

# Appendix A

Minnesota Statute §§ 237.50 Through 237.56

## COMMUNICATION-IMPAIRED PERSONS

### 237.50 DEFINITIONS.

Subdivision 1. **Scope.** The terms used in sections 237.50 to 237.56 have the meanings given them in this section.

Subd. 2. [Repealed, 1995 c 190 s 17]

Subd. 3. **Communication impaired.** "Communication impaired" means certified as deaf, severely hearing impaired, hard-of-hearing, speech impaired, deaf and blind, or mobility impaired if the mobility impairment significantly impedes the ability to use standard customer premises equipment.

Subd. 4. **Communication device.** "Communication device" means a device that when connected to a telephone enables a communication-impaired person to communicate with another person utilizing the telephone system. A "communication device" includes a ring signaler, an amplification device, a telephone device for the deaf, a Braille device for use with a telephone, and any other device the Department of Human Services deems necessary.

Subd. 4a. **Deaf.** "Deaf" means a hearing impairment of such severity that the individual must depend primarily upon visual communication such as writing, lip reading, manual communication, and gestures.

Subd. 5. **Exchange.** "Exchange" means a unit area established and described by the tariff of a telephone company for the administration of telephone service in a specified geographical area, usually embracing a city, town, or village and its environs, and served by one or more central offices, together with associated facilities used in providing service within that area.

Subd. 6. **Fund.** "Fund" means the telecommunications access Minnesota fund established in section 237.52.

Subd. 6a. **Hard-of-hearing.** "Hard-of-hearing" means a hearing impairment resulting in a functional loss, but not to the extent that the individual must depend primarily upon visual communication.

Subd. 7. **Interexchange service.** "Interexchange service" means telephone service between points in two or more exchanges.

Subd. 8. **Inter-LATA interexchange service.** "Inter-LATA interexchange service" means interexchange service originating and terminating in different LATAs.

Subd. 9. **Local access and transport area.** "Local access and transport area (LATA)" means a geographical area designated by the Modification of Final Judgment in *U.S. v. Western Electric Co., Inc.*, 552 F. Supp. 131 (D.D.C. 1982), including modifications in effect on the effective date of sections 237.51 to 237.54.

Subd. 10. **Local exchange service.** "Local exchange service" means telephone service between points within an exchange.

Subd. 11. **Telecommunication relay service.** "Telecommunication relay service" means a central statewide service through which a communication-impaired person, using a communication device, may send and receive messages to and from a non-communication-impaired person whose telephone is not equipped

with a communication device and through which a non-communication-impaired person may, by using voice communication, send and receive messages to and from a communication-impaired person.

**History:** *1987 c 308 s 1,8; 1988 c 621 s 2; 1993 c 272 s 2-6,17; 1995 c 190 s 1; 2004 c 228 art 1 s 74*  
**237.51 TELECOMMUNICATIONS ACCESS MINNESOTA PROGRAM ADMINISTRATION.**

Subdivision 1. **Creation.** The commissioner of commerce shall:

(1) administer through interagency agreement with the commissioner of human services a program to distribute communication devices to eligible communication-impaired persons; and

(2) contract with a qualified vendor that serves communication-impaired persons to create and maintain a telecommunication relay service.

For purposes of sections 237.51 to 237.56, the Department of Commerce and any organization with which it contracts pursuant to this section or section 237.54, subdivision 2, are not telephone companies or telecommunications carriers as defined in section 237.01.

Subd. 2. [Repealed, 1995 c 190 s 17]

Subd. 3. [Repealed, 1995 c 190 s 17]

Subd. 4. [Repealed, 1995 c 190 s 17]

Subd. 5. **Commissioner of commerce duties.** In addition to any duties specified elsewhere in sections 237.51 to 237.56, the commissioner of commerce shall:

(1) prepare the reports required by section 237.55;

(2) administer the fund created in section 237.52; and

(3) adopt rules under chapter 14 to implement the provisions of sections 237.50 to 237.56.

Subd. 5a. **Department of Human Services duties.** (a) In addition to any duties specified elsewhere in sections 237.51 to 237.56, the commissioner of human services shall:

(1) define economic hardship, special needs, and household criteria so as to determine the priority of eligible applicants for initial distribution of devices and to determine circumstances necessitating provision of more than one communication device per household;

(2) establish a method to verify eligibility requirements;

(3) establish specifications for communication devices to be purchased under section 237.53, subdivision 3; and

(4) inform the public and specifically the community of communication-impaired persons of the program.

(b) The commissioner may establish an advisory board to advise the department in carrying out the duties specified in this section and to advise the commissioner of commerce in carrying out duties under section 237.54. If so established, the advisory board must include, at a minimum, the following communication-impaired persons:

(1) at least one member who is deaf;

(2) at least one member who is speech impaired;

(3) at least one member who is mobility impaired; and

(4) at least one member who is hard-of-hearing.

The membership terms, compensation, and removal of members and the filling of membership vacancies are governed by section 15.059. Advisory board meetings shall be held at the discretion of the commissioner.

Subd. 6. [Repealed, 1995 c 190 s 17]

**History:** 1987 c 186 s 15; 1987 c 308 s 2,8; 1988 c 621 s 3; 1990 c 571 s 41; 1990 c 598 s 3; 1992 c 430 s 1,2; 1992 c 518 s 1; 1993 c 272 s 7-11,17; 1995 c 190 s 2-4; 1998 c 386 art 2 s 70; 1999 c 149 s 1; ISp2001 c 4 art 6 s 60-62; 2002 c 329 s 2

## **237.52 TELECOMMUNICATIONS ACCESS MINNESOTA FUND.**

Subdivision 1. **Fund established.** A telecommunications access Minnesota fund is established as an account in the state treasury. Earnings, such as interest, dividends, and any other earnings arising from fund assets, must be credited to the fund.

Subd. 2. **Assessment.** (a) The commissioner of commerce, the commissioner of employment and economic development, and the commissioner of human services shall annually recommend to the commission an adequate and appropriate surcharge and budget to implement sections 237.50 to 237.56, 248.062, and 256C.30, respectively. The maximum annual budget for section 248.062 must not exceed \$100,000 and for section 256C.30 must not exceed \$300,000. The Public Utilities Commission shall review the budgets for reasonableness and may modify the budget to the extent it is unreasonable. The commission shall annually determine the funding mechanism to be used within 60 days of receipt of the recommendation of the departments and shall order the imposition of surcharges effective on the earliest practicable date. The commission shall establish a monthly charge no greater than 20 cents for each customer access line, including trunk equivalents as designated by the commission pursuant to section 403.11, subdivision 1.

(b) If the fund balance falls below a level capable of fully supporting all programs eligible under subdivision 5 and sections 248.062 and 256C.30, expenditures under sections 248.062 and 256C.30 shall be reduced on a pro rata basis and expenditures under sections 237.53 and 237.54 shall be fully funded. Expenditures under sections 248.062 and 256C.30 shall resume at fully funded levels when the commissioner of commerce determines there is a sufficient fund balance to fully fund those expenditures.

Subd. 3. **Collection.** Every telephone company or communications carrier that provides service capable of originating a telecommunications relay call, including cellular communications and other nonwire access services, in this state shall collect the charges established by the commission under subdivision 2 and transfer amounts collected to the commissioner of public safety in the same manner as provided in section 403.11, subdivision 1, paragraph (d). The commissioner of public safety must deposit the receipts in the fund established in subdivision 1.

Subd. 4. **Appropriation.** Money in the fund is appropriated to the commissioner of commerce to implement sections 237.51 to 237.56, to the commissioner of employment and economic development to implement section 248.062, and to the commissioner of human services to implement section 256C.30.

Subd. 5. **Expenditures.** (a) Money in the fund may only be used for:

(1) expenses of the Department of Commerce, including personnel cost, public relations, advisory board members' expenses, preparation of reports, and other reasonable expenses not to exceed ten percent of total program expenditures;

(2) reimbursing the commissioner of human services for purchases made or services provided pursuant to section 237.53;

(3) reimbursing telephone companies for purchases made or services provided under section 237.53, subdivision 5; and

(4) contracting for establishment and operation of the telecommunication relay service required by section 237.54.

(b) All costs directly associated with the establishment of the program, the purchase and distribution of communication devices, and the establishment and operation of the telecommunication relay service are either reimbursable or directly payable from the fund after authorization by the commissioner of commerce. The commissioner of commerce shall contract with the message relay service operator to indemnify the local exchange carriers of the relay service for any fines imposed by the Federal Communications Commission related to the failure of the relay service to comply with federal service standards. Notwithstanding section 16A.41, the commissioner may advance money to the contractor of the telecommunication relay service if the contractor establishes to the commissioner's satisfaction that the advance payment is necessary for the operation of the service. The advance payment may be used only for working capital reserve for the operation of the service. The advance payment must be offset or repaid by the end of the contract fiscal year together with interest accrued from the date of payment.

**History:** 1987 c 308 s 3,8; 1988 c 621 s 4; 1992 c 518 s 2; 1993 c 272 s 12,13,17; 1995 c 190 s 5-7; 1995 c 201 s 1; 1Sp2001 c 4 art 6 s 63-65; 2002 c 329 s 3; 1Sp2003 c 1 art 2 s 67; 2005 c 81 s 1,2

### **237.53 COMMUNICATION DEVICE.**

Subdivision 1. **Application.** A person applying for a communication device under this section must apply to the program administrator on a form prescribed by the Department of Human Services.

Subd. 2. **Eligibility.** To be eligible to obtain a communication device under this section, a person must be:

(1) able to benefit from and use the equipment for its intended purpose;

(2) communication impaired;

(3) a resident of the state;

(4) a resident in a household that has a median income at or below the applicable median household income in the state, except a deaf and blind person applying for a telebraille unit may reside in a household that has a median income no more than 150 percent of the applicable median household income in the state; and

(5) a resident in a household that has telephone service or that has made application for service and has been assigned a telephone number; or a resident in a residential care facility, such as a nursing home or group home where telephone service is not included as part of overall service provision.

Subd. 3. **Distribution.** The commissioner of human services shall purchase and distribute a sufficient number of communication devices so that each eligible household receives an appropriate device. The commissioner of human services shall distribute the devices to eligible households in each service area free of charge as determined under section 237.51, subdivision 5a.

Subd. 4. **Training; maintenance.** The commissioner of human services shall maintain the communication devices until the warranty period expires, and provide training, without charge, to first-time users of the devices.

Subd. 5. **Wiring installation.** If a communication-impaired person is not served by telephone service and is subject to economic hardship as determined by the Department of Human Services, the telephone company providing local service shall at the direction of the administrator of the program install necessary outside wiring without charge to the household.

Subd. 6. **Ownership.** All communication devices purchased pursuant to subdivision 3 will become the property of the state of Minnesota.

Subd. 7. **Standards.** The communication devices distributed under this section must comply with the electronic industries association standards and approved by the Federal Communications Commission. The commissioner of human services must provide each eligible person a choice of several models of devices, the retail value of which may not exceed \$600 for a communication device for the deaf, and a retail value of \$7,000 for a telebraille device, or an amount authorized by the Department of Human Services for a telephone device for the deaf with auxiliary equipment.

Subd. 8. [Repealed, 1988 c 621 s 19]

**History:** 1987 c 308 s 4,8; 1988 c 621 s 5-8; 1993 c 272 s 17; 1995 c 190 s 8-11; 1995 c 201 s 2

#### **237.54 TELECOMMUNICATION RELAY SERVICE.**

Subdivision 1. [Repealed, 1995 c 190 s 17]

Subd. 2. **Operation.** (a) The commissioner of commerce shall contract with a qualified vendor for the operation and maintenance of the telecommunication relay system.

(b) The telecommunication relay service provider shall operate the relay service within the state of Minnesota. The operator of the system shall keep all messages confidential, shall train personnel in the unique needs of communication-impaired people, and shall inform communication-impaired persons and the public of the availability and use of the system. Except in the case of a speech- or mobility-impaired person, the operator shall not relay a message unless it originates or terminates through a communication device for the deaf or a Braille device for use with a telephone.

**History:** 1987 c 308 s 5,8; 1993 c 272 s 14,17; 1995 c 190 s 12; 1Sp2001 c 4 art 6 s 66; 2002 c 329 s 4

#### **237.55 ANNUAL REPORT ON COMMUNICATION ACCESS.**

The commissioner of commerce must prepare a report for presentation to the commission by January 31 of each year. Each report must review the accessibility of the telephone system to communication-impaired persons, review the ability of non-communication-impaired persons to communicate with communication-impaired persons via the telephone system, describe services provided, account for money received and disbursed annually for each aspect of the program to date, and include predicted future operation.

**History:** 1987 c 308 s 6,8; 1993 c 272 s 15,17; 1995 c 190 s 13; 1Sp2001 c 4 art 6 s 67

#### **237.56 ADEQUATE SERVICE ENFORCEMENT.**

The services required to be provided under sections 237.50 to 237.55 may be enforced under section 237.081 upon a complaint of at least two communication-impaired persons within the service area of any one telephone company, provided that if only one person within the service area of a company is receiving service under sections 237.50 to 237.55, the commission may proceed upon a complaint from that person.

**History:** 1987 c 308 s 7,8; 1993 c 272 s 17

**Health and Human Services Policy Bill - Chapter 216**  
**Senate File Number 1675 (2012 Regular Session)**

Key: (1) ~~language to be deleted~~ (2) new language

**ARTICLE 10**

Section 1. Minnesota Statutes 2010, section 237.50, is amended to read:  
**237.50 DEFINITIONS.**

Subdivision 1. **Scope.** The terms used in sections 237.50 to 237.56 have the meanings given them in this section.

Subd. 3. **Communication ~~impaired~~ disability.** "Communication ~~impaired~~ disability" means certified as deaf, ~~severely hearing impaired, hard-of-hearing~~ having a hearing loss, speech ~~impaired, deaf and blind~~ disability, or ~~mobility impaired if the mobility impairment significantly impedes the ability~~ physical disability that makes it difficult or impossible to use standard customer premises telecommunications services and equipment.

Subd. 4. **Communication device.** "~~Communication device~~" means ~~a device that when connected to a telephone enables a communication impaired person to communicate with another person utilizing the telephone system. A "communication device" includes a ring signaler, an amplification device, a telephone device for the deaf, a Braille device for use with a telephone, and any other device the Department of Human Services deems necessary.~~

Subd. 4a. **Deaf.** "Deaf" means a hearing ~~impairment~~ loss of such severity that the individual must depend primarily upon visual communication such as writing, lip reading, ~~manual communication~~ sign language, and gestures.

Subd. 4b. **Deafblind.** "Deafblind" means any combination of vision and hearing loss which interferes with acquiring information from the environment to the extent that compensatory strategies and skills are necessary to access that or other information.

Subd. 5. **Exchange.** "~~Exchange~~" means ~~a unit area established and described by the tariff of a telephone company for the administration of telephone service in a specified geographical area, usually embracing a city, town, or village and its environs, and served by one or more central offices, together with associated facilities used in providing service within that area.~~

Subd. 6. **Fund.** "Fund" means the telecommunications access Minnesota fund established in section 237.52.

Subd. 6a. **Hard-of-hearing.** "Hard-of-hearing" means a hearing ~~impairment~~ loss resulting in a functional ~~loss~~ limitation, but not to the extent that the individual must depend primarily upon visual communication.

Subd. 7. **Interexchange service.** "~~Interexchange service~~" means ~~telephone service between points in two or more exchanges.~~

Subd. 8. **Inter-LATA interexchange service.** "~~Inter-LATA interexchange service~~" means ~~interexchange service originating and terminating in different LATAs.~~

Subd. 9. **Local access and transport area.** "~~Local access and transport area~~

(LATA)" means a geographical area designated by the Modification of Final Judgment in U.S. v. Western Electric Co., Inc., 552 F. Supp. 131 (D.D.C. 1982), including modifications in effect on the effective date of sections 237.51 to 237.54.

Subd. 10. ~~Local exchange service.~~ "Local exchange service" means telephone service between points within an exchange.

Subd. 10a. **Telecommunications device.** "Telecommunications device" means a device that (1) allows a person with a communication disability to have access to telecommunications services as defined in subdivision 13, and (2) is specifically selected by the Department of Human Services for its capacity to allow persons with communication disabilities to use telecommunications services in a manner that is functionally equivalent to the ability of an individual who does not have a communication disability. A telecommunications device may include a ring signaler, an amplified telephone, a hands-free telephone, a text telephone, a captioned telephone, a wireless device, a device that produces Braille output for use with a telephone, and any other device the Department of Human Services deems appropriate.

Subd. 11. ~~Telecommunication~~ **Telecommunications Relay service Services.** "~~Telecommunication~~ Telecommunications Relay service Services" or "TRS" means a central statewide service through which a communication impaired person, using a communication device, may send and receive messages to and from a non-communication impaired person whose telephone is not equipped with a communication device and through which a non-communication impaired person may, by using voice communication, send and receive messages to and from a communication impaired person the telecommunications transmission services required under Federal Communications Commission (FCC) regulations at Code of Federal Regulations, title 47, sections 64.604 to 64.606. TRS allows an individual who has a communication disability to use telecommunications services in a manner that is functionally equivalent to the ability of an individual who does not have a communication disability.

Subd. 12. **Telecommunications.** "Telecommunications" means the transmission, between or among points specified by the user, of information of the user's choosing, without change in the form or content of the information as sent and received.

Subd. 13. **Telecommunications services.** "Telecommunications services" means the offering of telecommunications for fee directly to the public, or to such classes of users as to be effectively available to the public, regardless of the facilities used.

Sec. 2. Minnesota Statutes 2010, section 237.51, is amended to read:  
**237.51 TELECOMMUNICATIONS ACCESS MINNESOTA PROGRAM ADMINISTRATION.**

Subdivision 1. **Creation.** The commissioner of commerce shall:  
(1) administer through interagency agreement with the commissioner of human services a program to distribute ~~communication~~ telecommunications devices to eligible ~~communication impaired~~ persons who have communication disabilities; and  
(2) contract with ~~a one or more~~ qualified vendor ~~vendors that serves~~ communication impaired serve persons who have communication disabilities to create and maintain a telecommunication provide telecommunications relay service services.  
For purposes of sections 237.51 to 237.56, the Department of Commerce and any

organization with which it contracts pursuant to this section or section 237.54, subdivision 2, are not telephone companies or telecommunications carriers as defined in section 237.01.

Subd. 5. **Commissioner of commerce duties.** In addition to any duties specified elsewhere in sections 237.51 to 237.56, the commissioner of commerce shall:

- (1) prepare the reports required by section 237.55;
- (2) administer the fund created in section 237.52; and
- (3) adopt rules under chapter 14 to implement the provisions of sections 237.50 to 237.56.

Subd. 5a. **Department Commissioner of human services duties.** (a) In addition to any duties specified elsewhere in sections 237.51 to 237.56, the commissioner of human services shall:

- (1) define economic hardship, special needs, and household criteria so as to determine the priority of eligible applicants for initial distribution of devices and to determine circumstances necessitating provision of more than one ~~communication~~ telecommunications device per household;
- (2) establish a method to verify eligibility requirements;
- (3) establish specifications for ~~communication~~ telecommunications devices to be ~~purchased~~ provided under section 237.53, subdivision 3; ~~and~~
- (4) inform the public and specifically ~~the community of communication-impaired persons~~ who have communication disabilities of the program; ~~and~~
- (5) provide devices based on the assessed need of eligible applicants.

(b) The commissioner may establish an advisory board to advise the department in carrying out the duties specified in this section and to advise the commissioner of commerce in carrying out duties under section 237.54. If so established, the advisory board must include, at a minimum, the following ~~communication-impaired~~ persons:

- (1) at least one member who is deaf;
- (2) at least one member who ~~is~~ has a speech impaired disability;
- (3) at least one member who ~~is mobility impaired~~ has a physical disability that makes it difficult or impossible for the person to access telecommunications services; and
- (4) at least one member who is hard-of-hearing.

The membership terms, compensation, and removal of members and the filling of membership vacancies are governed by section 15.059. Advisory board meetings shall be held at the discretion of the commissioner.

Sec. 3. Minnesota Statutes 2010, section 237.52, is amended to read:  
**237.52 TELECOMMUNICATIONS ACCESS MINNESOTA FUND.**

Subdivision 1. **Fund established.** A telecommunications access Minnesota fund is established as an account in the state treasury. Earnings, such as interest, dividends, and any other earnings arising from fund assets, must be credited to the fund.

Subd. 2. **Assessment.** (a) The commissioner of commerce, the commissioner of employment and economic development, and the commissioner of human services shall annually recommend to the Public Utilities Commission (PUC) an adequate and appropriate surcharge and budget to implement sections 237.50 to 237.56, 248.062, and 256C.30, respectively. The maximum annual budget for section 248.062 must not exceed \$100,000 and for section 256C.30 must not exceed \$300,000. The Public Utilities

Commission shall review the budgets for reasonableness and may modify the budget to the extent it is unreasonable. The commission shall annually determine the funding mechanism to be used within 60 days of receipt of the recommendation of the departments and shall order the imposition of surcharges effective on the earliest practicable date. The commission shall establish a monthly charge no greater than 20 cents for each customer access line, including trunk equivalents as designated by the commission pursuant to section 403.11, subdivision 1.

(b) If the fund balance falls below a level capable of fully supporting all programs eligible under subdivision 5 and sections 248.062 and 256C.30, expenditures under sections 248.062 and 256C.30 shall be reduced on a pro rata basis and expenditures under sections 237.53 and 237.54 shall be fully funded. Expenditures under sections 248.062 and 256C.30 shall resume at fully funded levels when the commissioner of commerce determines there is a sufficient fund balance to fully fund those expenditures.

Subd. 3. **Collection.** Every ~~telephone company or communications carrier that provides service~~ provider of services capable of originating a ~~telecommunications relay~~ TRS call, including cellular communications and other nonwire access services, in this state shall collect the charges established by the commission under subdivision 2 and transfer amounts collected to the commissioner of public safety in the same manner as provided in section 403.11, subdivision 1, paragraph (d). The commissioner of public safety must deposit the receipts in the fund established in subdivision 1.

Subd. 4. **Appropriation.** Money in the fund is appropriated to the commissioner of commerce to implement sections 237.51 to 237.56, to the commissioner of employment and economic development to implement section 248.062, and to the commissioner of human services to implement section 256C.30.

Subd. 5. **Expenditures.** (a) Money in the fund may only be used for:

- (1) expenses of the Department of Commerce, including personnel cost, public relations, advisory board members' expenses, preparation of reports, and other reasonable expenses not to exceed ten percent of total program expenditures;
- (2) reimbursing the commissioner of human services for purchases made or services provided pursuant to section 237.53; and
- ~~(3) reimbursing telephone companies for purchases made or services provided under section 237.53, subdivision 5; and~~
- ~~(4) (3) contracting for establishment and operation of the telecommunication relay service~~ the provision of TRS required by section 237.54.

(b) All costs directly associated with the establishment of the program, the purchase and distribution of ~~communication~~ telecommunications devices, and the ~~establishment and operation of the telecommunication relay service~~ provision of TRS are either reimbursable or directly payable from the fund after authorization by the commissioner of commerce. The commissioner of commerce shall contract with ~~the message relay service operator~~ one or more TRS providers to indemnify the ~~local exchange carriers of the relay telecommunications service providers~~ for any fines imposed by the Federal Communications Commission related to the failure of the relay service to comply with federal service standards. Notwithstanding section 16A.41, the commissioner may advance money to the ~~contractor of the telecommunication relay service~~ TRS providers if the ~~contractor establishes~~ providers establish to the commissioner's satisfaction that the advance payment is necessary for the ~~operation~~ provision of the service. The advance

payment may be used only for working capital reserve for the operation of the service. The advance payment must be offset or repaid by the end of the contract fiscal year together with interest accrued from the date of payment.

Sec. 4. Minnesota Statutes 2010, section 237.53, is amended to read:  
**237.53 COMMUNICATION TELECOMMUNICATIONS DEVICE.**

Subdivision 1. **Application.** A person applying for a ~~communication~~ telecommunications device under this section must apply to the program administrator on a form prescribed by the Department of Human Services.

Subd. 2. **Eligibility.** To be eligible to obtain a ~~communication~~ telecommunications device under this section, a person must ~~be~~:

- (1) ~~be~~ able to benefit from and use the equipment for its intended purpose;
- (2) ~~have a communication impaired~~ disability;
- (3) ~~be~~ a resident of the state;
- (4) ~~be~~ a resident in a household that has a median income at or below the applicable median household income in the state, except a ~~deaf and blind~~ person who is deafblind applying for a ~~telebraille unit~~ Braille device may reside in a household that has a median income no more than 150 percent of the applicable median household income in the state; and
- (5) ~~be~~ a resident in a household that has ~~telephone~~ telecommunications service or that has made application for service and has been assigned a telephone number; or a resident in a residential care facility, such as a nursing home or group home where ~~telephone~~ telecommunications service is not included as part of overall service provision.

Subd. 3. **Distribution.** The commissioner of human services shall purchase and distribute a sufficient number of ~~communication~~ telecommunications devices so that each eligible household receives ~~an appropriate device~~ devices as determined under section 237.51, subdivision 5a. The commissioner of human services shall distribute the devices to eligible households ~~in each service area~~ free of charge ~~as determined under section 237.51, subdivision 5a~~.

Subd. 4. **Training; maintenance.** The commissioner of human services shall maintain the ~~communication~~ telecommunications devices until the warranty period expires, and provide training, without charge, to first-time users of the devices.

Subd. 5. **Wiring installation.** ~~If a communication impaired person is not served by telephone service and is subject to economic hardship as determined by the Department of Human Services, the telephone company providing local service shall at the direction of the administrator of the program install necessary outside wiring without charge to the household.~~

Subd. 6. **Ownership.** ~~All communication~~ Telecommunications devices purchased pursuant to subdivision 3 ~~will become~~ are the property of the state of Minnesota. Policies and procedures for the return of devices from individuals who withdraw from the program or whose eligibility status changes shall be determined by the commissioner of human services.

Subd. 7. **Standards.** The ~~communication~~ telecommunications devices distributed under this section must comply with the electronic industries ~~association~~ alliance standards and ~~be~~ approved by the Federal Communications Commission. The commissioner of human services must provide each eligible person a choice of several models of devices,

the retail value of which may not exceed \$600 for a ~~communication device for the deaf text telephone~~, and a retail value of \$7,000 for a ~~telebraille~~ Braille device, or an amount authorized by the Department of Human Services for a ~~telephone device for the deaf with auxiliary equipment~~ all other telecommunications devices and auxiliary equipment it deems cost-effective and appropriate to distribute according to sections 237.51 to 237.56.

