations to 911 centers routinely as part of its outreach program. Relay New Mexico provides training and other assistance to emergency dispatchers to ensure TTY calls or relay calls are handled correctly.

(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.

Speech to Speech

STS service allows individuals with a speech disability to use his/her own voice or a speech synthesizer when using the relay. STS users are able to communicate with any and all relay users including but not limited to VCO, HCO, TTY, 2LVCO, other STS users or standard phone users. Specially trained CAs process Speech to Speech calls. STS is also available in Spanish.

Relay New Mexico's provision of Speech to Speech meets all FCC requirements for Speech to Speech call processing.

STS CAs are permitted to facilitate a call for a user with a speech disability if the user does not oppose the intervention as required by the FCC.

Relay New Mexico provides STS users the same profile and all of the features contained within that profile which are currently available to other relay users. Relay New Mexico has a feature, which allows all relay users, including STS users, to maintain a list of names and telephone numbers. A relay user simply gives the name of the person to call to the CA. The CA repeats the name and states the number of the person to call. The Speed Dial feature is of great benefit to STS users.

Relay New Mexico complies with the 15-minute requirement prior to changing STS CAs. A Supervisor must approve and facilitate a STS CA change. Relay New Mexico exceeds the FCC standard for substitution of STS CAs.

If a change in STS CA is necessary, another CA will replace the CA relaying the call at the same workstation so that the relay user's call is not interrupted except to identify the new CA to both parties. The replacement STS CA will announce, "This is CA# ____ continuing your call." A supervisor monitors the change and must approve the change based on the caller's request or emergency circumstances.

All STS CAs have the authority, at the request of the STS user, to retain information beyond the duration of a call in order to facilitate the completion of consecutive calls. This information is retained only for the duration of the inbound call. STS CAs retain any important information given by the STS user which might be difficult for the STS relay user to repeat (i.e. credit card numbers, telephone numbers, account numbers, etc.) for use in a subsequent outbound call. Relay New Mexico places a great emphasis on maintaining the confidentiality of relay users. As a result, all information is destroyed immediately upon termination of the inbound call. The above meets all FCC requirements for Speech to Speech call processing.