Sec. 5. Minnesota Statutes 2010, section 237.54, is amended to read:

**237.54 TELECOMMUNICATION TELECOMMUNICATIONS RELAY SERVICE SERVICES (TRS).**

Subd. 2. **Operation.** (a) The commissioner of commerce shall contract with ~~a one or more qualified vendor~~ vendors for the ~~operation and maintenance of the telecommunication relay system~~ provision of Telecommunications Relay Services (TRS). (b) The ~~telecommunication relay service provider~~ TRS providers shall operate the relay service within the state of Minnesota. The ~~operator of the system~~ TRS providers shall ~~keep all messages confidential, shall train personnel in the unique needs of communication-impaired people, and shall inform communication-impaired persons and the public of the availability and use of the system. Except in the case of a speech- or mobility-impaired person, the operator shall not relay a message unless it originates or terminates through a communication device for the deaf or a Braille device for use with a telephone~~ comply with all current and subsequent FCC regulations at Code of Federal Regulations, title 47, sections 64.601 to 64.606, and shall inform persons who have communication disabilities and the public of the availability and use of TRS.

Sec. 6. Minnesota Statutes 2010, section 237.55, is amended to read:

**237.55 ANNUAL REPORT ON COMMUNICATION TELECOMMUNICATIONS ACCESS.**

The commissioner of commerce must prepare a report for presentation to the Public Utilities Commission by January 31 of each year. Each report must review the accessibility ~~of the telephone system to communication-impaired persons, review the ability of non-communication-impaired persons to communicate with communication-impaired persons via the telephone system~~ telecommunications services to persons who have communication disabilities, describe services provided, account for ~~money received and disbursed annually~~ annual revenues and expenditures for each aspect of the ~~program~~ fund to date, and include predicted program future operation.

Sec. 7. Minnesota Statutes 2010, section 237.56, is amended to read:

**237.56 ADEQUATE SERVICE ENFORCEMENT.**

The services required to be provided under sections 237.50 to 237.55 may be enforced under section 237.081 upon a complaint of at least two ~~communication-impaired~~ persons within the service area of any one ~~telephone company~~ telecommunications service provider, provided that if only one person within the service area of a company is receiving service under sections 237.50 to 237.55, the ~~commission~~ Public Utilities Commission may proceed upon a complaint from that person.

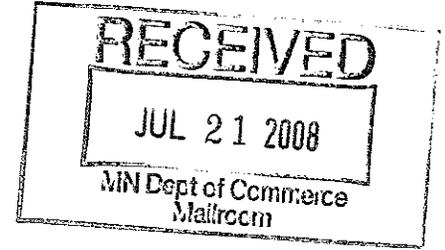
# Appendix B

FCC Approval of Minnesota's TRS Program (2008)



Federal Communications Commission  
Washington, D.C. 20554

July 16, 2008



Minnesota Department of Commerce  
Rochelle Renee Garrow, Administrator  
Telecommunications Access Minnesota  
85 7<sup>th</sup> Place East, Suite 500  
St. Paul, MN 55101-2198

Re: Telecommunications Relay Services (TRS); Application No.: TRS-39-07; CG Docket No. 03-123

Dear Ms. Garrow:

Pursuant to Title IV of the Americans with Disabilities Act of 1990, section 225(f)(2) of the Communications Act of 1934, as amended, 47 U.S.C. § 225(f)(2), and section 64.606(b) of the Commission's rules, 47 C.F.R. § 64.606(b), the Application of the State of Minnesota for certification of its Telecommunications Relay Services (TRS) program, Application No. TRS-39-07, is hereby **GRANTED**. On the basis of its application, the Consumer & Governmental Affairs Bureau (Bureau) has determined that:

- (1) the TRS program of the State of Minnesota meets or exceeds all operational, technical, and functional minimum standards contained in section 64.604 of the Commission's rules, 47 C.F.R. § 64.604;
- (2) the State of Minnesota's program makes available adequate procedures and remedies for enforcing the requirements of the TRS program; and
- (3) the State of Minnesota's TRS program in no way conflicts with federal law.

The Bureau also has determined that the State of Minnesota's intrastate funding mechanism is labeled in a manner that promotes national understanding of TRS and does not offend the public, consistent with section 64.606 of the Commission's rules, 47 C.F.R. § 64.606(d).

Because the Commission may adopt further changes to the rules governing relay programs, including state relay programs, the certification granted herein is conditioned on a demonstration of compliance with any new rules ultimately adopted by the Commission. The Commission will provide guidance to the states, U.S. territories, and the District of Columbia on demonstrating compliance with such rule changes.

This certification shall remain in effect for a five year period, beginning July 26, 2008, and ending on July 25, 2013, pursuant to 47 C.F.R. § 64.606(c). One year prior to the expiration of this certification, July 25, 2012, the State of Minnesota may apply for renewal of its TRS program by filing documentation in accordance with the Commission's rules, pursuant to 47 C.F.R. §§ 64.606(a) and (b).

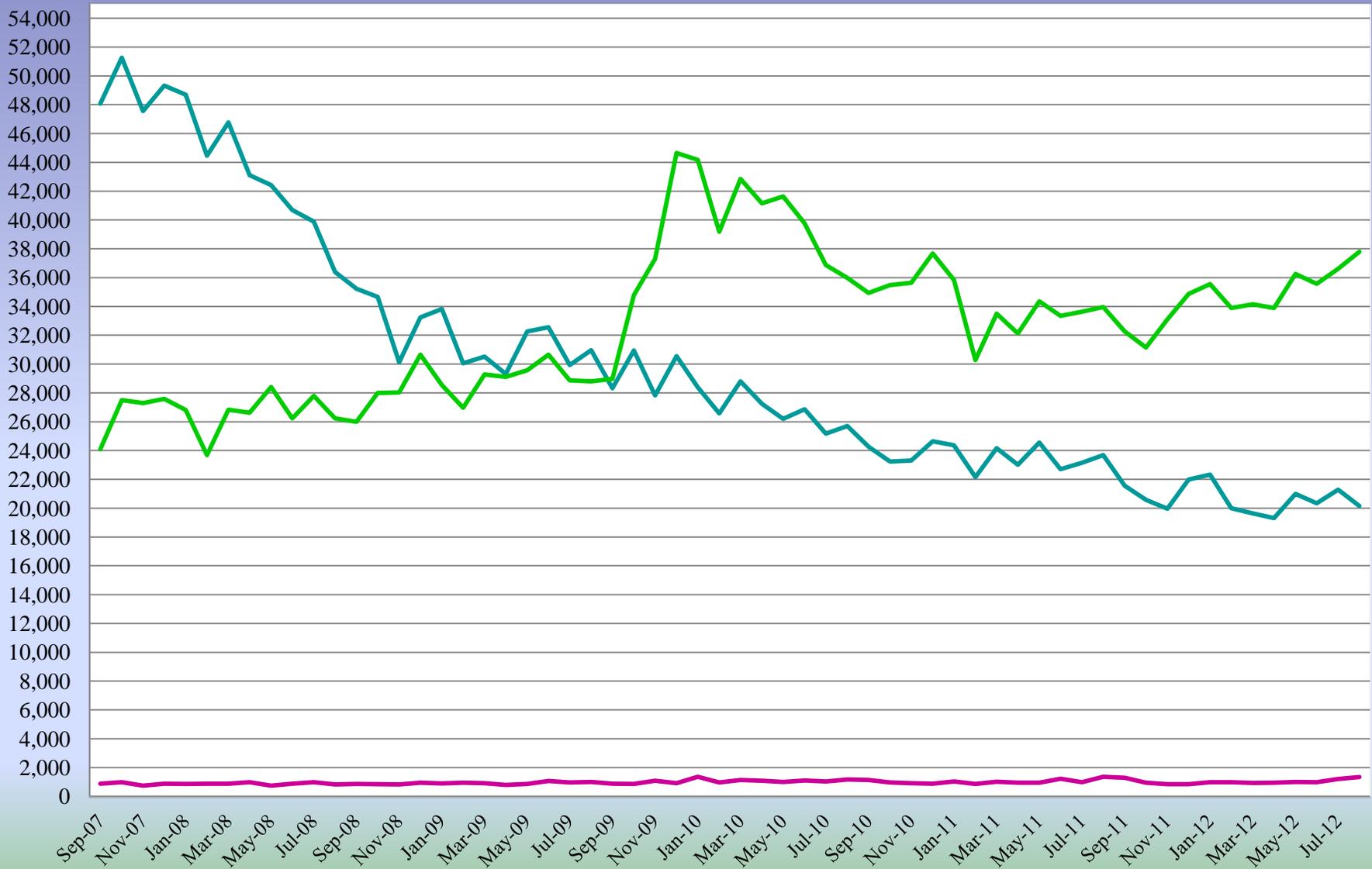
Sincerely,

Thomas Chandler  
Chief, Disability Rights Office  
Consumer & Governmental Affairs Bureau

# Appendix C

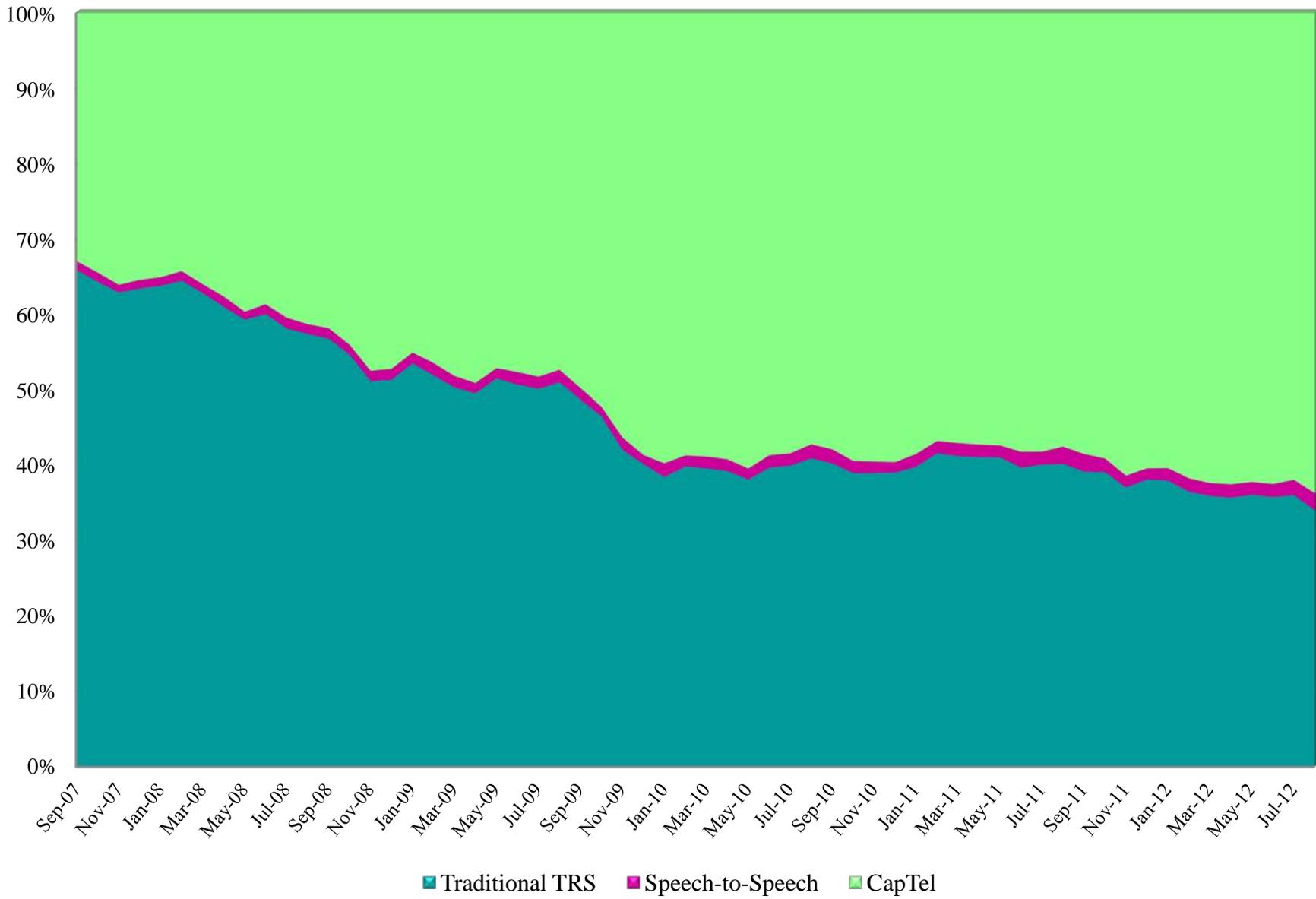
Call Volume Charts

# Minnesota Relay Total Call Volume

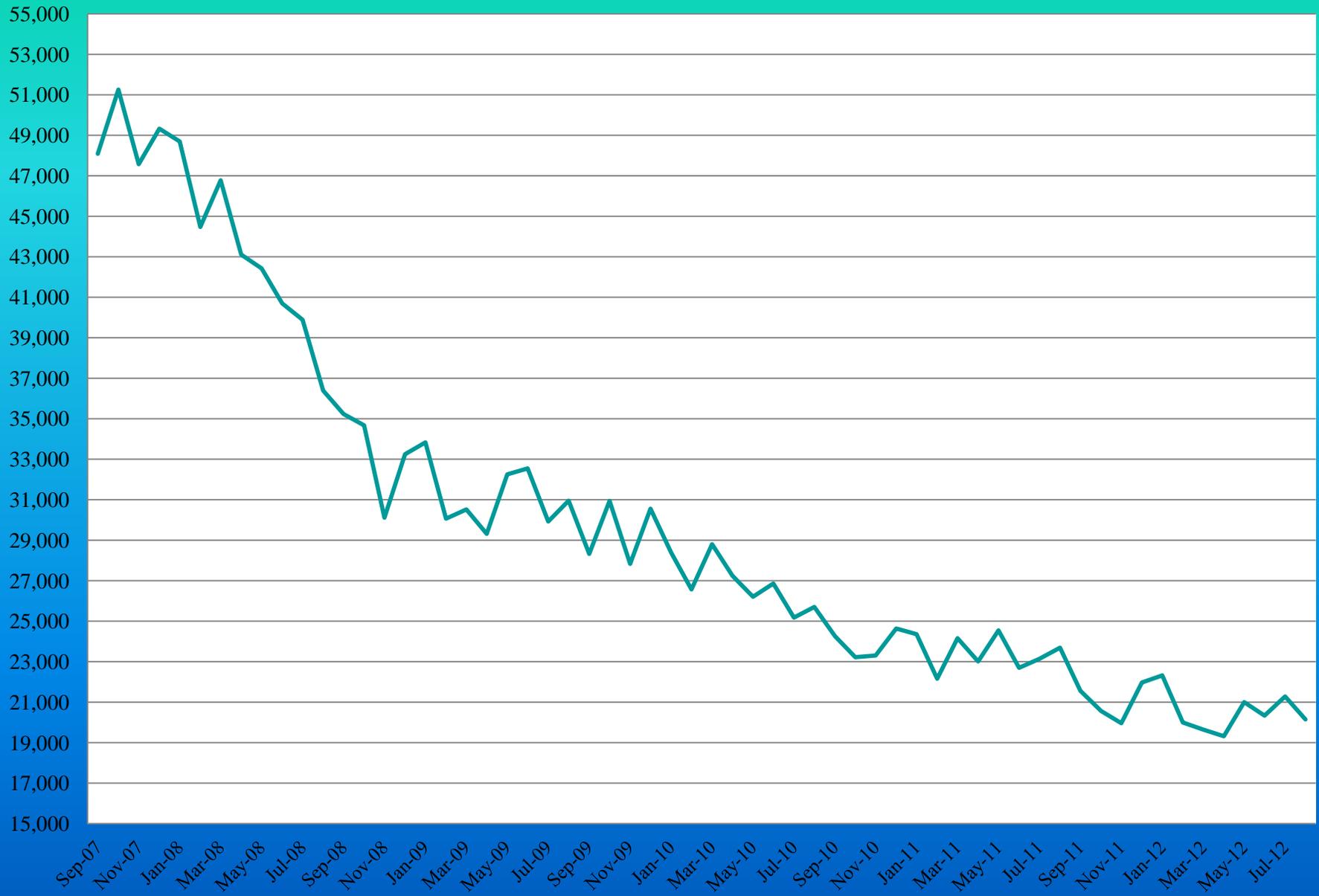


— Traditional TRS    — Speech-to-Speech    — CapTel

# Percent of Total Call Volume



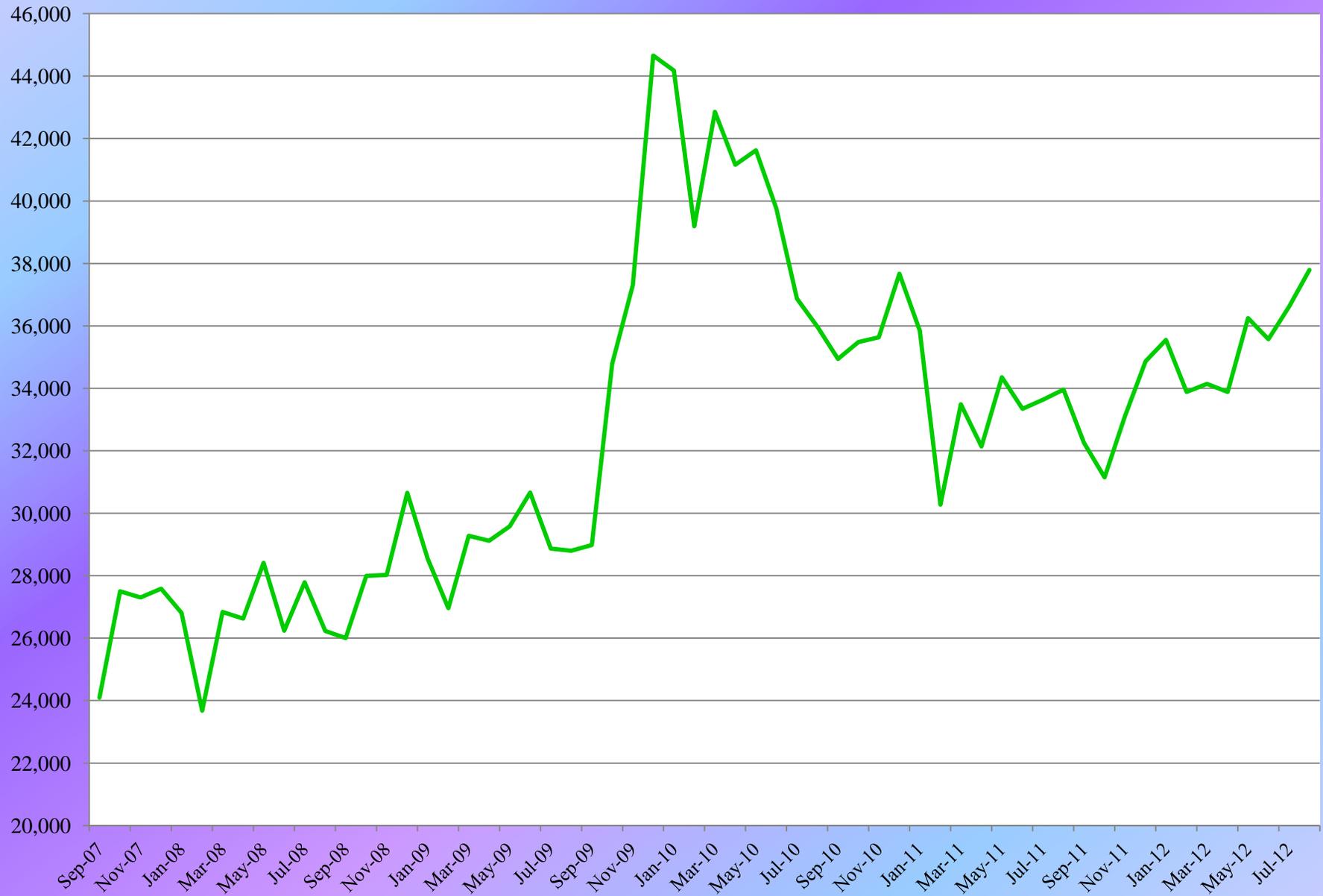
# Traditional TRS Total Call Volume



# Speech-to-Speech Total Call Volume



# CapTel Total Call Volume



# Appendix D

CA Confidentiality Agreements

## **Agreement Regarding Confidential Information**

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

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

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

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

I have read and understand the Sprint Relay center Agreement Regarding Confidential Customer Information. I agree to comply and understand that failure to do so will lead to company disciplinary action that may result in my termination and/or criminal prosecution. I also understand that

ascertaining damages resulting from a breach of this agreement would be difficult. I agree that Sprint shall have the right to an injunction against me, enjoining any such breach without any obligation to post bond. I agree that this will be in addition to and without limiting any other remedies or rights Sprint may have against me.

EMPLOYEE SIGNATURE DATE

MANAGER/SUPERVISOR SIGNATURE DATE

## **CAPTEL CONFIDENTIALITY**

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

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

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

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

### **Confidentiality Policy**

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

- I will not listen to or get involved in calls taken by fellow Captionists.

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

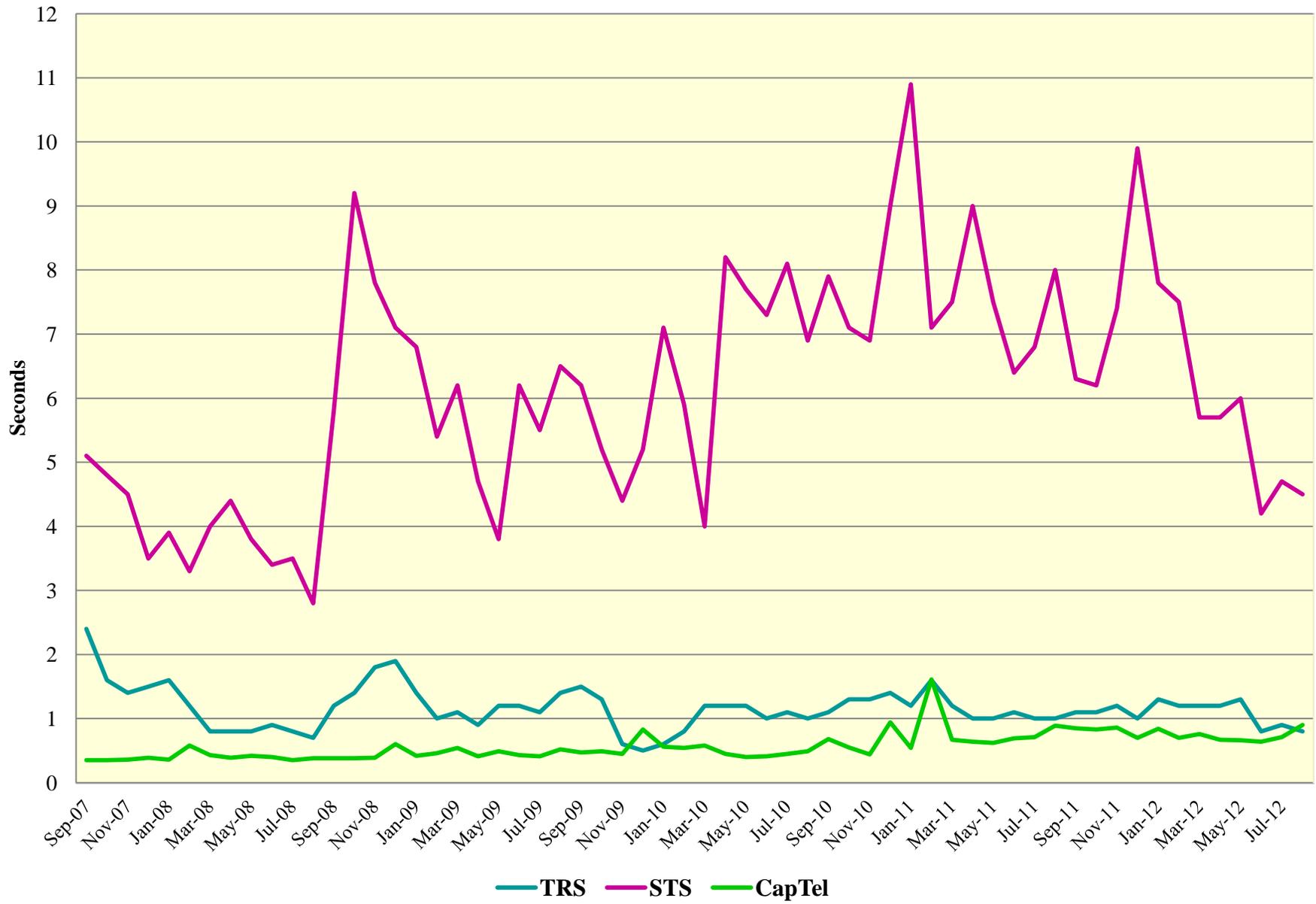
Employee Name

Date

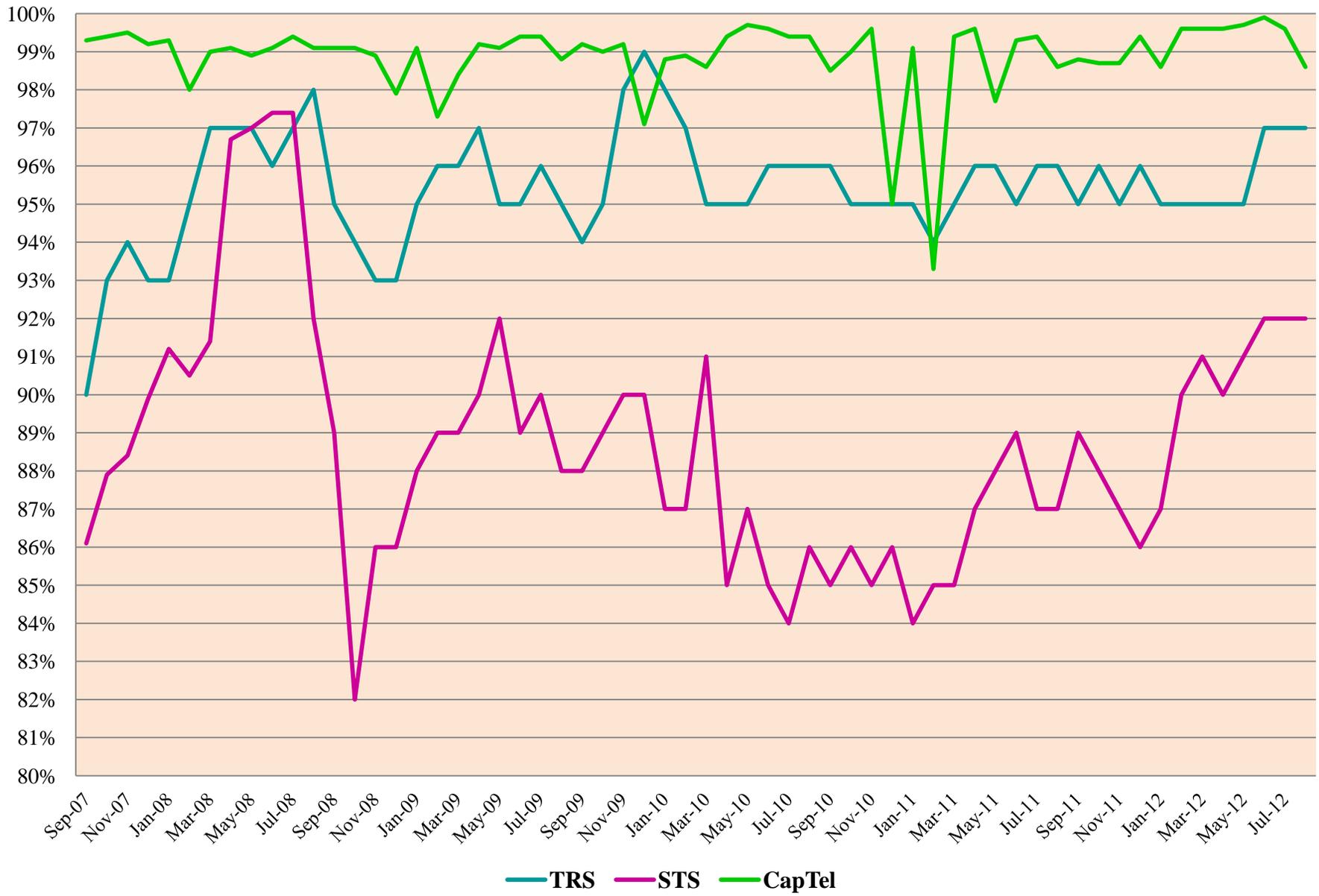
# Appendix E

ASA and SVL Statistics

# Average Speed of Answer



# Service Level



# Appendix F

Carrier of Choice Letter



<insert date>

<insert carrier name>

<insert contact name>

<insert email address>

Re: Obligation of interexchange carriers to provide access to their services via **CapTel Relay**, a form Telecommunications Relay Services.

Dear carrier:

Telecommunications Relay Service (TRS) is mandated by the Americans with Disabilities Act of 1990 and allows people with hearing or speech disabilities to have functionally equivalent telecommunications and equal access to the telecommunications network in the same manner as an individual who does not have a hearing or speech disability. TRS standards are established and regulated by the Federal Communications Commission (FCC), and the Telecommunications Access Minnesota (TAM) program within the Minnesota Department of Commerce (DOC) is responsible for TRS management and compliance in Minnesota. DOC-TAM administers the Minnesota Relay (TRS) through a contract with Communication Service for the Deaf (with Sprint Communications Company, LP as a subcontractor).

47 C.F.R. § 64.604 (b)(3) states that “TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.”

**Please Note:** In a Public Notice released by the FCC on October 23, 2000, the FCC reminded carriers that “[A] carrier’s failure to take appropriate steps to enable access to its services by TRS users may lead to monetary forfeitures or other enforcement actions by the Commission.”<sup>1</sup>

**Carrier’s Name** is not currently listed as a carrier for TRS users. DOC-TAM recognizes that there are certain *limited* circumstances that may exempt a carrier from the above federal requirement. DOC-TAM also acknowledges the possibility that a carrier may have completed the necessary steps to enable its customers to access its services through TRS, but our records simply do not indicate such.

---

<sup>1</sup> See Enforcement Bureau Issues Letter in Support of Initiatives by the Maryland Public Service Commission to promote Compliance with FCC Rules Pertaining to Telecommunications Relay Services, Public Notice , DA-00-2383(Enf. Bur. Rel. Oct. 23, 2000).

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

**Facility-based provider**

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

**Non-facility based provider**

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

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

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

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

**Attachment B** lists Sprint TRS and CapTel Access Tandem Interconnection locations. The best way to provide access to your Toll network through relay service for your customers is to designate the **18 Sprint Regional TRS center/Access Tandem combinations and the 2 CapTel Access Tandems** as the points at which Sprint will hand off Toll relay service traffic to you. In this manner, any relay caller that wishes to use your services may be efficiently, and with minimal time delay, routed to your network. Should you not have a presence at one or more of each of the Sprint regional center/access tandem combinations, the traffic may be handed off at one of the regional center's access tandem. Please do this for both TRS and CapTel.

**Attachment C** is a sample letter of authorization. Once Sprint receives your written request to participate in the Sprint TRS Carrier of Choice program, Sprint will schedule translation updates in the next available release (usually 30 to 90 days). **Information obtained from the carriers will be used solely for the purpose of providing your deaf and hard-of-hearing toll customers the ability to send their toll traffic of the network of the carrier they have chosen and shall be held proprietary.**

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

If you have questions on the arrangements necessary to ensure that your services can be accessed by TRS users, please contact Emma Danielson with Sprint Relay at [emma.danielson@sprint.com](mailto:emma.danielson@sprint.com) or 217-698-4031.

Thank you for your prompt attention to this matter.

Sincerely,



Rochelle Renee Garrow, TAM Administrator  
Minnesota Department of Commerce  
85 Seventh Place East, Suite 600  
St. Paul, MN 55101-3165  
Phone: 651-297-8941  
Fax: 651-297-7891  
E-mail: [rochelle.garrow@state.mn.us](mailto:rochelle.garrow@state.mn.us)

## Attachment A

### Current participating members (facility-based providers) at Sprint TRS Carrier of Choice:

Entity	CIC Code		
011 Communications	0444	Columbia Long Distance	0638
10-10-220 Telecom USA	0220	Comcast	0386
10-10-321 Telecom USA	0321	Comcast Business Communications	0555
10-10-345 AT&T Lucky Dog	0345	Connections Long Distance	5753
10-10-432 Qwest	0432	Cooperative Light & Power	0444
10-10-502 WorldxChange	0502	Cox Communications	6269
10-10-636 Clear Choice	0636	Crosslake LD	6264
10-10-752 EXCEL	0752	Crystal Communications, Inc.	5250
10-10-811 Vartec	0811	Delavan LD	6264
10-10-834 WorldxChange	0834	Dunnell LD	6264
10-10-987	0987	EXCEL	0752
702 Communications	5702	Eagle Valley LD	6264
A-G Long Distance	0288	Egyptian Communications	0555
ACN Communications, Inc.	0555	EliteView, LLC	0432
ACS Connections LD	6264	Emily Long Distance	6264
ACS LD	5353	En-Tel Communications	6311
ACS Long Distance	5643	Enhanced Communications Network	0432
ANI Networks	0444	Eschelon Telecom, Inc.	5988
ANI Networks	5406	Exit Mobile	0444
AT&T	0288	Farmers LD	6264
Access Point	0333	Federated LD	6264
Ace Long Distance	6264	Felton LD	6264
Adelphia	5485	Frontier Communications	0096
Advantage Communications	0432	GCI	0077
Affinity Network, Inc.	0444	GTC Telecom	0333
Alascom, Inc.	0866	GTE North	5483
Albany Telephone LD	6264	Garden Valley LD	6264
All Others	0001	Gardonville LD	6264
Alltel	5253	General Communication Inc.	0077
Arrowhead LD	6264	Global Crossing	0444
Barnesville LD	6264	Global Crossing-RIT Stdn	0212
BellSouth Long Distance	0377	Golden State Long Distance	0638
Benton Telephone LD	6264	Grafton Communications	0555
Bestline	0302	Granada LD	6264
Birch Telecom/Ionex Comm.	0475	Gridley Communications	0555
Blackduck LD	6264	GroveLine	0432
Blueridge Telecom Systems	0444	HBC Long Distance	6959
Bresnan Communications	0432	HTC Communications	0555
Broadwing Communications	0948	Halstad LD	6264
Broadwing Telecom	0071	Hancock LD	6264
CI Long Distance	6264	Harmony Telephone Company	0432
CP Telecom	0444	HickoryTech	5250
CTC Long Distance	6264	Home Telenetworks	0555
CTI Long Distance	0333	Home Telephone LD	6264
Call & Effect Long Distance	0465	Hometown Solutions LD	6264
Call & Effect Long Distance	0638	Horizon Telecom, Inc.	0432
Cannon Valley LD	6264	HorizonOne Communications	0444
Cascade Long Distance	0638	Hutchinson Telecommunications	6792
Celebrate Communications	0555	ITC Long Distance	6264
Century Enterprises	0555	ITT	0555
Century LD	0550	Illinois Consolidated	0725
Century Telecom	0914	Integra Telecom	5061
CenturyLink	0550	Inter-Tel NetSolutions, Inc	0333
CenturyTel Long Distance	0550	International Plus	0444
CenturyTel Solutions	0550	Internet Business Association	0444
Charter Communications	6324	Ivantage Network Solutions	0444
Christensen Communication Company	0432	KMTC Long Distance	6264
CierraCom Systems	0444	Kingdom LD	0948
Cimco	0444	LCI	0432
Cincinnati Bell Long Distance	0654	LDDS	0222
Citizens Communications	0096	LDDS	0450
Coastal Telephone Co.	0661	Lakedale Communications	5535
Colorado River Community	0555	Lavaca Telephone Co.	6744
		Lightyear	0555

Lightyear Network Solutions	5957	Rocky Mountain Long Distance	0638
Lismore LD	6264	Rothsay Long Distance	6264
Local Carrier Default	0000	Royale Comtronics, Inc.	5643
Lonsdale One Plus	6264	Runestone LD	6264
Loretel LD	6264	SBC Long Distance	5792
Lowry Long Distance	6264	SC State Network	0111
Lucky Penny	0834	Sage Telecom	5111
MCI WorldCom	0222	ShawneeLink	0555
MTC Communications	0555	Simcom	0444
Mabel Cooperative Telephone Co.	0432	Sleepy Eye LD	6264
Madelia LD	6264	Souris River Telephone	0770
Madison River Long Distance	0444	Sovernet	0444
Madison Telephone	0555	Speedway Long Distance	0736
Mainstreet Communications Long Distance	0432	Spring Grove Communications	0432
Mainstreet LD	6264	Sprint	0333
McLeod USA	0725	St. James LD	6264
Melrose LD	6264	Suddenlink	0333
Metromedia	0222	SureWest Long Distance	0111
Midcontinent Communications	0996	Sytek Comm LD	6264
Midwest LD	6264	TCCF	0444
Milaca Local Link LD	6264	TCG Minnesota Inc.	0292
Minnesota Valley Communications, Inc	0432	TCO Network	0432
Moultrie Infocomm	0555	TDS Telecom	0417
NOS Communications, Inc.	0444	TTI National	0555
NOSVA Limited	0444	Talk Cents	0502
NSC Telesystems	0555	Tandem Access for Database Query	0110
NY Relay Operator Services	0000	Telecomm USA	0835
Nemont LD	0288	Telegroup	0222
Netlojix	0333	Telephone Associates, Inc.	0444
New Ulm LD	6264	Telephone Express	0899
Norlight Telecommunications Inc.	0912	Tex-An	0288
North Dakota Long Distance	5635	The Phone Co.	6746
Northstar Access LD	6264	Touch 1 Communications	0444
OPEX LD	0444	Touch America	0244
OTZ Telecommunications	0077	TouchTone Communications	0432
Oneida Network	0555	Trans National Communications International, Inc.	6398
Onvoy	6264	TransWorld Network Corp	0432
Operator Service Co.	0444	U.S. Telecom Long Distance, Inc.	0444
Optic Communications	0444	USL	0355
Orbit Com, Inc.	0555	Ucca Telecom	0288
Osakis Long Distance	6264	Unidial	0555
OtterCom, Inc	0736	Unitel Long Distance	6264
Ottertail Telecom LD	6264	Vartec Telecom Inc.	0465
PAETEC Communications, Inc.	0444	Vartec Telecom Inc.	0638
POPP.Com	0477	Venture LLP	5702
Park Region LD	6264	Verizon LD	5483
Penny Express	0465	Verizon Select Services(VSSI)	5483
Peoples Long Distance	6264	VoIP Communications	0444
Pine Island LD	6264	WCTA Long Distance	6264
Pioneer Telephone	0444	WH Comm	5535
PrairieWave Communications	0361	WTC Long Distance	6264
Prime Dime Long Distance	0465	Wabash Independent Networks	0288
Prime Dime Long Distance	0638	Wiltel	0222
QWest	0432	Windom Long Distance	6264
QuantumLink Communications	0444	Windstream Communications, Inc.	0893
RCI	0211	Winstar	0643
RCN	0948	Woodstock LD	6264
Red River LD	6264	Working Assets	0649
Reduced Rate Long Distance, LLC	0432	WorldCom	0555
Redwood Long Distance Company	0432	XO Communications	0555
Reliance Telephone Inc.	0555	Yucca Telecom	0288
Reserved for Testing	0000	Zia Long Distance	0638
Rochester Telecom System, Inc.	0912		

## Attachment B

### Sprint TRS Access Tandem Interconnection Locations

State	Access Tandem	Tandem CLLI	Tandem LEC
Missouri	Kansas City	KSCYMO5503T	AT&T
Texas	Ft Worth	FTWOTXED03T	AT&T
North Carolina	Charlotte	CHRLNCCA05T	AT&T
Massachusetts(West)	Springfield	SPFDMAWO01T	Verizon
Massachusetts(East)	Cambridge	CMBRMABE01T	Verizon
South Carolina	Charleston	CHTNSCDT60T	AT&T
New York	Syracuse	SYRCNYSU50T	Verizon
Ohio	Dayton	DYTNOH225GT	AT&T
South Dakota	Sioux Falls	SXFLSDCO09T	CenturyLink
North Dakota	Bismarck	BSMRNDBC12T	CenturyLink
Alaska	Via GCI (Seattle)	STTLWAWBLMO/ ANCRKGCDS0	GCI
Arkansas	Little Rock	LTRKARFR02T	AT&T
Florida	Miami	NDADFLGG01T	AT&T
California	Sacramento	SCRMCA0103T	Verizon
Colorado	Denver	DNVRCOMA02T	CenturyLink
Illinois	Chicago	CHCGILNE50T	AT&T
Minnesota	Owatonna	OWTNMNOW12T	CenturyLink
Wyoming	Cheyenne	CHYNWYMA03T	CenturyLink

Updated: 06/01/2012

### Sprint CapTel Access Tandem Interconnection Locations

Wisconsin	Madison	MDSNWI1171T	AT&T
Wisconsin	Milwaukee	MILWWI1261T	AT&T

Updated 06/01/2012

**Ensure that at least (1) TRS and (1) CapTel Access Tandem is interconnected.**

## Attachment C

### S A M P L E Letter of Authorization

<DATE >

<Name>, Account Manager  
 <Street1> <Street2>  
 <City>, <State> <Zip Code>  
 FAX: <Fax. No.>

This letter of authorization has been issued to give Sprint TRS permission to send < Toll Carrier Company Name > toll traffic associated with 1+, 0+, and 0- and International dialing through Sprint TRS at the < Regional COCOC Tandems >.

#### 1. Regional COCOC Tandems

Toll Carrier: < insert name> You will need to provide Sprint with your toll carrier's 0ZZ, SS7 Network Transit Selector information and the values for Transit Network Selector (TNS) SS7 field. That field is made up of two values, the CIC code and the carrier's Circuit Codes for the carrier at that Access Tandem.

Underlying Toll Carrier: <insert name>

State	Access Tandem	Tandem CLI Code	Tandem LEC	CIC Code	TNS	0ZZ
South Dakota	Sioux Falls	SXFLSDCO09T	CenturyLink			
North Dakota	Bismarck	BSMRNDBC12T	CenturyLink			
Alaska	Via GCI (Seattle)	STTLWAWBLMO ANCRAKGCDS0	GCI			
Arkansas	Little Rock	LTRKARFR02T	AT&T			
Florida	Miami	NDADFLGG01T	AT&T			
California	Sacramento	SCRMCA0103T	Verizon			
Wisconsin	Madison	MDSNWI1171T	AT&T			
Wisconsin	Milwaukee	MILWWI1261T	AT&T			

Updated : 06/01/2012

#### OR

#### <State Located > Tandem

Toll Carrier: < insert carrier name> You will need to provide Sprint with your toll carrier's SS7 Network Transit Selector information and the values for Transit Network Selector (TNS) SS7 field .That field is made up of two values, the CIC code and the carrier's Circuit Codes for the carrier at that Access Tandem.

Underlying Toll Carrier: <insert carrier name>

CIC: < insert carrier identification code > and SS7 Transit Network Selector information associated with 1+, 0+, and 0- dialing must be loaded into the regional (and/or state) access tandems and the values for Transit Network Selector (TNS) SS7 field. That field is made up of two values, the CIC code and the carrier's Circuit Codes for the carrier at that Access Tandem.

## 2. Call Type Restrictions

< Toll Carrier Brand Name > will accept any intrastate, international and operator services call types that will be routed to the < tandem location(s) > tandems.

**OR**

< Toll Carrier Brand Name > will accept any (*specify intrastate, interstate, international, and operator services*) call types except for (*specify what call types and restrictions*) that should not be routed to the < tandem location > tandems.

If there are any questions regarding this letter of authorization, please contact < Name >, < Job Title >, < Department Name > at xxx-xxx-xxxx.

Sincerely,

< Name >< Job Title >, < Department Name >

# Appendix G

Disaster Recovery Plan and Network Support Plan

## Disaster Recovery Plan and Network Support Plan

Sprint's comprehensive Disaster Recovery Plan details the methods Sprint will utilize to cope with specific disasters. The plan includes quick and reliable switching of calls, Sprint's TRS network diagrams identifying where traffic will be rerouted if vulnerable circuits become inoperable, and problem reporting with escalation protocol. Besides service outages, the Disaster Recovery Plan applies to specific disasters that affect any technical area of Sprint's Relay network.

The first line of defense against degradation is the Sprint's Relay dynamic call routing that Sprint employs. During a major or minor service disruption, the Sprint's Relay dynamic call routing network feature bypasses the failed or degraded facility and immediately directs calls to the first available Relay Operator in any of Sprint's fully inter-linked TRS Call Centers. ROs are trained in advance to provide service to other States; the transfer of calls between Centers is transparent to users.

Beyond the Sprint's Relay dynamic call routing network, Sprint's TRS Disaster Recovery Plan details the steps that will be taken to deal with any Relay problem, and restore Telecommunications Relay service to its full operating level in the shortest possible time.

### STATE NOTIFICATION PROCEDURE

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To provide the State with the most complete and timely information on problems affecting Relay service, the trouble reporting procedure will include three levels of response:

- An immediate report (as defined in the contract)
- A 24-hour status report
- A comprehensive final report within 5 business days

Sprint will notify the designated representative of the State within fifteen minutes if a Relay service disruption of 30 minutes or longer occurs. The report will explain how the problem will be corrected and an approximate time when full service will be restored. Within 24 hours of the Relay service disruption, an intermediate report provides problem status and more detail of what action is necessary. In most cases, the 24-hour report reveals that the problem has been corrected and that full Relay service has been restored. The final comprehensive written report, explaining how and when the problem occurred, corrective action taken, and time and date when full operation resumed will be provided to the Contract Administrator within five business days of return to normal operation. Examples of Relay service disruption include:

- TRS Switching System failure or malfunction
- Major transmission facility blockage of the last-leg circuits to the Relay Call Centers
- Threat to RO safety or other RO work stoppage
- Loss of RO position capabilities

Performance at each Sprint Relay Center is monitored continuously 24-hours-a-day, seven-days-a-week from Sprint's Service Assurance Monitoring Center (SAMC) in Overland Park, KS.

## DISASTER RECOVERY PROCEDURES

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If the problem is within a relay center, maintenance can usually be performed by the on-site technician, with assistance from Sprint's SAMC. If the problem occurs during non-business hours and requires on-site assistance, the SAMC will page the technician to provide service remedies. Sprint retains hardware spares at each center to allow for any type of repair required without ordering additional equipment (except for complete loss of a center).

## TIME FRAMES FOR SERVICE RESTORATION

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Complete or Partial Loss of Service Due to Sprint Relay Equipment or Facilities

### ■ Sprint Relay Call Center Equipment

A technician is on-site during the normal business day. The technician provides parts and / or resources necessary to expedite repair within two hours. Outside of the normal business day, a technician will be on-site within four hours. The technician then provides parts and /or resources necessary to expedite repair within two hours.

### ■ Sprint or Telco Network

Facilities or an outage of facilities directly serving incoming TRS Relay calls will immediately be routed to one of the other Centers throughout the US. No inbound calls will be lost. Repair of Interexchange and Local Exchange fiber or network facilities typically requires less than eight hours.

### ■ Due to Utilities or Disaster at the Center

Immediate rerouting of traffic occurs with any large-scale Relay Center disaster or utility failure. Service is restored as soon as the utility is restored, provided the Sprint Relay equipment has not been damaged. If the equipment has been damaged the service restoration for Sprint equipment (above) applies.

### ■ Due to Telco Facilities Equipment

A Telco equipment failure will not normally have a large effect on TRS traffic within the state unless it occurs on Telco facilities directly connected to the relay call center. In this case, normal Sprint Relay traffic rerouting will apply.

## TROUBLE REPORTING PROCEDURES

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The following information is required when a user is reporting trouble:

- ◆ Service Description
- ◆ Callers Name
- ◆ Contact Number
- ◆ Calling to/Calling from, if applicable
- ◆ Description of the trouble

Service disruptions or anomalies that are identified by users may be reported to the Sprint Relay Customer Service toll-free number at any time day or night, seven days a week. The Customer Service operator creates a trouble ticket and passes the information on to the appropriate member of Sprint's Maintenance Team for action. Outside the normal business day, the SAMC will handle calls from the Customer Service RO 24 hours a day, 7 days a week. The Maintenance Team recognizes most disruptions in service prior to customers being aware of any problem. Site technicians are on call at each of Sprint's twelve sites across the United States TRS call centers to respond quickly to any event, including natural disasters.

## MEAN TIME TO REPAIR (MTTR)

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MTTR is defined and detailed in Tables 1 and 2:

Time to Investigate	The time needed to determine the existence of a problem and its scope.
Time to Repair	Repair time by Field Operations plus LEC time, if applicable.
Time to Notify	From the time repair is completed to the time the customer is notified of repair completion.

Table 1 – Time to Investigate + Time to Repair + Time to Notify

Switched Services	8 Hours
Private Lines	4 Hours (electronic failure)
Fiber Cut	8 Hours

Table 2 – Current MTTR Objectives

Sprint's Mean Time to Repair is viewed from the customer's perspective. A critical element in the equation is the Time to Notify, because Sprint does not consider a repair complete until the customer accepts the circuit back as satisfactory.

## ESCALATION PROCEDURES

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If adequate results have not been achieved within two hours, the Contract Administrator or a user may escalate the report to the next level. The table below details the escalation levels.

Escalation Level	Contact	Phone
2	Regional Maintenance Manager	Office Phone Number (913-794-1130)
3	Senior Manager, Technical Staff	Office Phone Number 913-794-3603

### Network Support Plan

## NETWORK DESIGN

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Sprint's service is provided over an all-fiber sophisticated management control networks that support backbone networks with digital switching architecture. These elements are combined to provide a highly reliable, proven, and redundant network. Survivability is a mandatory objective of the Sprint network design. The Sprint network minimizes the adverse effect of service interruptions due to equipment failures or cable cuts, network overload conditions, or regional catastrophes.

A 100 percent fiber-optic network provides critical advantages over the other carriers. These advantages include:

#### ■ Quality

Since voice and data are transmitted utilizing fiber optic technology, the problems of outdated analog and even modern microwave transmission simply do not apply. Noise, electrical interference, weather-impacting conditions, and fading are virtually eliminated.

#### ■ Economy

The overall quality, architecture, and advanced technology of digital fiber optics make transmission so dependable that it costs us less to maintain, thereby passing the savings on to our customers.

#### ■ Expandability

As demand for network capacity grows, the capacity of the existing single-mode fiber can grow. Due to the architecture and design of fiber optics, the capacity of the network can be upgraded to increase 2,000-fold.

#### ■ Survivability

Network survivability is the ability of the network to cope with random disruptions of facilities and/or demand overloads.

**Sprint has established an objective to provide 100 percent capability to reroute backbone traffic during any single cable cut. This is a significant benefit to \_\_\_\_\_, and a competitive differentiation of the Sprint network.**

Network switched services are provided via 49 Southern Telecom DMS-250/300 switches at 29 locations nationwide. Three DMS-300s located at New York, NY; Fort Worth, TX; and Stockton, CA, serve as international gateways. The remaining 46 switches provide switching functions for Sprint's domestic switched services.

Interconnection of the 49 switches is provided in a non-hierarchical manner. This means that inter-machine trunk (IMT) groups connect each switch with all other switches within the network. Each of these IMT groups is split and routed through the Sprint fiber network over SONET route paths for protection and survivability. As an extra precaution to preclude any call blockage, Dynamically Controlled Routing (DCR) provides an additional layer of tandem routing options when a direct IMT is temporarily busy.

Reliability is ensured through a corporate commitment to maintain or surpass our system objectives. Beginning with the network design, reliability and efficiency are built into the system. Sprint continues to improve the network's reliability through the addition of new technologies.

The effectiveness of this highly reliable and survivable network is attributed to the redundant transmission and switching hardware configurations, SONET ring topology, and sophisticated network management and control Centers. These factors combine to assure outstanding network performance and reliability for the State.

## NETWORK CRITERIA

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### ■ System Capacity

The Sprint network was built with the capacity to support every interLATA and intraLATA call available in the US. With the continuing development of network fiber transmission equipment to support higher speeds and larger bandwidth, the capacity of the Sprint network to support increasing customer requirements and technologies is assured well into the future.

## ■ Service Restoration

Sprint provides for the restoration of service in the event of equipment malfunctions, isolated network overloads, major network disruptions and national/civil emergency situations. In the event of service disruption due to Sprint's equipment, service typically is restored within four hours after notification. Sprint does everything possible to prevent a total outage at its switch sites or at any of its' POPs through the use of advanced site designs. All processors, memory, and switch networks within our switches are fully redundant. All switch sites are protected by uninterruptible power supplies and halon systems planned in conjunction with local fire departments. Most of our new sites are earth sheltered to increase survivability. A multi-pronged program is used to minimize outages:

### ■ Minimized "single points of failure" including:

- Diversification of all facilities' demands between switch sites. All switch sites are connected to the long haul network over at least two separate Sprint fiber routes; many have three paths.
- Deployment of multiple switches at large switching Centers. This prevents a single switch outage from disabling the site.
- Have systems in place allowing for the rapid redeployment of network resources in case of a catastrophic outage. Fiber cuts, which can affect thousands of calls at several locations, are sometimes unavoidable. Response to these outages is maximized through the following procedures:
  - Utilization of established plans to respond effectively to these outages.
  - The capability to rapidly deploy network transmission facilities when needed.
  - Immediate execution of alternate routing in the digital switches and cross-connect systems to assist in the handling of temporary network disruptions and forced overloads.

The entire spectrum of survivability needs, expectations, and requirements can be met by the proper engineering of customer and Sprint switches and facilities.

## FIBER BACKBONE LOOP TOPOLOGY AND RECONFIGURATION

---

Fiber optic cable routes are designed to include redundant capacity to insure survivable fiber optic systems. Sprint's SONET network, using four-fiber bi-directional line switched ring capability, allows automatic switching to alternate paths to provide for traffic rerouting in the event of a route failure. The SONET fiber optic backbone topology is currently designed with more than 100 overlapping rings to ensure sufficient alternate paths for total network survivability.

## SPRINT ROUTE OUTAGE PREVENTION PROGRAMS

---

### ■ Call Before You Dig Program

This program uses a nationwide 1-800 number interlinked with all local/state government utility agencies as well as contractors, rail carriers, and major utilities. Sprint currently receives in excess of 60,000 calls per month for location assistance over the 23,000-mile fiber network.

### ■ Awareness Program

This Sprint program proactively contacts local contractors, builders, property owners, county/city administrators, and utility companies to educate them on Sprint's cable locations and how each can help eliminate cable outages.

### ■ Route Surveillance Program

This is a Network Operation's department program using Sprint employees to drive specific routes (usually 120 miles) and visually inspect the fiber cable routes. This activity is performed an average of 11.6 times per month or approximately once every 2-3 days.

### ■ Technician Program

Technicians are stationed at strategic locations and cover an area averaging 60 route miles. Each technician has emergency restoration material to repair fiber cuts on a temporary basis. Other operations forces within a nominal time frame accomplish total repair.

### ■ Fiber/Switch Trending Program

This includes a weekly summary of equipment failure events highlighting bit error rate (BER) and cable attenuation. As a result, Sprint identifies potential equipment problems and monitors performance degradation to establish equipment-aging profiles for scheduled repair, replacement, or elimination. Aging profiles are computer-stored representations of the characteristics of a fiber splice. The profile is stored at the time the splice is accepted and put into service. A comparison of the original profile and current profile are compared for performance degradation. Maintenance is scheduled based on this type of monitoring.

## NETWORK MANAGEMENT AND CONTROL SYSTEMS

---

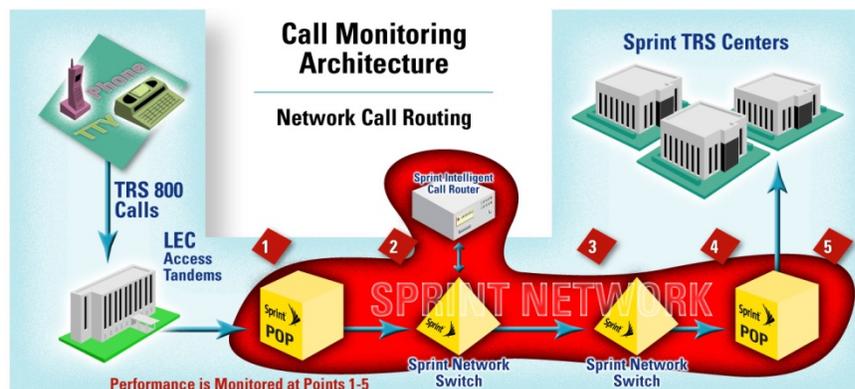
Surveillance for the Sprint network is managed by the Network Operations Center located in Overland Park Kansas. In the event of a network problem causing customer degradation of service, Network Operations will notify the Service Assurance Management Center (SAMC) of Sprint's TRS Group. SAMC will then notify the appropriate PSC with a description of the problem and an estimated time of repair.

## INBOUND CALL ROUTING

Sprint incorporates a dynamic routing system that continuously monitors circuit and RO availability to ensure calls are answered within the required time frames. This includes reporting for the long distance network and equipment, which many Relay providers are unable to provide, as well as reporting for the Relay network.

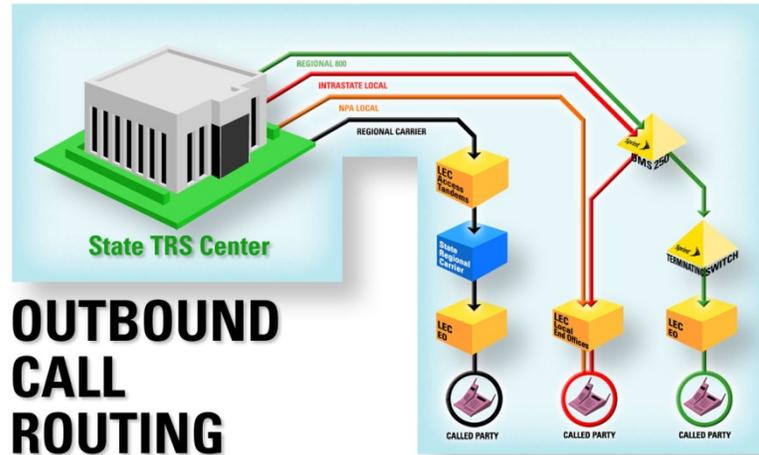
**Sprint's inbound configuration ensures that if an issue is identified anywhere in the network, it will be promptly addressed and reported.**

The Call Monitoring Architecture diagram in the figure below depicts the standard inbound call path to Sprint's Relay Center. Unlike other Relay providers, Sprint monitors each leg of the inbound call path at the points shown to ensure the call reaches the Relay Center with little to no blocking.



Call Monitoring Architecture Diagram

The Network Design Configuration for Outbound Calling in the figure below indicates the extensive complexity of Sprint's Relay platform, including standard call paths for local, intra-state, regional 800, and COC calls.



Outbound Routing Diagram

### CapTel Disaster Recovery Plan

#### CAPTEL OUTAGE PREVENTION STATUS

Sprint will provide FCC compliant CapTel® service from the two CapTel call centers in Madison and Milwaukee, WI. Sprint's CapTel vendor CapTel Inc. (CTI) operates the two current CapTel and WebCapTel® call centers in the nation. These unique centers operate with enough terminals for 200 ROs each, along with support personnel, Technicians, and Supervisors.

Both CapTel call centers are equipped with redundant systems for power, ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

Having two CapTel call centers ensures minimum interruptions in service if something unexpectedly halts operations in one center or the other such as a flood or a tornado. In those instances, traffic from one Center can automatically be routed to the other.

#### SPRINT OUTAGE NOTIFICATION FROM CAPTEL CALL CENTER

Performance at the CapTel call center is monitored continuously by CTI technicians 24 hours a day, seven days a week. Sprint will be notified by the CapTel Service Center Manager immediately upon determination of any type of natural or man-made problem that causes either:

- A complete (100 percent) loss of the CapTel Service Center, OR
- Any partial loss of service in excess of 15 minutes that is service affecting. Examples of such a loss in service include:
  - An accidental switch rebooting
  - Loss of transmission facilities through the telephone network

- Terrorist attack
- Bomb threat or other work stoppage
- Sudden loss of agent position capabilities.
- Impact to minimum ASA / Speed of Answer times
- Acts of God

Contact from the CapTel Service Center Manager or designated CTI contact person will be made to the assigned contact people at Sprint immediately upon awareness of an outage meeting the above criteria, 24 hours a day, seven days a week including holidays with the following documentation:

- 1.) What time did the outage happen in CENTRAL TIME?
- 2.) What caused it?
- 3.) Which customers are (or were) impacted?
- 4.) What is (was) the solution to restore service?
- 5.) What is the time that service will be (or was restored by) IN CENTRAL TIME?

Sprint will internally escalate outages in the following manner:

Level	Escalation Procedure for Outages	Point of Contact (POC)	Contact Info:
1	Sprint Product Innovation Manager	Dennis Selznick Product Innovation Manager	913-663-7278 <a href="mailto:Dennis.A.Selznick@sprint.com">Dennis.A.Selznick@sprint.com</a>  After Hours: <a href="mailto:getdennis@gmail.com">getdennis@gmail.com</a> (pager) 913-231-1386 (cell)
2	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	(608) 441-8800 <a href="mailto:Pam.Frazier@captelmail.com">Pam.Frazier@captelmail.com</a>  After Hours: 608-516-7517 (cell) 608-832-6233 (home)
3	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 <a href="mailto:Jayne.Turner@ultratec.com">Jayne.Turner@ultratec.com</a>  After Hours: 608-274-0598 (home)

Table 44 – Sprint CapTel Outage Escalation

## SPRINT PROCEDURE FOR OUTAGE NOTIFICATION TO CONTRACT ADMINISTRATORS

---

Upon receiving notification from CTI, Sprint will have one of the below managers contact the Contract Administrator, depending on availability:

	Point of Contact (POC)	Position	Contact Information:
1	John Moore	Relay Program Management Mgr	P: (925) 904-4014 M: (925) 895-9176 H: 925-968-1418 E: <a href="mailto:John.E.Moore@sprint.com">John.E.Moore@sprint.com</a> Pgr: <a href="mailto:jmoore45@sprintpcs.com">jmoore45@sprintpcs.com</a>
2	Angela Officer	Relay Program Manager	P: (703) 689-5654 E: <a href="mailto:Angela.Officer@sprint.com">Angela.Officer@sprint.com</a>
3	Assigned On-Call Relay Program Manager	Relay Program Manager	Assigned as necessary

Sprint Customer Notification Procedure

Upon receiving notification from CTI, Sprint will assess the problem and contact will be made by email to the Contract Administrator.

In cases of partial loss of service, such as several inoperable RO positions or, local area network outages, the CapTel Center on-site technician will notify CapTel Service Center to schedule repair. Only those partial losses of service that are service affecting in excess of 30 minutes will be emailed to the state Contract Administrator.

If the problem is within the CapTel call center, maintenance can usually be performed by the on-site technicians. Hardware spares are retained at the CapTel call center to allow for the most common type of repair required without the ordering of additional equipment.

## DISASTER RECOVERY FOLLOW-UP

---

Upon notifying customers of an outage, Sprint's contact person will provide regular updates from CTI to all customers and internal team members. The follow up will be kept in sync with CapTel Customer Service so that the information shared with customers from CTI is the same as what customers receive from Sprint.

## DISASTER RECOVERY POST-MORTEM DOCUMENTATION

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Within 72 hours (3 days) after the outage is resolved, CTI will provide a formal written analysis of the outage to the designated Sprint people (outlined above).

Sprint will send a document with the analysis to the Contract Administrator. John Moore will be the primary point-of-contact for the letter to be shared with customers. If John Moore is not available, then Angie Officer will provide the letter directly to customers.

- 1) What time did the outage happen in CENTRAL TIME?
- 2) What caused it?

- 3) Which customers are (or were) impacted?
- 4) What is (was) the solution to restore service?
- 5) What is the time that service will be (or was restored by) IN CENTRAL TIME?
- 6) What will CapTel, Inc do to prevent this from happening again?

CTI will be available to answer questions from Contract Administrators through Sprint.

## TIME FRAMES FOR SERVICE RESTORATION

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- Complete loss of service due to equipment
  - Normal business day – A technician is on site during the normal business day. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.
  - Outside of the normal business day – A technician will be on-site within four (4) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.
- Due to Utilities or Disaster at the Center – Service will be restored as soon as the utility is restored provided the equipment was not damaged. If the equipment was damaged then refer to the timing in the statement previous (Due to Equipment).
- Due to Telco Facilities Equipment – A technician will be dispatched as necessary. The normal Telco escalation procedures for a partial outage will apply:
  - Two hours at first level,
  - Four hours at second level
  - Eight hours at third level

These hours of escalation are all during the normal business day, so a trouble ticket may be extended from one day to the next.

- Partial loss of service – Due to Equipment
  - Normal business day – A technician is on site during normal business hours. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.
  - Outside of the normal business day – A technician will be on-site within eight (8) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.

- Due to Position Equipment – A technician will be on-site within eight (8) hours, provided there are not enough positions working to process the forecasted traffic volumes. The technician will provide parts and/or resources necessary to expedite repair within 48 hours. If there are enough positions functional to process the forecasted traffic, the equipment will be repaired as necessary by Sprint.
- Due to Telco Facilities Equipment – A technician will be dispatched as necessary by Sprint. The normal Telco escalation procedures for a partial outage will apply:
  - Eight hours at first level
  - Twenty-four hours at second level

These hours of Telco escalation are all during the normal business day, so a service request may be extended from one day to the next.

### TROUBLE REPORTING PROCEDURES (FOR INDIVIDUAL CUSTOMERS TO CUSTOMER SERVICE)

---

All calls concerning customer service issues should be placed by dialing the CapTel Customer Service at 1-888-269-7477 (800-482-2424 TTY) in English (866-670-9134 for Spanish). A Customer Service agent will take information concerning:

- Callers Name
- Contact Number
- Calling to / Calling from if applicable
- Description of the trouble
- Customer service can also be reached by emailing [captel@captelmail.com](mailto:captel@captelmail.com).

Report service affecting trouble to Customer Service during normal business hours. Escalations of service affecting issues during normal business hours are followed below:

Level	Escalation Procedure during business hours	Point of Contact (POC)	Phone Number
1	CapTel Customer Service	Customer Service Agent	(888) 269-7477 <a href="mailto:captel@captelmail.com">captel@captelmail.com</a>
2	CapTel Customer Service Supervisor	Pam Holmes	(888)-269-7477 <a href="mailto:Pam.Holmes@captelmail.com">Pam.Holmes@captelmail.com</a>
3	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	(608) 441-8800 <a href="mailto:Pam.Frazier@captelmail.com">Pam.Frazier@captelmail.com</a>
4	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 <a href="mailto:Jayne.Turner@ultratec.com">Jayne.Turner@ultratec.com</a>

Table 46 – CapTel Customer Service Escalation Procedures

ALTERNATIVE USAGE FOR CAPTEL PHONE DURING OUTAGE FOR VCO USERS.

CapTel phones are equipped with the capability to connect to traditional relay services even in the event that the captioning service is not available.

In the event that a user cannot reach the captioning center, and the user desires to use any form of available relay to connect their call, the user can dial 7-1-1 (user must dial only 7-1-1 and not a relay 800 number in order to change to VCO mode) and be connected to the in-state relay call center. Their call will be processed via VCO instead of captions. In VCO mode, no audio from the called party will be processed – just like any other traditional VCO call

# Appendix H

Complaint Log Summaries



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An equal opportunity employer

July 7, 2008

**Via Electronic Filing (ECFS)**

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW, Room TW-B204  
Washington D.C. 20554

RE: The State of Minnesota's Telecommunications Relay Services Annual Consumer Complaint Log Summary (CG Docket No. 03-123)

Dear Ms. Dortch:

Pursuant to 47 C.F.R §64.604(c)(1), the Minnesota Department of Commerce-Telecommunications Access Minnesota (DOC-TAM) respectfully submits Minnesota's Telecommunications Relay Services (TRS) Annual Consumer Complaint Log Summary for the 12-month period commencing on June 1, 2007, and ending on May 31, 2008.

Attached please find the following report documents:

1. Complaint tally sheet categorizing complaints by type (Attachment A).
2. Complaint log summaries for complaints received June 1, 2007, through May 31, 2008, including the date of complaint, complaint tracking number, type of relay call, CA identification number, category number of complaint, nature of the complaint, date of resolution, and explanation of the resolution (Attachment B).

The report includes all complaints received by the TRS state administrator, Minnesota Relay center supervisors, Minnesota Relay Consumer Relations Office, Sprint Customer Service, CapTel Customer Service and Sprint account manager that allege a violation of the federal TRS mandatory minimum standards.

Minnesota Relay's interstate and intrastate call volume by type of TRS call during the period of June 1, 2007 through May 31, 2008 was as follows:

- Traditional TRS Inbound Calls – 444,227
- Speech-to-Speech Inbound Calls – 7,578
- Captioned Telephone Inbound Calls – 309,907
- Internet Protocol Relay – Not applicable; Minnesota does not contract for this service.
- Video Relay Service – Not applicable; Minnesota does not contract for this service.

Minnesota Relay received 115 complaints (*less than 1 percent*) during this reporting period. All complaints were timely resolved.

Marlene H. Dortch

July 7, 2008

Page 2

DOC-TAM is pleased to report that 60 commendations were received for Minnesota Relay services during this reporting period.

An electronic copy of Minnesota's TRS Annual Consumer Complaint Log Summary has been submitted via e-mail to Arlene Alexander.

If I can be of further assistance, please feel free to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Rochelle Renee Garrow".

ROCHELLE RENEE GARROW  
TAM Administrator  
Minnesota Department of Commerce  
85 7<sup>th</sup> Place East, Suite 600  
St. Paul, MN 55101-3165  
651-297-8941  
Fax: 651-297-7891  
[rochelle.garrow@state.mn.us](mailto:rochelle.garrow@state.mn.us)

c: Dr. Burl Haar, MPUC Executive Secretary  
Lillian Brion, MPUC  
Arlene Alexander, FCC



## Minnesota Relay Complaints By Category

June 2007 - May 2008

SERVICE COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#00	Answer Wait Time													0	0%
#01	Dial Out Time													0	0%
#02	Didn't Follow Database Instructions													0	0%
#03	Didn't Follow Customer Instructions												1	1	3%
#04	Didn't Keep Customer Informed													0	0%
#05	Agent Disconnected Caller			1	1	1		1		1				5	13%
#06	Poor Spelling													0	0%
#07	Typing Speed/Accuracy	2	4	1	2	1			1	1			2	14	36%
#08	Poor Voice Tone													0	0%
#09	Everything Relayed							1						1	3%
#10	HCO Procedures Not Followed													0	0%
#11	VCO Procedures Not Followed								1					1	3%
#12	Two-Line VCO Procedure Not Followed													0	0%
#13	Background Noise Not Typed													0	0%
#14	Feelings Not Described													0	0%
#15	Recording Feature Not Used													0	0%
#16	Noise in Center		1											1	3%
#17	Agent Was Rude	2		2			2	1				1		8	21%
#18	Problems With Answering Machine Retrieval				1	1	1							3	8%
#19	Spanish Service													0	0%
#20	Speech to Speech	1				1	2							4	10%
#21	Other Problem Type Complaint									1				1	3%
<b>Sub-Total</b>		<b>5</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>39</b>	

TECHNICAL COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#22	Lost Branding								1					1	1%
#23	Charged for Local Call					1			1					2	3%
#24	Trouble Linking Up					13	3	3	3	4	2	1		29	40%
#25	Line Disconnected		3			4	5	1	1		2	1		17	23%
#26	Garbled Message		1	2		3	2		3					11	15%
#27	Database Not Available			1										1	1%
#28	Split Screen													0	0%
#29	Other Technical Type Complaint		2			2	2	1			1	1	3	12	16%
#57	Caller ID													0	0%
#58	Regional 800 Calls													0	0%
#59	Transmission (Can't hear or be heard)													0	0%
<b>Sub-Total</b>		<b>0</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>23</b>	<b>12</b>	<b>5</b>	<b>9</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>73</b>	

MISC COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#30	Rates													0	0%
#31	On Screen Display													0	0%
#32	No 900 Number													0	0%
#33	Carrier of Choice								1					1	33%
#34	Network Recording													0	0%
#35	Other						2							2	67%
<b>Sub-Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Report Year Total
<b>TOTAL COMPLAINTS</b>		<b>5</b>	<b>11</b>	<b>7</b>	<b>4</b>	<b>27</b>	<b>19</b>	<b>8</b>	<b>12</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>115</b>

# Minnesota Relay Customer Complaints for June 1, 2007 through May 31, 2008

Total Complaints: 115

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
6/4/2007	K6422645448	CapTel	NA	7	Accuracy of Captions	6/4/2007	Apologized for the incidence and thanked customer for the feedback. Informed consumer that the information would be shared with appropriate captioning service staff for follow up.
6/4/2007	K6421549697	STS	NA	20	Customer stated that when calling a particular business, the other party is having a hard time hearing him, and he feels the TRS providers equipment is not set up correctly. This problem has been ongoing. Customer requested a follow-up call.	8/6/2007	Consumer has reported this issue in the past. At that time Sprint was contacted and they stated that they are not upgrading the platform to deal with volume issues.
6/8/2007	K6421952895	TTY	1536M	7	Customer called in to report slow typing speed by the CA. Customer stated that the CA has been typing slow - below 60 wpm and it this had happened several times during the week.	6/11/2007	Apologized to the customer for the inconvenience and informed her that the complaint would be forwarded to the CA's team leader so he/she could coach the CA. CA 1536M was not working during time of call.
6/18/2007	K6422151880	Voice	1590F	17	Customer stated that the CA was rude. Customer stated that she spoke slowly but when she provided too much information the CA said "hold on" in a very rude tone of voice. The CA said "hold on" many times and always in a rude tone. Customer stated that she has used relay many times and is familiar with the service. No follow-up requested.	6/23/2007	Apologized to the customer and advised her that the complaint would be forwarded to a supervisor for follow-up. CA was coached to always maintain a polite and helpful tone in every situation.
6/20/2007	K6422153448	Voice	1696F	17	Customer stated that the CA was rude and that the CA would not respond to the voice (outbound) party. The CA also told the outbound party that the inbound party disconnected after they waited awhile for a response. No follow-up requested.	7/11/2007	According to relay protocol when both inbound and outbound parties are on the line the CA should not be responding to outbound party. It appears that CA followed proper procedures.
7/2/2007	K6423383662	CapTel	NA	7	Consumer call to report inaccuracy of captions on CapTel call.	7/3/2007	Apologized for incidence and thanked customer for feedback. Informed customer that information would be shared with the appropriate captioning service staff for follow up. Captioning service followed up with the CA.

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7/4/2007	K6422604714	TTY	1582F	29	Consumer can not see Caller ID on incoming TRS calls and others can not see her Caller ID information on outgoing calls when using 7-1-1. Customer requested follow-up.	9/13/2007	Trouble ticket 4444557 opened. Customer service conducted test calls on July 5, 2007, at 1:35 pm with CA 1582F. Reached a recording that said call would not go through because of call block. Consumer has Qwest for LEC. Customer preference database indicates "yes" to send her Caller ID on TRS calls. Called consumer on Aug 14th to see if caller ID was working; left message. Will ask her if she has subscribed to Caller ID through her telephone company. Tried to contact customer a few times but she has not returned calls.
7/9/2007	K6423396318	CapTel	NA	29	Unable to dial a regional 800 number.	7/9/2007	Technical support made adjustments so CapTel user can successfully make captioned calls to regional 800 number.
7/10/2007	K6423394642	CapTel	NA	7	Consumer call to report inaccuracy of captions on CapTel calls.	7/10/2007	Apologized for incidence and thanked customer for feedback. Informed customer that information would be shared with the appropriate captioning service staff for follow up. Suggested customer document date, time and CA number for more specific follow up.
7/10/2007	K6422629235	TTY	1551M	25	TTY user stated that at approximately 10:43 am, she requested for the CA to re-dial number. All she received was (redialing) and nothing else. Call was disconnected. Customer would like follow-up by phone.	7/11/2007	Apologized for the inconvenience assured her that issue would be discussed with the CA. CA stated that call was redialed but then experienced technical issue and call was disconnected. Attempted to contact customer five times on July 10, 2007, but the line was busy. On July 11, 2007, made two attempts to contact customer but there was no answer.
7/11/2007	K6423399121	CapTel	NA	7	Consumer call to report inaccuracy of captions on CapTel call.	7/11/2007	Apologized for incidence and thanked customer for feedback. Informed customer that information would be shared with the appropriate captioning service staff for follow up. Customer did not have date, time or CA number to investigate. Suggested customer document date, time and CA number for more specific follow up.
7/13/2007	K6423422946	CapTel	NA	25	Disconnect/reconnect during calls.	7/13/2007	Explained to customer why disconnection might be occurring and sent a letter with tips to reduce the occurrence. Customer had one isolated call with incidence of disconnect/reconnection during call.

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7/13/2007	K6423422883	CapTel	NA	25	Disconnected during call.	7/13/2007	Customer's call was cut off after two minutes. Apologized for incidence and thanked customer for reporting this. After further investigation technical support was able to find a very unique technical occurrence that seems to have affected this customer's specific call.
7/17/2007	K6423419328	CapTel	NA	7	Consumer call to report inaccuracy of captions on CapTel call.	7/17/2007	Apologized for incidence and thanked customer for feedback. Informed customer that information would be shared with the appropriate captioning service staff for follow up.
7/27/2007	K6422735630	HCO	1395	26	HCO user stated that any time he receives an incoming relay call the message he types is garbled. No follow up requested.	8/6/2007	Opened trouble ticket. No follow up requested. (see complaint ticket K6423365639)
7/31/2007	K6422744747	HCO	7933F	16	Relay center noise was distracting. A Minnesota Telephone Equipment Distribution Program specialist was in a home observing a call on June 23rd between 1 - 2 pm and the HCO customer made a call to a toll free number. The CA had trouble processing on the first out-dial. Once connected, the outbound could barely hear the HCO user. No follow-up requested.	8/15/2007	Apologized to consumer. Spoke to the CA about this issue. It is possible that technical difficulties occurred at that time of the call. HCO call procedures were reviewed with the CA to be sure the CA is aware of how to process a HCO call. The CA understood.
8/2/2007	K6423362934	Voice	1364F	17	CA did not allow consumer to complete a sentence and continually interrupted. Then the CA said GA and typed everything voice caller said to the CA, confusing the TTY user. CA refused to let the caller speak to a supervisor. Customer does not want follow-up contact.	8/15/2007	Apologized to caller and explained role of CA. Discussed pacing and that CA is required to relay everything said. Let caller know that supervisor will be informed for follow-up with CA. Supervisor spoke to CA regarding this call. CA does not remember this specific call but adamantly denies that she would ever refuse to let a caller speak to a supervisor.
8/5/2007	K6423364922	NA	NA	5	Consumer said CA dialed an 800 number and then consumer asked to dial directory assistance to find out who was calling him from that 800 number when he was disconnected.	8/6/2007	Supervisor apologized to customer. No follow-up was requested by customer. No CA number was given so ticket was closed.
8/6/2007	K6423365639	HCO	NA	26	HCO user reports problems with garbling. Customer would like follow-up.	9/13/2007	Consumer had filed a number of complaints regarding garbling. Sprint techs conducted tests on the line and with relay center and found no issues. Contacted consumer and provided information on how background noise can impact transmission.

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8/7/2007	K6424043179	CapTel	NA	7	Consumer reported inaccuracy of captions on CapTel call.	8/7/2007	Apologized for incidence and thanked customer for feedback. Informed customer that information would be shared with the appropriate captioning service staff for follow up.
8/8/2007	K6423370733	TTY	1590	17	Consumer was trying to leave a message on an answering machine apologizing or having an "accident" on a friends couch. Caller said it was then typed back to them by the CA "Oh it's OK. No worries, just buy me another couch retard."	8/16/2007	CA was not working during the time of the call. A follow-up e-mail was sent to customer.
8/13/2007	K64223377086	HCO	5212 & 5208	26	HCO user reports problems with garbling. Customer would like follow-up from program manager.	9/13/2007	Consumer has reported this issue on a few occasions. Sprint techs are not able to find a problem with the line or with the center. Consumer was contacted for trouble shooting and customer stated that her brother has problems with his phone service in general and this may be causing garbling. Recommended that her brother contact his phone company to check his line and repair it if necessary.
8/16/2007	K6423467983	VCO	1840 F	27	VCO consumer stated that when she requested to dial the police using her frequently dialed numbers in her customer preference database, the database information was not available. Customer requested follow-up contact.	9/17/2007	Apologized for inconvenience. Opened Trouble Ticket 4732615. There was a problem with the system, which was fixed on 9/6/2007. Contacted customer to explain issue.
9/7/2007	K6424651249	CapTel	NA	7	Consumer reported inaccuracy of captions on a CapTel call.	9/7/2007	Apologized for incidence and thanked customer for feedback. Call detail was shared with appropriate captioning service staff. Staff met with CA and provided quality monitoring on future calls.
9/27/2007	K6424712432	CapTel	NA	7	Customer shared feedback regarding the number of corrections needed during a call.	9/27/2007	Apologized for incidence and thanked customer for feedback. Informed customer that information would be shared with the appropriate captioning service staff for follow up. Customer provided date, time and CA number, thus this detail was shared with call center personnel who followed up with the CA.

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9/24/2007	K6424205194	TTY	8473F	18	Customer stated that the CA did not know how process an answering machine retrieval (AMR) call. The CA asked the caller for a pin number, but all that was required was for the CA to record the message and type it back to the caller. Caller asked that AMR procedures be reviewed with the CA. Customer did not want a follow-up call.	9/26/2007	Apologized to the customer and assured that the CA would be coached on AMR. CA was coached on AMR procedures, and was given a copy of the procedure to keep in her files. CA stated that she was confused between message retrievals with a regular answering machine and voice mail as she only had one ARM call after training. CA is now confident that she understands the procedures correctly.
9/30/2007	K6424215875	TTY	1447M	5	TTY user stated that the CA disconnected him. He stated that he gave the CA the number to dial and the CA hung up on him without dialing the number. Customer did not request a follow-up call.	9/30/2007	Apologized to the customer and told him that relay would follow up with CA. CA stated that he did not hang-up on anyone. He stated that around that time a customer gave him a number to dial and then typed "oops" and hung up.
10/4/2007	K6424629192	STS	8629	20	A STS user said that the CA's speech was too fast; he asked CA to repeat everything. The CA did not repeat, even after he requested it. Customer stated that CA did not do anything but sit there.	10/17/2007	Team Leader spoke with CA and instructed her that she needed to repeat if asked.
10/4/2007	K6424629459	TTY	1364F	25	Consumer states that she can no longer make calls through relay. She reaches the CA fine, but when dialing out, the call disconnects before the conversation can start.	10/22/2007	Explained to customer about problems Minnesota Relay is experiencing due to a system upgrade. Opened trouble ticket 5052947. The issue was forwarded to the center technician. A database error was found and removed from the system. The database error caused consumers to not be able to place outgoing calls.
10/4/2007	K6425272791	CapTel	NA	29	Technical issue with long distance call.	10/4/2007	Advised customer that our technicians had made an adjustment to how our system experiences incoming long distance numbers from calling cards.
10/8/2007	K6424633396	TTY	1683	26	Consumer stated that he is receiving garbled messages on his answering machine any time relay leaves a message.	10/22/2007	Trouble Ticket 5077359 opened. Forwarded information to center technician. This issue is related to the software upgrade problems. Called consumer and explained issues Minnesota Relay is currently experiencing and asked him to call back if he continues to experience problems with relay calls.
10/9/2007	K6425338115	CapTel	NA	7	Customer shared feedback regarding inaccuracy of captions for specific words during one CapTel call.	10/9/2007	Informed customer that the information would be shared with appropriate captioning service staff for follow-up with CA.

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10/9/2007	K6424634286	VCO	1737	24	VCO user stated that the CA was unable to complete his relay call. When the CA attempted to transfer the call to VCO, the transfer would not go through. No follow-up requested.	10/19/2007	Apologized to customer and opened Trouble Ticket 5085873. Problem was the result of a keying error by the database administrator which prevented callers from being able to make outbound calls. The error was corrected as soon as it was discovered and relay users were able to make calls by that evening.
10/11/2007	K6424637937	TTY	NA	24	Customer states that people are not able to reach her when calling through Minnesota Relay; callers hear TTY tones and are not able to reach a CA. Customer requested follow-up.	10/12/2007	Trouble Ticket 5100519 opened. Called consumer and informed her to instruct callers that if they hear TTY tones when they call into the relay to wait 35 seconds for answer sequence to scroll to voice. Trouble Ticket closed.
10/14/2007	K6424719794	Voice	1000	26	Customer stated that when he calls his sister there is a lot of garbling on the line.	10/22/2007	Unable to follow-up with consumer as his number has been disconnected. Contacted his sister and explained that Minnesota Relay is experiencing problems due to a system upgrade, but that problems are expected to be resolved by November 6. Asked her to let us know if she experiences problems after that date. Also asked her to update her brother.
10/15/2007	K6424719974	Voice	NA	24	Voice relay user reports that she has been unable to connect with her parents for the past 2 weeks. She gets TTY tones when calling from home or from her cell phone and is unable to reach a CA.	10/15/2007	Informed consumer that Minnesota Relay is experiencing problems due to a recent software upgrade. Instructed her to wait on line for 35 seconds in order for the relay answer sequence to scroll to voice, and when the CA answers ask to be branded as "voice". Asked her to call back if she continues to have problems accessing Minnesota Relay.
10/15/2007	K6424720339	Voice	NA	25	Relay user stated that when calling her mom via Minnesota Relay she keeps getting disconnected (but direct dials are fine). Requests follow-up.	10/22/2007	Apologized to customer. Performed test calls and experienced same issue. Opened trouble ticket 5118002 and let technicians know. Called consumer back and explained about problems Minnesota Relay is experiencing since system upgrade. Informed customer that problems should be resolved by November 6, and to call back if she continues to experience problems after that date.
10/15/2007	K6425304267	CapTel	NA	29	Technical - General	10/15/2007	CapTel technical staff identified there was an issue with the routing of CapTel calls to 800 numbers by an outside vendor. Problem was identified and resolved.

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10/16/2007	K6424722477	Voice	NA	24	Consumer is trying to place a relay call from work but hears TTY tones and can not reach a CA.	10/16/2007	Consumer is on a PBX system which can cause this to occur. Instructed her to try relay call again and wait 35 seconds for the answering sequence to scroll to voice. Asked her to call back if she was still not able to reach a CA. Contacted the Minnesota Relay center technician as consumers are experiencing connection issues since the system upgrade.
10/16/2007	K6424722081	TTY	NA	24	Customer stated that his relay calls are being disconnected.	10/22/2007	Shared information with center technician. Informed consumer that Minnesota Relay is experiencing problems due to a system upgrade, but that issues should be resolved by November 6. Asked her to call if she experiences problems with relay after that date.
10/16/2007	K6424722132	TTY	NA	24	Customer stated that his relay calls are being disconnected.	10/22/2007	Apologized to customer and explained that Minnesota Relay is experiencing problems due to a system upgrade. Informed customer that issues should be resolved by November 6.
10/16/2007	K6424722210	TTY	NA	24	Customer stated that his relay calls are being disconnected.	10/22/2007	Apologized to customer and explained that Minnesota Relay is experiencing problems due to a system upgrade. Informed customer that issues should be resolved by November 6. Informed center technician of issue.
10/16/2007	K6424722353	TTY	NA	24	Customer stated that her relay calls are being disconnected.	10/24/2007	Explained that Minnesota Relay is experiencing problems due to a system upgrade. Informed customer that issues should be resolved by November 6. Informed center technician of issue.
10/20/2007	K6424730916	VCO	1423	18	Consumer requested that the CA relay a message on his/her answering machine, but there was no response from the CA.	10/22/2007	Issue is related to problems with the system upgrade. Forwarded to center technician for his information. No contact information provided by customer in order to follow up.
10/20/2007	K6424730854	VCO	1729	5	When on a relay call the consumer heard the CA disconnect the call before the outbound disconnected.	10/22/2007	Issue is related to problems with system upgrade. Forwarded to center technician for his information. No contact information provided by customer in order to follow up.

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10/22/2007	K6424731936	Voice	NA	24	Telephone Equipment Distribution Program staff reported that hearing relay users are receiving TTY tones when calling relay and are unable to reach a CA.	10/22/2007	Explained the system upgrade and resulting issues. Instructed staff to tell people to wait 35 seconds for the answering sequence to scroll voice. Asked staff to keep us updated and to inform others that Minnesota Relay is experiencing problems and is working on resolutions.
10/21/2007	K6425353070	CapTel	NA	25	Disconnect/reconnect during calls.	10/21/2007	Explained the difference between a CapTel phone and a traditional phone. Explained proper set up of CapTel and provided suggestions to reduce the occurrence.
10/22/2007	K64247332181	NA	NA	24	Customer stated that he calls Minnesota Relay and can't get connected for two to three minutes. Sometimes he gets disconnected and has to call back and wait another two to three minutes.	10/22/2007	E-mailed customer and explained that Minnesota Relay is experiencing problems due to a system upgrade, and that issues should be resolved by November 6th. Asked that he call if he still experiences problems with relay after this date. Informed center technician of problem.
10/24/2007	K6424744530	Voice	NA	26	Consumer stated that when he calls his grandmother using VCO the call is garbled; when he calls her direct, there are no problems.	10/24/2007	Explained that Minnesota Relay is experiencing problems due to a system upgrade, but that we anticipate all issues being resolved by November 6. VCO equipment is from the Telephone Equipment Distribution (TED) Program so arranged for a TED Program specialist to go to home to ensure that VCO phone is working properly. Informed center technician of the problem.
10/29/2007	K6424751723	Voice	NA	24	Customer stated that she is trying to call a patient through Minnesota Relay but keeps getting TTY tones.	10/29/2007	Explained that Minnesota Relay is experiencing problems due to a system upgrade. Asked her to try her call again and wait for the systems answer sequence to scroll to "voice". Apologized and asked her to call back if she still experiences problems.
10/29/2007	K6424751837	Voice	NA	24	Customer reports that when he calls Minnesota Relay he hears TTY tones.	10/29/2007	Apologized and explained that Minnesota Relay is experiencing problems due to a system upgrade. Asked him to try his call again and wait 35 seconds for answer sequence to scroll to voice. Asked him to call back if the issues continued.
10/29/2007	K6424751933	Voice	NA	25	Customer stated that when he tried to make a relay call he heard a "ring" and then the call was disconnected. He was not able to reach a CA during the week of October 22. He finally gave up and started texting.	10/29/2007	Apologized and explained that Minnesota Relay is experiencing problems due to a system upgrade. Asked him to try his call again and wait 35 seconds for answer sequence to scroll to voice. Asked him to call back if the issues continued.

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10/29/2007	K6424751681	Voice	NA	23	Telecommunications carrier stated that their customer was billed for a local call through Minnesota Relay. Carrier stated that they credited the call back to the customer.	10/31/2007	Asked carrier to have relay user contact us if this happens again.
10/30/2007	K6424753246	Voice	1618M	24	Customer is not able to complete a relay call to a TTY user; the TTY response is garbled.	11/15/2007	Called consumer and she clarified that problem only happens when she dials relay via 7-1-1; no problems when she uses the 800 number. She is going to use the relay 800 number for the next few weeks and will call if she still experiences problems. Apologized to customer.
11/2/2007	K6424759268	Voice	1773M	35	Correctional facility reports out-dial restrictions are not populating on some inmate calls to Minnesota Relay.	11/6/2007	Trouble ticket 5257508 opened. Contacted Sprint to cancel the trouble ticket as it should not have been opened for this contact. Contacted correctional facility and explain that they need to contact their LEC and put an industrial block on all the telephone lines the inmates have access to.
11/6/2007	K6425210996	VCO	NA	25	Customer stated that his father is unable to receive incoming VCO calls on his answering machine, but he can make out dials without problems. Customer requested follow-up.	1/3/2008	Apologized. Place a test call via relay and found that the line disconnects. When placed test call TTY to VCO, did not encounter problems connecting to his answering machine. Opened trouble ticket 5286351. Customer's phone number was temporarily "priority coded" so that his relay calls are sent to a center not on the new Avaya platform.
11/7/2007	K6425213016	Voice	NA	25	Customer stated that when attempting to contact her daughter through Minnesota Relay, the call disconnects either at the start or the middle of the call. This doesn't happen with when she contacts her daughter direct TTY to TTY. Requested follow-up.	1/3/2008	Apologized and opened trouble ticket 5296563. Attempted to contact the customer several times; left messages. Customer has not returned phone calls.

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11/10/2007	K6425217860	Voice	1896	17	Customer stated that she called into relay via 7-1-1 and when she provided the number to dial the CA told her she had dialed the wrong number and that they get calls for Alltel all of the time and to call them. When she stated that she was not calling Alltel, the CA asked if she was calling someone who is deaf and asked how she knew they were deaf. The CA did call a supervisor over to assist with the call. The customer has filed a complaint against the supervisor because the consumer feels that the CA and supervisor were both rude and the consumer felt discriminated against when they at first refused to process the call.	12/13/2007	Called her and reached her answering machine. Apologized and left call back information if she wanted to discuss this further.
11/10/2007	K6425217714	Voice	1379	17	Consumer called relay via 7-1-1 and the CA told her that she dialed the wrong number. CA told relay user that they get calls for Alltel all of the time. When the supervisor was called over the supervisor stated to the customer that there was a miscommunication and that they usually make voice to voice calls and that they don't normally do TTY related calls. The customer is very upset and feels discriminated against and would like to be contacted back about the situation.	12/13/2007	Called her and reached her answering machine. Apologized and left call back information if she wanted to discuss this further.
11/12/2007	K6425221539	Voice	NA	29	Customer has not been able to reach Minnesota Relay via 7-1-1 or the 800 number for approximately a month now. She gets TTY tones and then a recording to "hang up and try her call again". Requested follow-up.	12/21/2007	Apologized, branded customer as "voice", and opened trouble ticket 5321222. Contacted customer to see if she is still experiencing problems. Customer reports that she is no longer experiencing problems.
11/15/2007	K6425226335	Voice	NA	24	Consumer is attempting to call a VCO user from work but receives TTY tones when calling into Minnesota Relay. This is the first time this has happened in all the years she has used the relay.	11/15/2007	Explained that we have been experiencing issues due to a recent system upgrade and instructed her to wait 35 seconds and the answering sequence should scroll to voice.
11/15/2007	K6425226265	TTY	NA	26	Customer experiencing garbling when using Minnesota Relay. Does not have garbling issues when calling TTY to TTY. Customer requests contact ASAP.	1/11/2008	Advised customer that complaint would be submitted and a trouble ticket (5347587) opened. Tried contacting TTY customer to see if he is still experiencing problems but was not able to reach him.

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11/16/2007	K6425229882	Voice	NA	25	Customer repots getting disconnected when she calls into Minnesota Relay.	1/3/2008	Forwarded to CSD to open a trouble ticket. Contacted customer and she stated that she has not used Minnesota Relay recently, but will contact us if she experiences any additional problems.
11/16/2007	K6425229964	Voice	NA	25	Customer is trying to contact her daughter through Minnesota Relay but calls disconnect; the CA places the call and then they get cut off. This has been going on for weeks.	5/13/2008	This ticket is related to K6425213016. Contacted customer and she is no longer experiencing problems with relay calls.
11/16/2007	K6425229285	Voice	NA	24	Customer is having trouble connecting to his mother's number through Minnesota Relay. Follow-up requested.	1/3/2008	Apologized and opened trouble ticket 5357342. Contacted consumer and he is no longer experiencing problems but will contact us if issues reoccur.
11/17/2007	K6425834057	CapTel	NA	18	Customer is experiencing problems with answering machine message retrieval.	11/19/2007	Forwarded information to captioning service management for further follow up with CAs. Will continue to coach CAs to listen and make best attempt rather than noting [speaker unclear] when captioning messages from an answering machine.
11/19/2007	K6425233030	STS	NA	20	Customer states that he is unable to reach a STS CA and would like for us to make more CAs available to the customers.	11/26/2007	Contacted CSD and was informed that they experienced a call volume spike for STS. CSD stated that if spike becomes a trend they will hire more staff. Contacted customer to provide update.
11/20/2007	K6425240313	STS	NA	20	Customer stated that he has experienced long wait times for a CA when he calls to relay to place a speech-to-speech call. Customer feels more STS CAs are needed.	11/22/2007	Apologized to customer. Gave complaint to center manager to look at schedule and handle accordingly.
11/26/2007	K6425247076	Voice	NA	35	Customer is a voice relay user and stated that she hears TTY tones when calling Minnesota Relay via 7-1-1 or the 800 from her work phone, cell phone and home phone number, and it takes entirely too long for a voice answer. Branded her home number as voice. She would like contact from program manager.	11/28/2007	Apologized and explained that we are experiencing problems due to a recent system upgrade. Explained that if she hears TTY tones to wait 35 seconds and she should get a voice answer. Updated CSD that voice relay users are still hearing TTY tones.
11/26/2007	K6425247830	TTY	1668F	26	TTY user is getting garbling and also disconnects when she receives calls through Minnesota Relay. Customer would like a follow-up call.	1/3/2008	Customer service performed a test call and the TTY user disconnected after the CA began typing. Opened trouble ticket 5409026. Tried to contact customer for follow-up and phone number has been disconnected.

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11/28/2007	K6425254552	NA	NA	29	Customer reports that her phone number is not displayed when she calls into relay. The CA has to ask her to provide her number before they can process her relay call. This issue has been going on for weeks.	12/21/2007	Apologized and opened trouble ticket 5428481. Contacted customer and she stated that she is no longer experiencing problems.
11/29/2007	K6425258061	VCO	NA	25	Customer reports that he repeatedly gets disconnected when he tries to make a relay call. He has no problems when he makes direct dial calls. No follow up contact requested.	12/7/2007	Apologized, performed test calls and let caller know I would inform the relay technicians for further research. Opened trouble ticket 5433771.
11/29/2007	K6425257698	Voice	NA	24	Customer reports that she is getting garbling and disconnected when trying to place a call through Minnesota Relay. This does not happening when she calls the number directly. Customer requests follow-up.	1/3/2008	Apologized and opened trouble ticket 5433895. Contacted customer and she is no longer experiencing problems.
12/3/2007	K6425364571	Voice	NA	24	Customer hears TTY tones when calling relay. This started about one month ago.	12/3/2007	Apologized, and explained the problems we are experiencing due to platform upgrades. Explained that she should wait 30 seconds of so and relay will answer in voice. Also instructed her to have the CA brand her phone number as voice.
12/11/2007	K6425865639	STS	8659	17	Customer stated that the CA was rude. He stated that the CA told him to quit playing with the telephone due to tones from the outbound. He informed CA that he was not playing with the phone and that it was the outbound caller while they were on hold. The consumer also said that when he first called into the relay he greeted the CA with "good afternoon" and she didn't respond to him at all.	12/11/2007	Team Leader spoke with CA and reminded her to be polite to callers, and to greet them when they call in.
12/13/2007	K6425871588	Voice	NA	24	Customer hears tones when calling relay.	12/13/2007	Apologized, and explained the problems we are experiencing due to platform upgrades. Explained that she should wait 30 seconds or so and relay will answer in voice. Also instructed her to have the CA brand her phone number as voice.
12/13/2007	K6425873121	TTY	1680	5	Customer stated that the CA hung on him in the middle of a call. Would like a follow-up call.	12/13/2007	Followed up with CA. CA stated that she would not hang up on a customer. However, she could recall one situation of a possible call drop when she was typing an answering machine message. Called customer per his request and discussed. He clarified that the disconnect did not occur in the middle of the call but, in fact, occurred immediately after the "person has hung up" macro was sent. CA was coached on proper disconnect procedure.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/17/2007	K6425878624	Voice	NA	25	Customer stated that she keeps getting disconnected when she calls into relay via 7-1-1.	12/17/2007	Apologized and explained that recent system upgrades have caused problems with 7-1-1 dialing access. Informed her that we are working to resolve issues and suggested that she use the 800 number until issues are resolved.
12/20/2007	K6425888282	STS	NA	24	STS user says he has been unable to connect with STS for two weeks. Would like follow-up call.	1/3/2008	Apologized and made several test calls. Had no connection issues on test calls so opened trouble ticket 5568761. Also contacted CSD to ensure staffing levels were fine. Contacted customer and he stated that he has not had any problems with STS calls the last few days.
12/21/2007	K6425892213	VCO	1480	29	Customer stated that when making a VCO relay call the words were coming over doubled after a change of CAs. The outbound person was also having a hard time hearing the CA.	1/3/2008	Apologized to the customer and opened trouble ticket 5578181. No contact info given so was not able to follow-up with customer.
12/28/2007	K6425900434	TTY	NA	9	Customer stated that a change of CA occurred within 10 minutes of the call and was disruptive.	12/28/2007	Apologized to the customer for the disruption and explained that the CA relief occurred at the 10 minute mark. Spoke to CA and he stated that he did not get any indication that the call was finishing up otherwise he would have finished the call himself.
1/2/2008	K6425906916	TTY	NA	26	TTY relay user reported experiencing garbling issues recently. No follow-up requested.	1/2/2008	Apologized to customer and asked if he had recorded the date, time and CA information for any of the calls he experienced problems on. Consumer stated that if he experienced garbling on a call in the future, he will report the problem to the center supervisor.
1/2/2008	K6426849719	CapTel	NA	25	CapTel disconnects and reconnects during calls.	1/2/2008	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnects/reconnects might be occurring and sent her an e-mail with tips to reduce occurrence.
1/4/2008	K6426277536	Voice	NA	22	Voice customer hears TTY tones when calling into relay. He has requested to be branded as "voice" three times, but he still hears TTY tones when calling into relay. He is frustrated that he has to wait two to three minutes for a CA to answer his call in voice. Follow-up requested.	2/22/2008	Opened trouble ticket 5637760. Sprint was not able to resolve this issue. Customer's telephone number has been priority coded to a center not yet on the new platform until Sprint is able to resolve all platform upgrade problems.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1/11/2008	K6426289599	Voice	6249	26	Voice relay user calls his brother and CAs always tell him that call is garbled and they are not able to read the text. Follow-up requested.	2/22/2008	Opened trouble ticket 5686285. Contacted Sprint and asked that they contact customer to trouble shoot issue. If Sprint is unable to resolve issue, asked that they priority code customers number until all of the platform upgrade problems have been resolved. Contacted customer and told him that his number would be priority coded if Sprint is unable to resolve issue.
1/11/2008	K64268664915	CapTel	NA	7	Customer stated concerns with the accuracy of captions on a call where several words were captioned incorrectly.	1/11/2008	Apologized for incidence and thanked customer for the feedback. Information was shared with appropriate captioning service staff for follow-up.
1/14/2008	K6426296484	Voice	NA	24	Voice customer hears TTY tones when calling into relay.	1/14/2008	Instructed customer to request to be branded as "voice".
1/15/2008	K6426365335	Voice	NA	33	Customer requested Sherburne County Rural Telephone dba Connections, Etc. as her long distance carrier of choice (COC), but carrier is not currently available as a COC.	3/14/2008	Connections, Etc. was implemented as a COC on February 12, 2008.
1/15/2008	K6426365478	Voice	NA	23	Relay user stated that she was charged long distance rates for a local relay call. (This complaint is related to K6426365335).	3/3/2008	Sprint's platform is set up to bill all calls with a distance of 40 miles between originating ALI and terminating ALI as a long distance call. In Minnesota, the metropolitan local calling area can span as many as 80 miles between originating and terminating call location. As a temporary "fix" Sprint has coded this relay user's telephone number to have a local calling area of 80 miles.
1/15/2008	K6426365563	Voice	NA	26	Customer reports garbling when calling her daughter through Minnesota Relay.	2/15/2008	Sprint was unable to resolve the garbling issue, so they priority coded her number until all platform upgrade problems have been resolved. Confirmed with customer that she is not experiencing problems since she was priority coded.
1/21/2008	K6426371553	VCO	1688	11	Customer stated that the CAs are not setting up her calls correctly when voice person calls her. No follow-up requested	1/28/2008	Apologized for the inconvenience. Reviewed proper Voice to VCO procedures with the CA.
1/24/2008	K6426374610	Voice	NA	24	Customer stated that when he calls Minnesota Relay via 7-1-1 from his home phone he receives a fast busy signal. Follow-up requested.	2/15/2008	Opened trouble ticket. Sprint was not able to resolve issue, so customers telephone number was priority coded until Sprint is able to resolve all platform upgrade issues. Contacted customer to verify that he is now able to make relay calls without issue.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1/24/2008	K6426376740	VCO	NA	24	Customer was not able to connect to Minnesota Relay on the morning 1/24/2008. Follow-up requested.	1/31/2008	Apologized to customer. Opened trouble ticket 5763966; test calls completed successfully. Contacted customer and he stated that he is no longer experiencing problems.
2/4/2008	K6426397488	TTY	NA	24	Customer is not able to place or receive relay calls.	3/14/2008	Contacted Sprint and requested they contact the customer to trouble shoot. Customer's relay issue is due to a platform upgrade and Sprint is unable to resolve at this time. Requested that Sprint priority code customer's telephone number to go to one of the remaining Sprint TRS centers on the old platform.
2/7/2008	K6427398750	CapTel	NA	21	Customer reported problems with CapTel access.	2/7/2008	A Snow Emergency was declared in WI (where CapTel center is located).
2/11/2008	K6426834953	TTY	1833F	7	Consumer stated that CA did not type call information verbatim. Customer had to ask the voice person's name several times, which upset the voice user. Voice user stated that she had given her name, however, the TTY customer stated that he never received her name.	2/11/2008	Supervisor was requested to observe the call. Supervisor stated that information was typed verbatim, and problem may be due to technical issues. Apologized to customer for the inconvenience.
2/17/2008	K6426933385	VCO	1440M	5	Consumer stated that he called into Minnesota Relay and reached CA 1440M but his call was immediately disconnected. Consumer stated that he recognized this CA number and that for the past couple of weeks this CA has hung up on him either during or after the relay call was announced to him. Customer would like a resolution to his disconnect issues.	2/14/2008	Apologized to consumer and stated that the CA would be followed up with. CA number 1440 is assigned to a female not a male, and this CA was not scheduled to work at the time of the reported incident. Unable to take further action.
2/15/2008	K6426938599	Voice	NA	24	Customer hears tones when she calls Minnesota Relay from her home.	2/15/2008	Apologized and asked her to wait 35 seconds or so when she calls into relay and then a CA should answer. Also suggested that she ask the CA to brand her number as "voice".
2/21/2008	K6426948484	Voice	NA	24	Consumer stated that she is unable to reach her friend (TTY user) via Minnesota Relay, and this problem has been ongoing for over one month. She stated that she tried her call all day on 2-21-2008 and could not connect to relay (she is able to reach her friend if she calls directly).	3/18/2008	Apologized and performed a successful test call. Let customer know that a technician would be contacted and opened trouble ticket 5937393. Customer was contacted and asked to try her relay call again and wait 35 seconds for a CA to answer in voice. Also suggested that she ask the CA to brand her number as "voice".

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2/25/2008	K6426952981	TTY	NA	24	Customer is not able to place or receive relay calls.	5/14/2008	Contacted Sprint and requested they contact the customer to trouble shoot. Customer's relay issue is due to a platform upgrade and Sprint is unable to resolve at this time. Requested that Sprint priority code customer's telephone number to go to one of the remaining Sprint TRS centers on the old platform. Tried to contact customer numerous times to see if his relay issues are resolved, but there was no answer and no voicemail to leave a message.
3/10/2008	K6427376167	Voice	NA	24	Consumer reported problems connecting to Minnesota Relay.	5/13/2008	Notified Sprint account manager of issue and asked that Sprint contact consumer to troubleshoot. Did not receive an update from Sprint so our Consumer Relations Office contacted the customer, performed test call, and customer stated that connection issues have been resolved.
3/12/2008	K6427378685	Voice	NA	25	Consumer reported that she has been unable to contact her brother through Minnesota Relay since December 2007. She stated that she calls relay via 7-1-1 or the 800 number, the CA answers and dials the outbound number, and gets TTY tones, then ASCII tones, then the line disconnects. She stated that others trying to reach her brother through relay have experienced the same problem.	4/3/2008	Entered trouble ticket #6057133. Provided consumer with information on how to have her number branded as "voice". Asked her to call us again if she is still not able to connect.
3/17/2008	K6427471420	TTY	1728	29	Consumer is unable to receive inbound Minnesota Relay calls. She stated that people trying to contact her (voice users) have stated that the CA tells them that there is no response from the TTY and/or that the line does not ring or connect. No follow-up requested.	4/9/2008	Customer service opened trouble ticket 6089847. No consumer contact information provided so was not able to follow-up.
3/21/2008	K6427474779	VCO	NA	24	Consumer stated that she is unable to reach Minnesota Relay via 7-1-1 or the 800 number today. She hears one ring, then sirens, then silence. Customer stated that she waits on the line for 2 to 5 minutes but is not able to connect to relay. Customer requests follow-up contact as soon as possible.	5/9/2008	Apologized to customer and opened trouble ticket 6119362. Attempted to contact consumer several times but call was not answered and there is not an answering machine to leave a message.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3/25/2008	K6427476689	TTY	NA	25	Consumer stated that she is not able to connect to Minnesota Relay. She expressed her frustration regarding her relay calls disconnecting several times. Customer stated that she intends to purchase a CapTel phone.	4/9/2008	Contacted customer and she stated that her calls have been working well and will contact us if problems arise. Outreach staff will schedule a one-on-one training with her once she receives her new CapTel phone.
4/9/2008	K6427928731		3221F	17	Consumer wanted to place a collect call and was denied. Customer stated that the CA was very curt with the explanation of why the call could not be placed, and then the CA disconnected from the caller.	4/10/2008	Apologized for the inconvenience and assured the customer that this will be forward to the CAs supervisor for follow up.
4/15/2008	K6427985341	TTY	NA	25	TTY user reported that his relay call was disconnected.	4/15/2008	Consumer said he would call back if disconnect occurs again.
4/24/2008	K6428000033	Voice	NA	29	TDS Telecom stated that Minnesota Relay vendor (Sprint) is not coding certain long distance relay calls that one of TDS's customers makes as toll calls TDS Telecom requested that Sprint correct their settings so that the calls are appropriately coded as long distance instead of local. TDS would like a follow up call.	4/30/2008	Sprint's TRS billing system bills calls based on distance from the point of origination to point of termination: Any call that is under forty miles in distance is a local call and any call that is forty miles or greater is a toll call. However, this billing methodology does not correspond with local/long distance calling areas in Minnesota that are based on NPA-NXX . TDS allowed the complaint to be closed because their customer switched to another long distance carrier.
4/30/2008	K6428006243	Voice	NA	24	Voice user can not connect to a VCO user via relay. Customer requests a follow-up call.	5/8/2008	Opened trouble ticket 6342581. Tried to contact voice user three times, but received a recording that the number has been disconnected. Contacted the VCO user and she stated that her relay calls are working fine.
5/7/2008	K6428464156	VCO	NA	29	Consumer stated that the other party can not hear him on VCO calls. He also stated that he has experienced trouble connecting to relay. No follow-up requested.	5/30/2008	Apologized and explained that technicians would be contacted. Suggested that the customer disable turbo code on his TTY when using relay. Opened trouble ticket 6379655. Customer called back to say that he made another relay call and everything worked fine.
5/8/2008	K6428464439	VCO	NA	29	Customer stated that the CA is unable to hear her. Customer requested a follow-up call.	6/5/2008	Apologized to customer and opened trouble ticket 6383028. Technician tried to contact customer to conduct test calls but there was no answer. Consumer Relations Office staff also tried to contact customer but there was no answer.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5/21/2008	K6428563158	VCO	NA	3	VCO relay user stated that many times the CAs have trouble processing her call when she requests a frequently dialed number from her Customer Preference database. She stated that the CAs become rude and she feels the service is lacking.	5/21/2008	Apologized, and explained that supervisors and trainers would be informed so that they may follow-up with all CAs.
5/22/2008	K6429039291	CapTel	NA	7	Consumer shared feedback regarding inaccuracy of captions.	5/22/2008	Apologized and thanked consumer for the feedback and informed her that this information would be shared with appropriate captioning service staff for follow-up. Suggested that customer document the date, time, and CA number if she experiences problems again for more specific follow-up.
5/23/2008	K6428566147	TTY	NA	29	Consumer stated that she is received calls through Minnesota Relay but is unable to connect; her TTY displays ATH0 ATH0. Customer requested a follow-up call.	5/30/2008	Trouble ticket 6462065 was opened. This has been an ongoing issue for some relay users and Sprint explained that this issue is a byproduct of the platform upgrade. A Sprint technician called the consumer and left a message instructing her to change the ASCII seek time on her TTY to zero, which should resolve her connection issues.
5/28/2008	K6429054480	CapTel	NA	7	Consumer shared feedback regarding inaccuracy of captions.	5/28/2008	Apologized and thanked consumer. Data provided by customer was passed on to the Milwaukee call center as it seems CAs needed more coaching in proper call handing skills, which was provided. Advised customer accordingly.



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Via Electronic Filing (ECFS)

June 23, 2009

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW, Room TW-B204  
Washington D.C. 20554

Re: The State of Minnesota's Telecommunications Relay Services Annual Consumer Complaint Log Summary (CG Docket No. 03-123)

Dear Ms. Dortch,

Pursuant to 47 C.F.R §64.604(c)(1), the Minnesota Department of Commerce-Telecommunications Access Minnesota (DOC-TAM) respectfully submits Minnesota's Telecommunications Relay Services (TRS) Annual Consumer Complaint Log Summary for the 12-month period commencing on June 1, 2008, and ending on May 31, 2009.

Attached please find the following report documents:

1. Complaint tally sheet categorizing complaints by type (Attachment A).
2. Complaint log summaries for complaints received June 1, 2008, through May 31, 2009, including the date of complaint, complaint tracking number, type of relay call, CA identification number, category number of complaint, nature of the complaint, date of resolution, and explanation of the resolution (Attachment B).

The report includes all complaints received by the TRS state administrator, Minnesota Relay center supervisors, Minnesota Relay Consumer Relations Office, Sprint Customer Service, CapTel Customer Service and Sprint account manager that allege a violation of the federal TRS mandatory minimum standards.

Minnesota Relay's interstate and intrastate call volume by type of TRS call during the period of June 1, 2008 through May 31, 2009 was as follows:

- Traditional TRS Total Calls – 404,525
- Speech-to-Speech Total Calls – 10,642
- Captioned Telephone Total Calls – 336,421
- Internet Protocol Relay – Not applicable; Minnesota does not contract for this service.
- Video Relay Service – Not applicable; Minnesota does not contract for this service.

Minnesota Relay received 45 complaints (*less than 1 percent*) during this reporting period. All complaints were timely resolved.

An electronic copy of Minnesota's TRS Annual Consumer Complaint Log Summary has been submitted via e-mail to Arlene Alexander.

If I can be of further assistance, please feel free to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Rochelle Renee Garrow".

Rochelle Renee Garrow, TAM Administrator  
Minnesota Department of Commerce  
85 7<sup>th</sup> Place East, Suite 600  
St. Paul, MN 55101-3165  
Phone: 651-297-8941  
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E-mail: rochelle.garrow@state.mn.us

cc: Dr. Burl Haar, MPUC Executive Secretary  
Lillian Brion, MPUC  
Arlene Alexander, FCC



## Minnesota Relay Complaints By Category

June 1, 2008 - May 31, 2009

SERVICE COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#00	Answer Wait Time													0	0%
#01	Dial Out Time													0	0%
#02	Didn't Follow Database Instructions													0	0%
#03	Didn't Follow Customer Instructions									1				1	7%
#04	Didn't Keep Customer Informed								1					1	7%
#05	Agent Disconnected Caller										1			1	7%
#06	Poor Spelling											1		1	7%
#07	Typing Speed/Accuracy		1		1		2		1			1		6	43%
#08	Poor Voice Tone													0	0%
#09	Everything Relayed													0	0%
#10	HCO Procedures Not Followed													0	0%
#11	VCO Procedures Not Followed													0	0%
#12	Two-Line VCO Procedure Not Followed													0	0%
#13	Background Noise Not Typed													0	0%
#14	Feelings Not Described			1										1	7%
#15	Recording Feature Not Used													0	0%
#16	Noise in Center													0	0%
#17	Agent Was Rude			1							1			2	14%
#18	Problems With Answering Machine Retrieval												1	1	7%
#19	Spanish Service													0	0%
#20	Speech to Speech													0	0%
#21	Other Problem Type Complaint													0	0%
<b>Sub-Total</b>		<b>0</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>14</b>	

TECHNICAL COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#22	Lost Branding	1			2									3	10%
#23	Charged for Local Call													0	0%
#24	Trouble Linking Up				1	2	4	3	3	1				14	45%
#25	Line Disconnected					1								1	3%
#26	Garbled Message		1	1										2	6%
#27	Database Not Available													0	0%
#28	Split Screen													0	0%
#29	Other Technical Type Complaint	1		1		2	1	2		1		1		9	29%
#57	Caller ID													0	0%
#58	Regional 800 Calls						2							2	6%
#59	Transmission (Can't hear or be heard)													0	0%
<b>Sub-Total</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>31</b>	

MISC COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#30	Rates													0	0%
#31	On Screen Display													0	0%
#32	No 900 Number													0	0%
#33	Carrier of Choice													0	0%
#34	Network Recording													0	0%
#35	Other													0	0%
<b>Sub-Total</b>		<b>0</b>													

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Report Year Total
<b>TOTAL COMPLAINTS</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>45</b>

# Minnesota Relay Customer Complaints for June 1, 2008 through May 31, 2009

Total Complaints: 45

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
6/20/2008	K6429076698	Voice	NA	22	Voice user is unable to contact her sister via Minnesota Relay.	6/20/2008	Appears that voice user's branding information was lost. Provided instructions on how to have her number re-branded as voice.
6/24/2008	K6429599162	CapTel	NA	29	CapTel users experiencing problems with long distance calls.	6/24/2008	Long distance network problems identified where calls were routed through an incompatible network using VoIP lines causing data connection difficulties. Tech support resolved the problem by routing calls through an alternate network. Confirmed with customer that this remedied the issue.
7/1/2008	K6429095849	TTY	NA	26	Relay user reported receiving garbled messages from CA.	7/7/2008	Apologized and went through troubleshooting steps with relay user. No further follow-up requested.
7/15/2008	K6430167768	CapTel	NA	7	CapTel user shared general feedback regarding inaccurate captions on calls.	7/15/2008	Apologized and thanked customer for feedback. Explained that if she is able to provide call detail information we can determine the cause of the issues and follow up with CA if need be.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
8/14/2008	K6430213738	TTY	6207F	29	Relay user reported that hearing callers are unable to reach her via Minnesota Relay. When hearing person calls into relay they hear TTY tones and CA does not answer in voice.	8/14/2008	Test calls placed: The first call was done using 7-1-1 and technician heard TTY tones but was unable to reach CA in voice mode. The second test call was made using 800 number and technician was able to reach CA in voice mode. The third test call connected fine, but after technician typed one word the line was disconnected. Contacted customer directly (TTY to TTY) and call went through. Apologized for problem and opened trouble ticket 6865973. Customer provided outreach staff with names and phone numbers of friends, and staff contacted each person to explain branding.
8/18/2008	K6430215712	TTY	NA	14	Relay user stated that the CA did not describe feelings on relay call.	8/18/2008	Apologized to customer. There is no CA with the number given, and customer did not provide contact information for follow-up.
8/18/2008	K6430215821	TTY	NA	26	Customer complained that relay call was garbled.	9/8/2008	Apologized to customer and tried to troubleshoot problem. No follow up was requested.
8/22/2008	K6430220822	NA	1789	17	Relay user stated that the CA was rude.	9/15/2008	Apologized to customer. No follow up was requested.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
9/10/2008	K6431240546	CapTel	NA	7	Consumer stated that captions lag too far behind voice. Customer feels that captioning is better during the week compared to the weekend.	9/10/2008	Consumer was advised that if she experience captioning issues to document the date/time of the call and the CA number so that specific follow up with captionist and supervisor is possible.
9/20/2008	K6430767140	TTY	NA	22	Customer experiencing ongoing problems when trying to place a relay call. Customer would like follow-up.	10/14/2008	Apologized to customer and opened trouble ticket 7035790. Customer was branded TTY.
9/21/2008	K6430767375	TTY	NA	22	Customer experiencing ongoing problems when trying to place a relay call.	10/14/2008	See also tracking number K6430767375. Customer reported that branding only worked for one day. Trouble ticket 7052151 was opened. Sprint discovered a "branding bug" in their system and repaired it. Customer was contacted and she stated that she is no longer having any issues with relay calls.
9/23/2008	K6430769479	STS	NA	24	Customer hears TTY tones when dialing the Speech-to-Speech toll free number. Customer requests follow-up ASAP.	10/14/2008	Apologized and opened trouble ticket 7058875. Contacted customer and he is no longer experiencing problems.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10/8/2008	K6431211537	Voice	NA	29	Voice consumer unable to place a Minnesota Relay call due to an error message that the CA receives saying that the number the voice consumer is calling from is invalid.	10/14/2008	Contacted the consumer who stated that she was no longer having issues and that she would contact us if she experienced any problems.
10/20/2008	K6431299066	Voice	NA	24	Customer is unable to reach a CA when calling Minnesota Relay.	10/20/2008	Apologized, and explained that customer should wait for answer sequence to scroll to voice. Instructed customer to have CA brand her number as voice.
10/27/2008	K6431304426	Voice	NA	24	Customer is unable to reach a CA when calling Minnesota Relay.	10/27/2008	Apologized, and explained that customer should wait for answer sequence to scroll to voice. Instructed customer to have CA brand his number as voice.
10/28/2008	K6431813664	CapTel	NA	25	Line disconnected during call.	10/28/2008	Sent consumer information explaining the difference between CapTel and a traditional phone. Explained to consumer why disconnection and reconnection might occurring and sent a letter with tips on how to reduce it.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10/30/2008	K6431820934	CapTel	NA	29	Captions stopped mid-call.	10/30/2008	Consumer shared feedback regarding captions that stopped mid-call and provide specific call data. Apologized, thanked consumer for feedback that was shared with Call Center management for follow up with the CA by the CA's supervisor.
11/4/2008	K6431741318	Voice	NA	29	Customer has been unable to place relay calls to TTY user via 7-1-1 and the 800 number for a few months. When CA places the outbound call, TTY tones are heard but call is not answered, nor does answering machine pick up. Customer would like follow-up.	12/15/2008	Apologized for the inconvenience. Conducted a test call and experienced the same issue. Opened trouble ticket 7245939. Contacted customer on December 15th; customer stated that issue has been resolved and she can now place outbound calls to TTY user.
11/12/2008	K6432219073	CapTel	NA	58	Unable to dial regional 800 number.	11/21/2008	Initially provided an alternate number for customer to use if the regional number did not go through, as the experience was intermittent. Finally technical support made an adjustment so that the CapTel user was able to make a captioned call to the number consistently.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11/13/2008	K6431828368	Voice	NA	24	Hears tones when calls into relay via 7-1-1 or 800 number	11/13/2008	Apologized and explained answering sequence. Instructed her to stay on the line until the CA answered in voice, and then ask the CA to brand her number as voice.
11/14/2008	K6432238225	CapTel	NA	7	Customer shared feedback regarding accuracy of captions and provided specific call data. Customer service apologized for incidence and thanked customer for feedback.	11/13/2008	Call detail was shared with call center management for follow-up with CA and CA's supervisor.
11/14/2008	K6431829768	Voice	NA	24	Consumer stated that when he calls the Direct VCO relay number he gets a technical busy signal and the call will not go through. Customer would like a follow-up call.	12/15/2008	Apologized and opened trouble ticket 7291914. Contacted customer and explained that the Direct VCO number is for a VCO user to call to place a relay call, and explained how he can place a cal to a VCO user. He is no longer experiencing problems.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11/14/2008	K6432228031	CapTel	NA	7	Customer had a very general complaint about quality of captions on her calls. Cited one call where she had trouble, but was not able to provide specifics of problem or date of call.	11/4/2008	Customer Service apologized for incidence and thanked customer fro bringing her experience to our attention. Suggested customer document the date/time of the call and the CA number of any future calls that are unsatisfactory so that specific follow up with captionist and supervisor is possible.
11/24/2008	K6431836620	Voice	NA	24	Calls into relay and hears tones.	11/24/2008	Apologized and explained answering sequence. Instructed her to stay on the line until the CA answered in voice, and then ask the CA to brand her number as voice.
11/25/2008	K6432261597	CapTel	NA	58	Relay user is unable to dial regional 800 number.	12/2/2008	Tech support made an adjustment so consumer can successfully make captioned calls to 800 number.
11/26/2008	K6431837720	Voice	NA	24	Calls into relay and hears tones.	11/26/2008	Apologized and explained answering sequence. Instructed her to stay on the line until the CA answered in voice, and then ask the CA to brand her number as voice.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/1/2008	K6432173460	VCO	3014F	29	Relay user stated that he is unable to complete a long distance relay call; he receives an error message and is not able to proceed with outbound call.	1/13/2009	Apologized and opened a trouble ticket 7348707. Customer was contacted and he stated that he is no longer experiencing this issue.
12/5/2008	K6432177686	VCO	NA	24	Customer stated that for two weeks the Minnesota VCO relay was not working right; he was not being heard.	1/14/2009	Apologized and opened a trouble ticket 7365975. Performed a successful test call, but branding was not showing. Contacted customer and he is no longer experiencing problems.
12/5/2008	K6432177897	VCO	NA	29	VCO user has not been able to get through to relay CA for three weeks, using 711 or 800 TTY number. When she calls relay, it either rings and then disconnects or she gets a busy signal. After five or more rings she can get through. When she calls non-relay numbers she does not have problems. Customer requested follow-up.	1/14/2009	Apologized and opened trouble ticket 7367809. Tried to contact customer on numerous occasions but there is no answer and no answering machine to leave a message.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/6/2008	K6432178357	TTY	1379F	24	TTY user stated that she is unable to reach relay via 711. She has been dialing 711 several times for the past few days and every time the number rings and then she receives "HOLD". She has waited over 10 minutes and no one comes on the line. Customer does not want follow-up.	1/13/2009	Testing revealed that the consumer's LEC is not translating 711 correctly; customer needs to contact LEC for resolution. Attempted to contact customer to inform her of LEC issue but calls were not answered and customer does not have an answering machine.
12/11/2008	K6432187255	TTY	3225	24	TTY user is unable to place a relay call to her sister's cell phone. CA receives an error message on computer and system will not let the call go through. Customer would like follow-up from program manager.	1/13/2009	Apologized and opened trouble ticket 7387218. Contacted customer and she is she is no longer experiencing problem.
1/5/2009	K6432344523	Voice	NA	24	Voice user hears tones when calling Minnesota Relay.	1/5/2009	Apologized and explained answering sequence. Instructed her to stay on the line until the CA answered in voice, and then ask the CA to brand her number as voice.
1/10/2009	K6432620550	NA	1411F	4	Consumer provided the outbound number to the CA and the CA informed the customer that the outbound line was busy. Customer did not believe that outgoing call was placed and asked to speak to a supervisor.	1/10/2009	Supervisor assured the relay user that the call was placed and did, in fact, reach a busy signal.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1/13/2009	K6432703121	Voice	NA	24	Voice user hears tones when calling Minnesota Relay.	1/13/2009	Apologized and explained answering sequence. Instructed her to stay on the line until the CA answered in voice, and then ask the CA to brand her number as voice.
1/21/2009	K6432711985	Voice	NA	24	Voice user hears tones when calling Minnesota Relay.	1/21/2009	Apologized and explained answering sequence. Instructed her to stay on the line until the CA answered in voice, and then ask the CA to brand her number as voice.
1/31/2009	K6432724137	TTY	NA	7	Consumer was very upset because there was a space between G and A during call. Consumer swore for several minutes and wanted the CA fired.	1/31/2009	Thanked the consumer for feedback and forwarded the complaint to the CA's supervisor.
2/9/2009	K6433649873	CapTel	NA	29	Captions were not displayed.	1/9/2009	Investigated and identified trouble ticket indicating the CA had no audio of the other party. Apologized and informed consumer that they should have gotten a prompt noting that there were technical issues and to hang up and try the call again. Reported the incident to call center management for further training.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2/10/2009	K6433115812	VCO	NA	24	Customer could not connect to Minnesota relay via 7-1-1. Customer filed complaint with the FCC.	2/13/2009	FCC contacted the CRO to report a notice of informal complaint (09-C00083971-FC). The CRO contacted Sprint Customer Service to ensure that the customer's telephone number line was branded as VCO. Sprint confirmed that the line was branded, and performed successful test calls. Contacted consumer, who stated she has not experienced problems for the past two weeks, and stated that the issue resolved when construction near her home was complete. Customer was provided the direct VCO number and 800 number for the relay, as well as contact information for the CRO. The FCC were updated on the status, and has closed the complaint.
2/19/2009	K6433228429	VCO	NA	3	Consumer stated she had instructed the CA to have the recording typed. CA reached answering machine and relayed the message. The consumer got upset and said that she wanted to leave a message.	2/19/2009	Apologized for the inconvenience. Not enough information was provided to follow-up with CA.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3/3/2009	K6433615376	NA	NA	5	When the customer's relay call concluded, she wished to place another call but the CA disconnected before the customer could provide the phone number.	3/3/2009	Apologized to relay user. The relay supervisor was notified and coached the CA on proper call procedure.
3/3/2009	K6433615276	TTY	NA	17	Consumer reported that the CA was impatient during her relay call. The TTY relay user explained that she was slow to provide the out dial phone number because she was getting it from a voice person who did not sign. The relay user typed a few digits and then paused. The CA interrupted her by asking for the number she wanted to call and "ga to sk" The process started again and the CA typed "ga to sk". The customer provided the phone number and then another CA took over the call.	3/5/2009	Apologized to relay user. The relay supervisor was notified and coached the CA on proper call procedure.
4/10/2009	K6434770765	CapTel	NA	7	Customer shared feedback regarding inaccuracy of captions and provide specific call data.	4/10/2009	Thanked consumer for feedback and forwarded complaint information to CA's supervisor for follow-up with the CA.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
4/25/2009	K6434303814	TTY	1240M	6	<p>Customer stated that there were long pauses between typing. CA would not answer questions and stopped typing between words. Customer stated that the CA was giving consumer a "hard time." Complaint forwarded to Moorhead center for follow up with the CA.</p>	5/12/2009	<p>Met with the CA and reiterated the necessity of keeping customer informed by stating "one moment please." Discussed the CA's obligation to repeat the last line or two of text when the voice person did not hear or was not able to understand the first time.</p>
4/27/2009	K6434837381	CapTel	NA	29	<p>Consumer experienced an error code message: Your long distance call has been temporarily discontinued - please call customer service for assistance when trying to dial a local or long distance call through the captioning service.</p>	4/27/2009	<p>An interim adjustment was made by technical support to change the routing of calls. A code correction was completed by the network vendor permanently resolving the matter. Consumer confirmed all is well now.</p>

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5/8/2009	K6435329233	CapTel	NA	18	Customer received the captions "Speaker Unclear" while retrieving answering machine messages.	5/8/2009	<p>Explained to CapTel user that when a person leaves a message and they speak too quickly, or they have a heavy accent, or the background is noisy, they may see "Speaker Unclear" on their CapTel Display. This means that the CA could not hear a particular words or words clearly enough to determine what was said.</p> <p>Suggested that the CapTel user re-play the message and move the position of the handset on the speaker or modify the outgoing message if desired.</p>



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Via Electronic Filing (ECFS)

June 23, 2010

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW, Room TW-B204  
Washington D.C. 20554

Re: The State of Minnesota's Telecommunications Relay Services Annual Consumer Complaint Log Summary (CG Docket No. 03-123)

Dear Ms. Dortch,

Pursuant to 47 C.F.R §64.604(c)(1), the Minnesota Department of Commerce-Telecommunications Access Minnesota (DOC-TAM) respectfully submits Minnesota's Telecommunications Relay Services (TRS) Annual Consumer Complaint Log Summary for the 12-month period commencing on June 1, 2009, and ending on May 31, 2010.

Attached please find the following report documents:

1. Complaint tally sheet categorizing complaints by type (Attachment A).
2. Complaint log summaries for complaints received June 1, 2009, through May 31, 2010, including the date of complaint, complaint tracking number, type of relay call, CA identification number, category number of complaint, nature of the complaint, date of resolution, and explanation of the resolution (Attachment B).

The report includes all complaints received by the TRS state administrator, Minnesota Relay center supervisors, Minnesota Relay Consumer Relations Office, Sprint Customer Service, CapTel Customer Service and Sprint account manager that allege a violation of the federal TRS mandatory minimum standards.

Minnesota Relay's interstate and intrastate call volume by type of TRS call during the period of June 1, 2009 through May 31, 2010 was as follows:

- Traditional TRS Total Calls – 348,293
- Speech-to-Speech Total Calls – 12,344
- Captioned Telephone Total Calls – 443,066
- Internet Protocol Relay – Not applicable; Minnesota does not contract for this service.
- Video Relay Service – Not applicable; Minnesota does not contract for this service.

Minnesota Relay received 27 complaints (*less than 1 percent*) during this reporting period. All complaints were timely resolved.

An electronic copy of Minnesota's TRS Annual Consumer Complaint Log Summary has been submitted via e-mail to Arlene Alexander.

If I can be of further assistance, please feel free to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Rochelle Renee Garrow".

Rochelle Renee Garrow, TAM Administrator  
Minnesota Department of Commerce  
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cc: Arlene Alexander, FCC  
Dr. Burl Haar, MN PUC Executive Secretary  
Lillian Brion, MN PUC  
Greg Doyle, MN DOC



# Minnesota Relay Complaints By Category

June 1, 2009 - May 31, 2010

SERVICE COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#00	Answer Wait Time													0	0%
#01	Dial Out Time													0	0%
#02	Didn't Follow Database Instructions													0	0%
#03	Didn't Follow Customer Instructions		1								1			2	17%
#04	Didn't Keep Customer Informed													0	0%
#05	Agent Disconnected Caller				1	1								2	17%
#06	Poor Spelling													0	0%
#07	Typing Speed/Accuracy									1	1	1	1	4	33%
#08	Poor Voice Tone													0	0%
#09	Everything Relayed													0	0%
#10	HCO Procedures Not Followed													0	0%
#11	VCO Procedures Not Followed													0	0%
#12	Two-Line VCO Procedure Not Followed													0	0%
#13	Background Noise Not Typed													0	0%
#14	Feelings Not Described													0	0%
#15	Recording Feature Not Used													0	0%
#16	Noise in Center													0	0%
#17	Agent Was Rude											1		1	8%
#18	Problems With Answering Machine Retrieval										1		1	2	17%
#19	Spanish Service													0	0%
#20	Speech to Speech													0	0%
#21	Other Problem Type Complain	1												1	8%
<b>Sub-Total</b>		<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>12</b>	

TECHNICAL COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#22	Lost Branding													0	0%
#23	Charged for Local Call													0	0%
#24	Trouble Linking Up	2	3	1						1		1		8	53%
#25	Line Disconnected					1								1	7%
#26	Garbled Message												1	1	7%
#27	Database Not Available													0	0%
#28	Split Screen													0	0%
#29	Other Technical Type Complaint									1	3		1	5	33%
#57	Caller ID													0	0%
#58	Regional 800 Calls													0	0%
#59	Transmission (Can't hear or be heard)													0	0%
<b>Sub-Total</b>		<b>2</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>15</b>	

MISC COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#30	Rates													0	0%
#31	On Screen Display													0	0%
#32	No 900 Number													0	0%
#33	Carrier of Choice													0	0%
#34	Network Recording													0	0%
#35	Other													0	0%
<b>Sub-Total</b>		<b>0</b>													

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Report Year Total
<b>TOTAL COMPLAINTS</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>27</b>

**Minnesota Relay Customer Complaints for June 1, 2009 through May 31, 2010**  
**Total Complaints: 27**

<b>Date</b>	<b>Tracking Number</b>	<b>Type of Relay Call</b>	<b>CA Identification Number</b>	<b>Category Number of Complaint</b>	<b>Nature of Complaint</b>	<b>Date of Resolution</b>	<b>Explanation of Resolution</b>
6/15/2009	K6435414776	Voice	90371M	21	Consumer stated that the CA had long pauses and kept asking the relay user to repeat items.	6/18/2009	Apologized and informed consumer the complaint would be forwarded to the relay center for follow-up with the CA. No CA with ID number provider, so relay center was unable to follow-up.
6/15/2009	K6435414644	Voice	NA	24	Hearing user attempted to call Minnesota Relay from work via 711, but only heard TTY tones.	6/15/2009	Apologized and explained that if she waits for 35 seconds after dialing 711, her call should be answered in voice.
6/23/2009	K6435425285	TTY	NA	24	Consumer stated that for several hours she was unable to connect to relay via 711. She was able to connect to relay via the 800 number. Customer would like a follow-up call.	6/25/2009	Attempted to contact the customer several times and received a telephone intercept message that stated that the consumer had not yet set up voice mail. Was not able to leave a message.
7/6/2009	K6435843132	VCO	NA	24	Voice consumer stated that when her brother (VCO user) calls her through Minnesota Relay at either her cell phone or home phone he receives a busy signal. When he calls her direct, he doesn't receive a busy signal. Customer would like a follow-up call.	8/7/2009	Sprint conducted test calls and connected without any issues. Contacted the consumer and her brother happened to be there during the call. He stated that he is not having issues any longer. Confirmed that he was able to connect with the CA, and the CA received a busy signal during the outbound call.
7/14/09	K6435980928	Voice	NA	24	Consumer stated that when he, his friends, or his family calls into relay they hear tones.	7/14/2009	Apologized. Explained that the next time they call the relay to wait 35 seconds for the answering sequence to scroll to voice, and then ask the CA to brand them as "voice".
7/22/2009	K6435988582	TTY	NA	3	Customer stated that the CA did not follow his instructions. Consumer asked the CA to redial until the call is answered, but the CA only redialed once. The consumer then called back into relay, connected to the same CA, and the CA hung up on the consumer. Customer does not want a follow-up call.	7/23/2009	CA stated that she redialed several times before asking the consumer if they wished to continue to redial. At that point the customer swore at the CA and then disconnected the call. The CA does not recall getting the same consumer immediately after the first call, and stated that she did not disconnect the consumer.
7/27/2009	K6435991276	Voice	NA	24	Office staff called into relay and heard tones.	7/27/2009	Apologized and explained that if they hear tones when calling into relay, to hang on for 35 seconds while the answering sequence scrolls to voice. Offered presentation to train staff.
8/17/2009	K6436549643	Voice	NA	24	Office staff hear tones when calling Minnesota Relay.	8/17/2009	Apologized and explained that if they hear tones when calling into relay, to hang on for 35 seconds while the answering sequence scrolls to voice. Offered presentation to train staff.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
9/17/2009	K6437114168	NA	1255	5	Consumer gave the CA the number to dial; CA stated that the number was invalid. When the consumer gave the correct number, the CA hung up on the caller.	8/28/2009	Apologized to consumer for the inconvenience & let consumer know that the information would be passed on to the appropriate person. The CA does not remember the call. Consumer did not request follow up.
10/14/2009	K6437637140	TTY	1832F	5	TTY consumer stated that they called Minnesota Relay and the CA did not explain anything; the CA just hung up on her.	10/16/2009	Apologized to consumer for the inconvenience. CA was met with and issue discussed.
10/20/2009	K6438174818	CapTel	NA	25	Customer experiences disconnects/reconnects during her CapTel calls.	10/20/2009	Sent consumer information explaining the difference between a CapTel and a traditional phone. Advised consumer to try the CapTel at a different wall jack and with another phone cord. Explained to consumer why disconnect/reconnect might be occurring and sent an email with tips to reduce the occurrence.
2/3/2010	K6439768342	Voice	NA	7	Consumer reported that the typing speed of many of the CAs seem slow; wanted to know what the typing requirement was for a CA.	2/3/2010	Apologized, and explained the FCC mandatory minimum standards for CA typing speed. Also explained items that can slow down a call, such as the TTY user typing slowly and calls through the relay via a modem that only accepts transmissions at a slower rate.
2/9/2010	K6439998282	TTY	NA	24	TTY user stated that many times when her hearing friends and family call into Minnesota Relay, they hear tones.	2/9/2010	Explained the relay answering sequence. If a hearing person hears tones when calling in to the relay, they can wait for up to 40 seconds for the answering sequence to scroll to voice, and then a CA will come on the line. At that point, they may ask the CA to brand their telephone number as "voice" so that when they call in to relay, their call is answered in voice mode by the CA.
2/24/2010	K6440396471	CapTel	NA	29	Consumer said that on a call to an automated system she received a prompt that the call would be disconnected shortly, and it subsequently was.	3/3/2010	CapTel customer service collected call data and forward to tech support. Call detail was passed along to call center who confirmed that there was a technical problem on the call in question resulting in the termination of the call. Apologized to consumer.
3/2/2010	K6440294474	TTY	NA	29	Consumer stated that after the completion of multiple calls the CA was not paying attention to the number provide because the CA dialed the wrong number.	3/10/2010	Supervisor reviewed the call and there was indication that the CA did dial the number correctly each time. Supervisor identified a workstation specific issue and forwarded a trouble report to technician.
3/3/2010	K6440912219	CapTel	NA	7	Consumer stated that there was several uncorrected word errors on a call.	3/4/2010	Collected information, apologized, and thanked customer for feedback. Details were shared with call center management for follow up with the CA.
3/9/2010	K6440927221	CapTel	NA	29	No dial tone.	3/9/2010	Advised a physical reset that resolved the issue.
3/9/2010	K6440929395	CapTel	NA	29	No dial tone.	3/9/2010	Advised a physical reset that resolved the issue.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3/12/2010	K6440938323	CapTel	NA	18	Consumer reported seeing "Speaker Unclear" for every name given on an answering machine message.	3/12/2010	Informed consumer that all information she provided would be forwarded to Captioning Services Supervisor for follow up with the CA. Advised playing the message with a different CA to see if that makes a difference.
3/29/2010	K6440439799	TTY	NA	3	Consumer said that the CA did not follow instructions to enter a set of numbers followed by a pound key, and stated that the CA asked them if they wish to hold for a live person.	3/29/2010	Reviewed the call and it clearly indicated that CA followed the consumers instruction and followed relay protocol. Consumer insisted CA was in error and supervisor offered to place the call and went through the same procedure as the CA did. The supervisor redialed the number and was able to then proceed with the call.
4/2/2010	K6441427144	CapTel	NA	7	Consumer reported that on some calls proper names are not attempted, but rather the CA uses (speaker unclear). Customer expressed the desire for the CA to guess what the caller's name is rather than insert (speaker unclear) as the CA can not ask for clarification.	4/2/2010	Apologized and thanked consumer for feedback. Customers concerns were shared with Call Center management for follow up with the CAs supervisor.
4/22/2010	K6441019756	Voice	NA	24	Called into relay and heard tones instead of a CA answering in voice.	4/22/2010	Apologized, explained that if they wait for up to 35 seconds a CA will connect via voice. Explained that answering sequence is picking up in wrong mode. Offered presentation.
4/30/2010	K6441030499	Voice	NA	17	Voice person received a relay call and felt that a the CA was extremely pushy and wanted to know the relay protocol was on this aspect. Voice person stated that she was "thinking" and during that period of silence, the CA attempted to prompt the voice person to speak so the CA could relay the information. Consumer said that she need to think about the "right" way to responded and told the CA to "wait I'm thinking on how to respond." The comment the voice consumer got back from the CA was "Don't talk to me; I have to type that to the caller." Voice consumer felt it was rude how the CA responded.	4/30/2010	Explained relay protocol and apologized for the inconvenience. A CA ID number was provided by caller, but the number is not assigned to any CSD/Sprint relay centers at this time. Unable to follow up with CA due to this. However, a record of this complaint is being distributed to all call centers. Consumer did not want additional follow up.
5/13/2010	K6441972889	CapTel	NA	7	Captions were behind the voice significantly at the end of the call.	5/19/2010	Investigated and identified that there was a trouble ticked logged by the captionist, and that a supervisor was called. Updated consumer and apologized for the experience. Maximum delay was 34 seconds rather than the usual 3-4 seconds needed to generate voice recognition due to the captionist typing in some text.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5/14/2010	K6442012485	CapTel	NA	29	Customer reported no dial tone on their CapTel phone.	5/25/2010	Consumer was unable to get instructions via the phone so a letter was sent with instructions on how to perform a physical rest of the phone.
5/20/2010	K6441525762	TTY	1663	26	Consumer said that the CA's typing was bad through a long call with lots of garbling.	5/25/2010	Apologized to consumer and the consumer wanted the supervisor to place the call for them. Informed the consumer we would get another CA to process the call, and consumer became abusive. Consumer did not want follow up.
5/24/2010	K6442024394	CapTel	NA	18	CapTel user saw "Speaker Unclear" for the names stated on her daughter's answering machine.	5/24/2010	Thanked consumer for reporting the incident and advised her that the call detail she provided was forwarded to the captioning service supervisor for follow up with the CA. Consumer noted that she knew the names, she just wishes the captionist could capture them.



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June 23, 2011

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW, Room TW-A325  
Washington D.C. 20554

Re: The State of Minnesota's Telecommunications Relay Services Annual Consumer Complaint Log Summary (CG Docket No. 03-123)

Dear Ms. Dortch,

Pursuant to 47 C.F.R §64.604(c)(1), the Minnesota Department of Commerce-Telecommunications Access Minnesota (DOC-TAM) respectfully submits Minnesota's Telecommunications Relay Services (TRS) Annual Consumer Complaint Log Summary for the 12-month period commencing on June 1, 2010, and ending on May 31, 2011.

Attached please find the following report documents:

1. Complaint tally sheet categorizing complaints by type (Attachment A).
2. Complaint log summaries for complaints received June 1, 2010, through May 31, 2011, including the date of complaint, type of relay call, category number of complaint, nature of the complaint, date of resolution, and explanation of the resolution (Attachment B).

The report includes all complaints received by the TRS state administrator, Minnesota Relay center supervisors, Minnesota Relay Consumer Relations Office, Sprint Customer Service, CapTel Customer Service and Sprint account manager that allege a violation of the federal TRS mandatory minimum standards.

Minnesota Relay's interstate and intrastate call volume by type of TRS call during the period of June 1, 2010 through May 31, 2011 was as follows:

- Traditional TRS Total Calls – 291,439
- Speech-to-Speech Total Calls – 12,063
- Captioned Telephone Total Calls – 422,451
- Internet Protocol Relay – Not applicable; Minnesota does not contract for this service.
- Video Relay Service – Not applicable; Minnesota does not contract for this service.

Minnesota Relay received 37 complaints (*less than 1 percent*) during this reporting period. All complaints were timely resolved.

An electronic copy of Minnesota's TRS Annual Consumer Complaint Log Summary has been submitted via e-mail to Arlene Alexander.

If I can be of further assistance, please feel free to contact me.

Sincerely,



Rochelle Renee Garrow, TAM Administrator  
Minnesota Department of Commerce  
85 7<sup>th</sup> Place East, Suite 600  
St. Paul, MN 55101-3165  
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cc: Arlene Alexander, FCC  
Dr. Burl Haar, MN PUC Executive Secretary  
Lillian Brion, MN PUC  
Greg Doyle, MN DOC



## Minnesota Relay Complaints By Category

June 1, 2010 - May 31, 2011

SERVICE COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#00	Answer Wait Time													0	0.0%
#01	Dial Out Time													0	0.0%
#02	Didn't Follow Database Instructions													0	0.0%
#03	Didn't Follow Customer Instructions			1			1							2	5.4%
#04	Didn't Keep Customer Informed													0	0.0%
#05	Agent Disconnected Caller	1												1	2.7%
#06	Poor Spelling													0	0.0%
#07	Typing Speed/Accuracy													0	0.0%
#08	Poor Voice Tone													0	0.0%
#09	Everything Relayed				1									1	2.7%
#10	HCO Procedures Not Followed													0	0.0%
#11	VCO Procedures Not Followed													0	0.0%
#12	Two-Line VCO Procedure Not Followed													0	0.0%
#13	Background Noise Not Typed													0	0.0%
#14	Feelings Not Described													0	0.0%
#15	Recording Feature Not Used													0	0.0%
#16	Noise in Center													0	0.0%
#17	Agent Was Rude	2					1				1			4	10.8%
#18	Problems With Answering Machine Retrieval													0	0.0%
#19	Spanish Service													0	0.0%
#20	Speech to Speech													0	0.0%
#21	Other Problem Type Complaint													0	0.0%
<b>Sub-Total</b>		<b>3</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>8</b>	

TECHNICAL COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#22	Lost Branding													0	0.0%
#23	Charged for Local Call													0	0.0%
#24	Trouble Linking Up	3	2				1	5	1	13	3			28	75.7%
#25	Line Disconnected													0	0.0%
#26	Garbled Message													0	0.0%
#27	Database Not Available													0	0.0%
#28	Split Screen													0	0.0%
#29	Other Technical Type Complaint	1												1	2.7%
#57	Caller ID													0	0.0%
#58	Regional 800 Calls													0	0.0%
#59	Transmission (Can't hear or be heard)													0	0.0%
<b>Sub-Total</b>		<b>4</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>13</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>29</b>	

MISC COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#30	Rates													0	0.0%
#31	On Screen Display													0	0.0%
#32	No 900 Number													0	0.0%
#33	Carrier of Choice													0	0.0%
#34	Network Recording													0	0.0%
#35	Other													0	0.0%
<b>Sub-Total</b>		<b>0</b>													

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Report Year Total
<b>TOTAL COMPLAINTS</b>		<b>7</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>13</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>37</b>

# Minnesota Relay Consumer Complaints for June 1, 2010 through May 31, 2011

Total Complaints: 37

Date	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
6/2/2010	Voice	17	Consumer stated that this CA sounded condescending and at times abrupt. The CA sounded like he is "tired of being there" or "this job was an inconvenience to him."	6/3/2010	Spoke with CA and CA stated he speaks the way he usually does and does not know why the consumer would have this perspective. The CA was told to be conscience of the voice inflection and tone used when processing calls.
6/3/2010	CapTel	24	No dial tone.	6/3/2010	Advised consumer to do a physical reset of the phone, which resolved the issue.
6/8/2010	CapTel	29	Unable to dial a number with captions.	6/9/2010	Tech Support found and remedied a routing problem to the number in question with the carrier. Consumer confirmed this resolved the issue.
6/23/2010	CapTel	24	No dial tone.	6/23/2010	Advised consumer to do a physical reset of the phone, which resolved the issue.
6/21/2010	STS	5	Consumer was providing the CA with call instructions and suddenly he heard TTY tones and the line disconnected.	6/22/2010	Consumer reported that he called STS back and the call went well. This was the only time this has occurred he otherwise loves STS and all the CAs.
6/24/2010	CapTel	24	No dial tone on CapTel.	6/24/2010	Advised consumer to do a physical reset of the phone, which resolved the issue.
6/29/2010	VCO	17	Consumer reported that she calls her mother all the time in the afternoon around 4:30; her mother is 92 and sometimes doesn't remember how to use the relay correctly or she talks too fast. One CA makes her mother feel "stupid" each time she deals with that CA but consumer did not have the CA's ID number.	6/29/2010	Apologized to customer and offered her the Direct VCO number and explained how to use it. Consumer was pleased with this and will call again if there are any other issues.
7/9/2010	CapTel	24	No dial tone on CapTel.	7/9/2010	Advised consumer to do a physical reset of the phone, which resolved the issue.
7/14/2010	CapTel	24	No dial tone on CapTel.	7/14/2010	Advised consumer to do a physical reset of the phone, which resolved the issue.

Date	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
8/11/2010	TTY	3	TTY consumer stated that the CA dialed the wrong number.	8/17/2010	Informed consumer that this information would be forwarded to the appropriate call center. Supervisor then met with CA; CA demonstrated that she knows the procedure if she were to dial a wrong number (CA error). Not enough information to explain to CA regarding this call.
9/15/2010	TTY	9	Consumer stated that the CA dialed out when the GA was not given because she was still typing.	9/15/2010	CA followed proper procedure. CA verified the calling to number with the consumer and the consumer typed "yes please" and there was no response. CA waited appropriate time and then placed the call.
11/4/2010	Voice	24	Voice relay user dialed Minnesota Relay's toll-free number and 7-1-1 and heard TTY tones. User feels that all relay calls should be answered voice first.	11/4/2010	Apologized to user. Explained the answering sequence and instructed her to wait for answer sequence to get to voice. Offered to provider her with a presentation and to mail her information.
11/18/2010	TTY	3	Consumer stated that CA refused to hang up after the customer typed "sk and to hang up." The consumer wanted the CA to hang up first because of something to do with his TTY. He stated that other CAs do that.	11/18/2010	CA followed proper protocol since the consumer themselves can disconnect the call. Referred to Sprint Training for advice on proper protocol on this issue.
11/18/2010	NA	17	Consumer stated that the CA ignored him and was rude.	11/30/2010	Asked consumer for more details but did not get any. Supervisor attempted to apologize and let caller know that this issue was being forwarded to the CAs supervisor. Consumer disconnected. Met with CA to review proper etiquette. The CA demonstrated knowing proper phrasing and understands the importance of call focus and responding promptly to consumers.
12/20/2010	CapTel	24	Unable to connect with captions.	12/21/2010	Apologized; there was a technical difficulty at the center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Confirmed the consumer is now able to make caption calls successfully without delay.

Date	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/20/2010	CapTel	24	Had to wait for CapTel CA when attempting to make a call.	12/21/2010	Apologized; there was a technical difficulty at the center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Confirmed the consumer is now able to make caption calls successfully without delay.
12/20/2010	CapTel	24	Received a message stating to please hold for the next available operator.	12/21/2010	Apologized; there was a technical difficulty at the center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Confirmed the consumer is now able to make caption calls successfully without delay.
12/20/2010	CapTel	24	Consumers daughter-in-law reported that the consumers phone said captioning line is ringing but she did not receive captions.	12/21/2010	Apologized; there was a technical difficulty at the center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Confirmed the consumer is now able to make caption calls successfully without delay.
12/27/2010	CapTel	24	Consumers daughter reported that on the day of the blizzard it seemed like it took a long time for the call to connect with captions.	12/27/2010	Advised caller that on Dec 12th CapTel's staffing for the Madison call center was affected by a severe snowstorm due to blizzard conditions. Explained that while answer times were delayed due to reduced staffing throughout the morning and early afternoon, center continued to process calls through the day, however, answer times were affected. Confirmed that consumer is now able to make and receive captioned calls successfully without delay.
1/25/2011	Voice	24	Calls relay and only gets tones.	1/25/2011	Apologized; explained that there are times when voice people call and the center answers TTY first, explained to wait until answering sequence scrolls to voice.

Date	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2/2/2011	CapTel	24	Long wait time for captions.	2/2/2011	<p>CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.</p>
2/2/2011	CapTel	24	Long wait time for captions.	2/2/2011	<p>CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.</p>

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2/3/2011	CapTel	24	Long wait time for captions.	2/3/2011	CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under a state of emergency and civil danger warning. Both centers remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.
2/7/2011	CapTel	24	Outreach staff was conducting an at home training for a CapTel user and could not get captions on CapTel calls. In addition, there was no live answer at CapTel Customer Service; just a voice recording notifying of long wait times for a customer service rep.	2/7/2011	Apologized to CapTel user and explained that CapTel relay service was down due to snow storm in area of CapTel centers.

Date	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3/8/2011	NA	17	Consumer stated that the CA does not know how to handle calls, does not know how to learn and has an attitude problem. Customer also stated that the CA gave him a hard time when he was trying to check his bank account balance.	3/8/2011	Consumer would not provide any clarification and the CA number provided was not scheduled during the time reported by consumer.
3/8/2011	CapTel	24	Consumer's son reported receiving a message that the captioned call was going to be disconnected due to technical difficulties.	3/8/2011	Apologized; found that there was a trouble ticked on the call indicating difficulties at the workstation and that the CA needed to terminate the call. Confirmed that the message was sent to CapTel user to alert customer that the call needed to be disconnected and for the consumer to call again.
3/28/2011	VCO	24	Consumer heard noise when trying to use VCO and did not get a CA.	3/28/2011	Explained about the answering sequence picking up via TTY mode first. Gave consumer Direct VCO number; she tested it and it worked fine.
3/16/2011	CapTel	24	Consumer reported being unable to receive an incoming call.	3/16/2011	Technical support assisted consumer by re-directing calls through a different telephone carrier. Consumer confirmed this resolved the matter.



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Via Electronic Filing (ECFS)

June 19, 2012

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW, Room TW-A325  
Washington D.C. 20554

Re: The State of Minnesota's Telecommunications Relay Services Annual Consumer Complaint Log Summary (CG Docket No. 03-123)

Dear Ms. Dortch,

Pursuant to 47 C.F.R §64.604(c)(1), the Minnesota Department of Commerce-Telecommunications Access Minnesota (DOC-TAM) respectfully submits Minnesota's Telecommunications Relay Services (TRS) Annual Consumer Complaint Log Summary for the twelve month period commencing on June 1, 2011, and ending on May 31, 2012.

Minnesota Relay received eight (8) complaints during this reporting period. All complaints were timely resolved.

Attached please find the following report documents:

1. Complaint tally sheet categorizing complaints by type (Attachment A).
2. Complaint log summaries for complaints received June 1, 2011, through May 31, 2012, including the date of complaint, type of relay call, category number of complaint, nature of the complaint, date of resolution, and explanation of the resolution (Attachment B).

The report includes complaints received by the TRS state administrator, Minnesota Relay center supervisors, Minnesota Relay Outreach Office, Sprint Customer Service, CapTel Customer Service, and Sprint account manager that allege a violation of the federal TRS mandatory minimum standards.

Marlene H. Dortch

June 19, 2012

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Minnesota Relay's total call volume (interstate and intrastate) by type of TRS call during the period of June 1, 2011, through May 31, 2012, was as follows:

- Traditional TRS Total Calls – 255,898
- Speech-to-Speech Total Calls – 12,381
- Captioned Telephone Total Calls – 406,034
- Internet Protocol Relay – Not applicable; Minnesota does not contract for this service.
- Video Relay Service – Not applicable; Minnesota does not contract for this service.

An electronic copy of Minnesota's TRS Annual Consumer Complaint Log Summary has been submitted via e-mail to Arlene Alexander.

If I can be of further assistance, please feel free to contact me.

Sincerely,



Rochelle Renee Garrow, TAM Administrator

Minnesota Department of Commerce

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cc: Arlene Alexander, FCC  
Dr. Burl Haar, MN PUC Executive Secretary  
Lillian Brion, MN PUC  
Greg Doyle, MN DOC



## Minnesota Relay Complaints By Category

June 1, 2011 - May 31, 2012

SERVICE COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#00	Answer Wait Time													0	0%
#01	Dial Out Time													0	0%
#02	Didn't Follow Database Instructions		1				1							2	25%
#03	Didn't Follow Customer Instructions					1								1	13%
#04	Didn't Keep Customer Informed													0	0%
#05	Agent Disconnected Caller													0	0%
#06	Poor Spelling													0	0%
#07	Typing Speed/Accuracy												1	1	13%
#08	Poor Voice Tone													0	0%
#09	Everything Relayed													0	0%
#10	HCO Procedures Not Followed													0	0%
#11	VCO Procedures Not Followed													0	0%
#12	Two-Line VCO Procedure Not Followed													0	0%
#13	Background Noise Not Typed													0	0%
#14	Feelings Not Described													0	0%
#15	Recording Feature Not Used													0	0%
#16	Noise in Center													0	0%
#17	Agent Was Rude			1										1	13%
#18	Problems With Answering Machine Retrieval													0	0%
#19	Spanish Service													0	0%
#20	Speech to Speech													0	0%
#21	Other Problem Type Complaint										1			1	13%
<b>Sub-Total</b>		<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>6</b>	

TECHNICAL COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#22	Lost Branding													0	0%
#23	Charged for Local Call													0	0%
#24	Trouble Linking Up													0	0%
#25	Line Disconnected													0	0%
#26	Garbled Message													0	0%
#27	Database Not Available													0	0%
#28	Split Screen													0	0%
#29	Other Technical Type Complaint						1					1		2	25%
#57	Caller ID													0	0%
#58	Regional 800 Calls													0	0%
#59	Transmission (Can't hear or be heard)													0	0%
<b>Sub-Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	

MISC COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#30	Rates													0	0%
#31	On Screen Display													0	0%
#32	No 900 Number													0	0%
#33	Carrier of Choice													0	0%
#34	Network Recording													0	0%
#35	Other													0	0%
<b>Sub-Total</b>		<b>0</b>													

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Report Year Total
<b>TOTAL COMPLAINTS</b>		<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>8</b>

## Minnesota Relay Consumer Complaints for June 1, 2011 through May 31, 2012

Total Complaints: 8

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7/19/2011	K6449151133	TTY	1293 F	2	The customer is getting abbreviations from the agent even though there is a note in the system showing "no abbreviations".	7/19/2011	The Customer Service representative apologized to the customer. Unable to follow-up with the CA because the CA ID number given is not valid.
8/4/2011	K6449609073	TTY	N/A	17	The customer stated that, "Supervisor Krueger interrupted my call many times, approximately five or more times and said they would transfer me to the contact manager. They did not transfer me and instead hung up on me. I did not request to talk to a manager. Krueger is rude!"	8/4/2011	A supervisor thanked the caller for feedback and apologized for any inconvenience. The supervisor informed the caller that without the CA ID number it may be difficult to follow up with the individual but will pass the information on to the other centers. No follow up was requested by the caller when offered by the supervisor. There are no supervisors by the name of "Krueger" so it is not possible to follow up with the CA.
10/31/2011	K6450878175	TTY	3147	3	When a guy was hanging up and the customer asked the CA to tell the guy that "I'm a customer and interested in an affordable home program", she hung up (sk). I feel that it was pretty cruel and frustrating. The customer was hoping the CA would call the gentlemen back.	11/4/2011	There was incomplete information to follow up with the CA. The customer did not request follow up.
11/26/2011	K6451422374	Voice	N/A	29	When anyone tries to call this number it goes right to Minnesota Relay. The person at this number does not use the relay service. A follow-up is requested to verify issue has been resolved.	11/26/2011	Informed consumer that the issue would be looked into and advised consumer to also contact their phone company about the issue. A follow up call was made to the customer for further information (clarification) and the person stated that she was contacted this morning to discuss this issue. She stated that this issue has been resolved and she has no further issue.
11/28/2011	K6451424349	TTY	1754 M	2	Customer stated that the CA abbreviated on his call even though his customer preference notes say "no abbreviations". No follow-up requested.	11/28/2011	Apologized to customer. Supervisor coached the CA on the importance of following customers' instructions - either verbal instruction or the customer notes.
3/28/2012	K6453423547	Voice	536M	21	Customer stated that the CA did not provide a standard relay announcement (excluded the state relay) and CA provided a three digit CA ID. Customer emphasized that it was a male agent. Apologized for the inconvenience. No follow up requested.	3/28/2012	This agent ID number is currently unassigned. The customer did not want follow up, therefore further investigation is not possible.
4/6/2012	K6453826970	Voice	N/A	29	Customer says that there is a loud horn like sound that goes on and off when calling her mother and it just started today.	4/6/2012	Closing contact since no further action required other than technician investigation.

Date	Tracking Number	Type of Relay Call	CA Identification Number	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5/14/2012	K6454354778	Voice	1840F	7	Customer states that a representative from her company received a crisis call from a client with a hearing loss. The first CA did a great job. A switch was made in CAs and the call became very hard to follow because of the CAs slow typing and constant interruptions telling the rep to clarify what was just said. This made it hard for the rep to keep his train of thought and made the call much longer than it already was. The concern is that this was a crisis intervention call and it was handled very poorly. Call back requested.	5/14/2012	Apologized for the problem and assured the consumer that the complaint would be turned in as stated. The CA was met with and showed understanding of the pacing procedure.

# Appendix I

Annual Notices to Customers



85 7th Place East, Suite 500  
St. Paul, Minnesota 55101-2198  
[www.commerce.state.mn.us](http://www.commerce.state.mn.us)  
651.296.4026 FAX 651.296.1959  
An equal opportunity employer

December 28, 2011

Telecommunications Providers,

This letter serves as a reminder that telecommunications providers with Minnesota customers– **including Interconnected VoIP and wireless service providers** – must comply with state and/or federal regulations requiring notices to customers regarding Minnesota Relay (Telecommunications Relay Services) and the Minnesota Telephone Equipment Distribution (TED) Program.

- ✿ Please see the attached sheet detailing the requirements for each type of service provider.
- ✓ As a demonstration of compliance, all telecommunications providers – including interconnected VoIP and wireless service providers – must file the attached compliance form via Minnesota eDockets.
- ✿ Telecommunications providers **who are exempt** from state and federal regulations requiring notices to customers regarding Minnesota Relay and the TED Program **must still complete the compliance form** and indicate the reason for exemption.
- ✿ Information on Minnesota Relay and the TED Program is available on our Web site at: [www.mnrelay.org](http://www.mnrelay.org) (click on *Telecommunications Providers*). Please use the “Sample Annual Notices to Customers”, or the “Information to Include in Annual Notices to Customers and Phone Directories” in your telephone directories, bill inserts, and newsletters.
- ✿ Information for the annual notice has recently been updated to reflect changes; please visit our [Web site](http://www.mnrelay.org) for the most up-to-date information for your customer notices.

Please feel free to contact me if I can be of assistance regarding Minnesota Relay, or in answering any questions you may have regarding this correspondence. I wish to thank all providers for their past and future cooperation.

Sincerely,

A handwritten signature in cursive script that reads 'Rochelle Renee Garrow'.

Rochelle Renee Garrow, TAM Administrator  
Phone: 651-297-8941 / 1-800-657-3599  
E-mail: [rochelle.garrow@state.mn.us](mailto:rochelle.garrow@state.mn.us)

# Instructions for Completing the Compliance Form for Annual Notices to Customers

To demonstrate compliance with Minnesota Rule 7812.1000 and/or 47 C.F.R. § 64.604(c)(3) all telecommunications providers – **including interconnected VoIP service providers and wireless service providers** – must submit this form and any attachments via Minnesota's eDockets filing system.

Providers who are exempt from state and federal regulations requiring notices to customers regarding Minnesota Relay (Telecommunications Relay Services) and the TED Program must still complete the compliance form **annually** and indicate the reason for exemption.

Note: All of the information found in the *Information to Include in Customer Annual Notices* or in the *Sample Notice* must be provided to each residential and business customer **annually**. How you choose to provide your customers with this information is your discretion. You may include the information in your Annual Notice of Customer Rights, in a separate bill insert, printed directly on the customer's bill, in a newsletter, etc. (Forms, information, and samples are available at: [www.mnrelay.org](http://www.mnrelay.org) by clicking on "Telecommunications Providers".

You may send the notice to your residential and business customers in the same format that you provide their customer bill/invoice. For example, if your customer receives a paperless (electronic) billing, you may send the annual notice to the customer electronically.

- Required Information**
  - Complete all applicable highlighted fields on the form.
  - Highlighted fields will allow you to type in your response.
- Company ID Number**
  - Enter the provider's Minnesota Company Identification (U-) Number.
  - If you do not have a Minnesota U-number, please leave this field blank.
- Company Name**
  - Please complete a separate *Compliance Form* for each provider/company.
  - Enter the company name (exactly as registered with the MN Secretary of State).
- DBA**
  - Enter any assumed name(s) that the provider is doing business under in Minnesota.
- Address**
  - Enter the company's address.
- Regulatory Contact**
  - Enter the information for the company's regulatory contact.

## When to File This Form

- You must submit the *Compliance Form* (and proof of compliance) annually. However, because providers distribute telephone directories and bill inserts/newsletters at various dates throughout the year, there is no specific annual due date for filing.
- We suggest that you establish internal procedures so that you submit the *Compliance Form* at approximately the same time each year.

## How to File This Form

- File this form and all supporting documents via the electronic filing system at: <https://www.edockets.state.mn.us/EFiling/home.jsp>.
- File under **Docket Number**: 12-6 and select **Document Type**: Report.
- In order to submit a document using the eFiling application, you must be a registered user. To register, go to the eFiling Web page and click on "Request Registration". Allow at least 24 hours to receive a user ID and password.
- For information on how to use the eFiling system, please contact Jan Mottaz at 651-296-7100 or [Jan.Mottaz@state.mn.us](mailto:Jan.Mottaz@state.mn.us).

## How to Attach a Bill Insert, Newsletter, and/or Directory Page

- The eFiling application only accepts documents in PDF or Excel formats.
- Whenever possible, the PDF should be created from the application of origin. Scanned PDF's should be avoided and submitted only when the document is not available in its original format.
- Scanned documents increase the file size and reduce the accuracy of full text searching. Adobe Acrobat, PrimoPDF, Win2PDF and Cutepdf are just some examples of software available at little or no cost to covert documents to PDF. The agencies do not sanction or support these products in any way.
- File Size: Document size is strictly limited to 10MB. If the Document is larger than 10MB, split the document into logical parts (e.g. existing document sections) so that each part does not exceed 10MB. Up to 10 documents of up to 10MB may be part of a single submission.

### **If you are a local service provider:**

- Please indicate the month and year that the provider distributed Minnesota Relay and TED Program information (i.e. bill insert or newsletter) to customers.
- Please indicate the month and year that a telephone directory containing information on the availability and use of all forms of Minnesota Relay services was distributed to your customers.
- Minnesota Rule 7812.0600 requires, as part of local service offering, that you provide “one white pages directory per year for each local calling area, which may include more than one local calling area, except where an offer is made and explicitly refused by the customer.” If you do not publish your own telephone directory, please submit the page(s) containing Minnesota Relay and TED Program information from the telephone directory distributed to your customers.

### **If you are an inter-connected VoIP service provider or a wireless service provider:**

- Please indicate the month and year that the provider distributed Minnesota Relay and TED Program information to customers.
- Please indicate the month and year that a telephone directory containing information on the availability and use of all forms of Minnesota Relay services was distributed to your customers. If you do not publish a telephone directory, place a check mark in the “We do not distribute a telephone directory” box.

### **If you are exempt from the Annual Notice requirements:**

- Please place a check mark in the box corresponding to the explanation for your exemption.
- If the reason for your exemption is not listed, please place a check mark in the "Other" box and list an explanation in the space provided.
- If your explanation will not fit in the space provided, please attach an additional sheet with your explanation.

# Compliance Form for Annual Notices to Customers

As a demonstration of your provider's compliance with Minn. Rule 7812.1000 regarding annual notice of customer rights and/or FCC 47 C.F.R. § 64.604(c)(3) regarding public access to information, please submit this form and any attachments via the electronic filing system at: <https://www.edockets.state.mn.us/EFiling/home.jsp>. File under Docket Number: **12-6** and select Document Type: **Report**.

## Company Information

<b>Company Identification Number: U-</b>			
<b>Company Name:</b>			
<b>DBA (in MN)</b>			
<b>Address 1:</b>			
<b>Address 2:</b>			
<b>City:</b>		<b>State:</b>	<b>Zip:</b>

## Minnesota Regulatory Contact Information

<b>Contact Name:</b>			
<b>Company Name:</b>			
<b>E-mail Address:</b>			
<b>Phone Number:</b>			

**Mark the appropriate box for provider type and furnish proof of fulfillment of requirement(s).**

### We are a local service provider

You must **annually** provide Minnesota Relay and Minnesota Telephone Equipment Distribution (TED) Program information in a bill insert or newsletter to your customers.

Date information was distributed to your customers:      **Month:**       **Year:**

You must also include information on the availability and use of all forms of Minnesota Relay services in the telephone directory provided to your customers.

Date directory was distributed to your customers:      **Month:**       **Year:**

\*Please attach a copy of your most recent annual notice to customers (bill insert, newsletter, etc.) and a copy of the directory page(s) that contain information on Minnesota Relay and the TED Program.

### We are an interconnected VoIP service provider or a wireless service provider

You must **annually** provide Minnesota Relay information in a bill insert or newsletter to your customers.

Date information was distributed to your customers:      **Month:**       **Year:**

If you distribute a telephone directory you must include information on the availability and use of all forms of Minnesota Relay services.

Date directory was distributed to your customers:      **Month:**       **Year:**

We do not distribute a telephone directory.

\*Please attach a copy of your most recent annual notice to customers (bill insert, newsletter, etc.) and a copy of the directory page(s) that contain information on Minnesota Relay.

### We are exempt from the annual notice requirements because:

	We do not have any retail end-users/local subscribers.
	We only provide dedicated (point-to-point) service.
	We only offer DSL.
	We are not currently operating in Minnesota (i.e. do not have any residential or business telecommunications customers in MN).
<b>Other (explain):</b>	

## Are you having trouble using the telephone due to a hearing or speech disability?

Minnesota Relay is a free service that uses a specially trained communications assistant (CA) to facilitate the telephone conversation between a person who has a hearing loss or a speech disability and the person with which they wish to speak. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

### For More Information on Minnesota Relay Services:

[www.mnrelay.org](http://www.mnrelay.org)  
1-800-657-3775

#### Emergency Assistance

TTY callers should dial 9-1-1 directly in an emergency. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

#### Billing Options for Long Distance Relay Calls

- Direct
- Collect
- Third-party billing
- Pre-paid or carrier calling card

#### Filing a Complaint

To file a complaint regarding Minnesota Relay, please call 1-800-657-3775. You will need to provide the date and time of the relay call, the CA's identification number, and the nature of your complaint. To file a relay complaint with the Federal Communications Commission call toll-free at 1-888-225-5322 (voice), 1-888-835-5322 (TTY), or file on line at <http://www.fcc.gov/complaints>.

#### TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM

The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech or physical disability. For information on the TED Program go to their Web site at: [www.tedprogram.org](http://www.tedprogram.org) or call: 1-800-657-3663 (voice) 1-888-206-6555 (TTY)

To make a Minnesota Relay call just dial 7-1-1.

Once connected to the relay service, tell the CA the type of relay call you wish to make. Or, you may dial the specific toll-free number for the type of relay service.

#### Captioned Telephone (CapTel™)

CapTel is an amplified telephone and relay captioning service that allows people who are hard of hearing to see word-for-word captions of their telephone conversation on a bright, easy-to-read display window built into the CapTel phone, while also listening to what is being said using their residual hearing (much like TV captioning). Requires a CapTel phone. If you wish to contact a person who uses a CapTel phone, dial: 1-877-243-2823.

#### Voice Carry Over (VCO): 1-877-627-3024

Allows a person who has difficulty hearing on the phone to voice their conversations directly to the other person on the call. The CA then types the other person's response to the VCO user. Requires a special telephone.

#### Two-Line VCO: 1-866-855-4611

Allows a VCO user to use one telephone line for speaking directly to the other person, while the second line is used to receive the CA's typed response from the other person. This enhanced feature provides a more natural flow of conversation without the pauses of single-line VCO calls. Additional service and equipment requirements.

#### Hearing Carry Over (HCO): 1-800-627-3529

Allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. The HCO user types his/her conversation for the CA to read to the other person, and listens directly to the other person's response. Requires a special telephone.

#### Text Telephone (TTY): 1-800-627-3529

Allows a person who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with the other person on the call.

#### Standard Telephone: 1-800-627-3529

A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing, or speech disabled.

#### Speech-to-Speech (STS): 1-877-627-3848

Allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The CA revoices the words of the person with a speech disability so the other person on the call can understand them. No special telephone is required.

#### Computer (ASCII): 1-800-627-3529

Computer users can also access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

#### Spanish Relay: 1-877-627-5448

The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.

#### 900 Pay-Per-Call Services: 1-900-230-3324

Allows a relay user to connect to any pay-per-call service.

## **ANNUAL NOTICE OF CUSTOMER RIGHTS**

### Complaint Procedures:

If you have a complaint about your telephone service, please discuss the problem with an Emily Co-Op Telephone Co. customer service representative. They are available during our business hours 8am – 4:30pm at  
218-763-3000 or 1-800-450-1036.

You may also contact the Minnesota Public Utilities Commission for further review of unresolved complaints or disputes. To reach the commission, call or write:

Consumer Affairs Office/MN Public Utilities Commission  
121 7<sup>th</sup> Place East, Suite 350  
St Paul, MN 55101-2147  
1-800-657-3782  
TDD: 651-297-1200

### Your telephone bill:

Over the past several years, Minnesotans have complained about unauthorized and unrelated charges that have mysteriously appeared on their local telephone bills, often as a result of "cramming" from third-party billing companies. The best protection against unwanted charges is to carefully scrutinize your bill. Look every month for charges that you do not recognize. Most indications of trouble can be found on the first page of local telephone bills in a billing summary. If you find something unfamiliar or suspicious, please contact us, or for further information you may contact:

Minnesota Attorney General's Office  
Citizen Assistance  
1400 NCL Tower  
445 Minnesota Street  
St. Paul, MN 55101  
651-296-3353  
1-800-657-3787  
TTY: 1-800-366-4812

### Notice of right to incorrect directory assistance credit:

Immediate credit for incorrect Directory Assistance information will be issued. You must use the same dialing pattern when requesting credit as when you requested Directory Assistance. Example: If you dialed 411 for Directory Assistance, you need to dial 411 for Directory Assistance credit. If you dialed 1+ area code+555-1212 you must dial this same number to request credit. This will ensure that the proper provider is issuing the credit. You will need to attach proof of your income to your application. Guideline table is available at either office or on line.

[www.puc.state.mn.us/consumer/assist/tsd1.htm](http://www.puc.state.mn.us/consumer/assist/tsd1.htm)

### Payment of bills:

Statements are mailed out the first week of each month. They cover local service charges for one month in advance and long distance charges for one month preceding. Payments are due by the 15<sup>th</sup> of the month.

Price and service options: Please contact our offices for current prices and service options available to you.

### Disconnection of service:

You will need to contact our business office to request disconnecting service and to make arrangements to return any leased equipment. We will need a forwarding address (& phone number if available) from you.

### Failure to pay for service:

#### Regular Monthly Bills

A customer is considered to be delinquent in the payment of a regular monthly bill when the sum due is not received on or before the tenth calendar day following the day the bill is either mailed or delivered by other means.

When a customer is delinquent in the payment of a regular monthly bill, the Company may disconnect the service not sooner than five days after mailing or delivery of written notice of intention to disconnect.

**Privacy:** Information concerning customers and their accounts is confidential and shall not be discussed outside of the Business Office.

**Deposits:** A deposit is required from any customer who has not established good credit or has been disconnected for failure to pay for service. Please contact our office for more information regarding our deposit procedures.

### Blocking options:

You can block 900 calls from your home or business telephone. We also offer collect call and third-party blocking for your telephone line. Please contact our office for further information.

### Quality Standards:

*"TO PROVIDE OUR CUSTOMERS QUALITY SERVICE AT AFFORDABLE PRICES."*

### CPNI INFORMATION

Recent changes in federal law allow us to use information from your current records to market and advise you of new products and services that may satisfy your communications needs, unless you notify us otherwise. This information is called "Customer Proprietary Network Information or CPNI" relating to your telecommunications services you currently are buying from us. This information can only be used to advise you about innovative communications services or new communications technology and products. WE DO NOT sell or in any way provide this information to any other company other than the 911 records we are required by law to provide if you are a telephone customer. You have the right and we have the duty under federal law to protect the confidentiality of this information. No action on your part is necessary. If you do not contact us and indicate that we may not use the information to continue providing you with marketing and educational mailings, we will continue to do so. You may withdraw your approval of our use of your CPNI by contacting us at 218-763-3000 or 1-800-450-1036 or by email to [emilytel@emily.net](mailto:emilytel@emily.net).

Due to CPNI FCC rules, we can only discuss certain account information and call detail with authorized contacts. Pursuant to FCC rules regarding Customer Proprietary Network Information (CPNI), a form needs to be completed and returned to our office. The form can be obtained at our office or requested by phone at 218-763-3000 or 1-800-450-1036 or by email at [emilytel@emily.net](mailto:emilytel@emily.net).



**Emily Cooperative Telephone Company**

# ANNUAL CUSTOMER NOTIFICATION

**218-763-3000 OR 800-450-1036**

**40040 Hwy 6 No**

**PO Box 100**

**Emily, MN 56447**

**[www.emily.net](http://www.emily.net)**

## Having trouble using the telephone due to a hearing or speech disability?

Minnesota Relay is a free service that uses a specially trained communications assistant (CA) to relay the telephone conversation between a person who has a hearing loss or a speech disability and the person they wish to speak with. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

**Now it is easier than ever to make a Minnesota Relay call. Just dial 711!** Once connected to the service, tell the CA the type of relay call you want to make. Or, dial the specific toll-free number for the type of relay call you want to make.

### TYPES OF RELAY SERVICES AVAILABLE

#### CAPTIONED TELEPHONE

**(CAPTEL™):** CapTel is an amplified telephone and relay captioning service that allows people who are hard of hearing to see word-for-word captions of their telephone conversation on a bright, easy-to-read display window built into the CapTel phone, while also listening to what is being said using their residual hearing (much like TV captioning). Requires a CapTel phone. If you wish to contact someone who uses a CapTel phone, dial 1-877-243-2823.

#### VOICE CARRY OVER (VCO)

**1-877-627-3024:** Allows anyone who has difficulty hearing on the phone to voice conversations directly to a hearing person. The CA then types the hearing person's response to the VCO user. Requires a special phone.

#### STANDARD TELEPHONE

**1-800-627-3529:** A hearing person uses a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing or speech disabled.

#### 2 LINE VOICE CARRY OVER

**(VCO) 1-866-855-4611:** Allows a VCO user to use one phone line for speaking directly to the other person, while the second line to receive the CA's typed response from the other person. This enhanced feature provides a more natural flow of conversation without the pauses of single-line. Additional service and equipment requirements.

#### HEARING CARRY OVER (HCO)

**1-800-627-3529:** Allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. The HCO user types his/her conversation for the CA to read to the hearing person, and listens directly to the hearing person's response. Requires a special telephone.

#### TEXT TELEPHONE (TTY)

**1-800-627-3529:** Allows anyone who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with the other person on the call.

#### SPEECH-TO-SPEECH (STS)

**1-877-627-3848:** Allows a person who has difficulty speaking or being understood on the phone to communicate using his/her own voice or voice synthesizer. The CA revoices the words of the person with a speech disability so the other person on the call can understand them. No special telephone is required

#### COMPUTER (ASCII) 1-800-627-3537:

Computer users can also access Minnesota Relay. Set communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

#### Spanish Relay: 1-877-627-5448:

The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.

#### 900 PAY-PER-CALL SERVICES

**1-900-230-3324:** Allows a relay user to connect to any pay-per-call service.

### IMPORTANT INFORMATION

**EMERGENCY ASSISTANCE:** TTY callers should dial 911 directly in an emergency. All 911 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

#### BILLING OPTIONS FOR LONG DISTANCE RELAY CALLS:

- Direct
- Collect
- Third Party billing
- Pre-paid or carrier calling card

**FILING A COMPLAINT:** To file a complaint regarding Minnesota Relay, please call 1-800-657-3775 (voice/TTY). You will need to provide the date and time of the Relay call, the CA's identification number and nature of your complaint. To file a relay complaint with the Federal Communications Commission, call toll-free at 1-888-225-5322 (voice), 1-888-835-5322 (TTY) or file on line at <http://esupport.fcc.gov/complaints.htm>.

**For More Information on Minnesota Relay Services:** [www.mnrelay.org](http://www.mnrelay.org) or 1-800-657-3775 (voice/TTY)

#### TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM:

The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech or physical disability. For information on the TED Program go to their Web site at: [www.tedprogram.org](http://www.tedprogram.org) or call 1-800-657-3663 (voice) or 1-888-206-6555 (TTY)

### TELEPHONE SERVICE DISCOUNT PROGRAMS

As a Minnesota consumer, you may qualify for one of three programs that provide assistance with paying your telephone bill. Data shows that many Minnesota consumers are not aware of their eligibility for these programs.

#### Lifeline

This is a federally funded program that will provide a discount usually in the range of \$8-10.00 each month on your bill. (Exact credit may vary slightly by carrier.) To be eligible, you must be enrolled in one of the following programs:

- Medicaid (Medical Assistance)
- Food support (food stamps)
- Minnesota Family Investment Program (MFIP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Low-Income Home Energy Assistance Program (LIHEAP)
- National School Lunch Program's free lunch program.

Individuals that do not qualify under the above criteria but live on a federally recognized reservation may qualify if the applicant receives benefits from one of the following programs:

- Bureau of Indian Affairs General Assistance
- Tribally administered Temporary Assistance for Needy Families
- Head Start (only for those meeting its income qualifying standard)
- National School Lunch Program's free lunch program.

If you are not on one of the above programs, but your income is at or below 135% of the Federal Poverty Guidelines, you may also apply for and receive the discount.

You will need to attach proof of your income to your application. Guideline table is available at either office or on line.

[www.puc.state.mn.us/consumer/assist/tsd1.htm](http://www.puc.state.mn.us/consumer/assist/tsd1.htm)

#### Link-Up

This national program will pay up to 50% of your local telephone service connection and installation charges, up to a maximum of \$30. Eligibility requirements are the same as for Lifeline listed above.

**For Questions about Lifeline or Link-up, contact your local telephone company.**

#### Telephone Assistance Plan (TAP)

This program offers an additional \$1.75 monthly discount on your phone bill. Eligibility requirements are the same as Lifeline above.

## Are you having trouble using the telephone due to a hearing or speech disability?

Minnesota Relay is a free service that uses a specially trained communications assistant (CA) to facilitate the telephone conversation between a person who has a hearing loss or a speech disability and the person with which they wish to speak. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

### For More Information on Minnesota Relay Services:

[www.mnrelay.org](http://www.mnrelay.org)  
1-800-657-3775

### Emergency Assistance

TTY callers should dial 9-1-1 directly in an emergency. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

### Billing Options for Long Distance Relay Calls

- Direct
- Collect
- Third-party billing
- Pre-paid or carrier calling card

### Filing a Complaint

To file a complaint regarding Minnesota Relay, please call 1-800-657-3775. You will need to provide the date and time of the relay call, the CA's identification number, and the nature of your complaint. To file a relay complaint with the Federal Communications Commission call toll-free at 1-888-225-5322 (voice), 1-888-835-5322 (TTY), or file on line at <http://esupport.fcc.gov/complaints.htm>.

### TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM

The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech or physical disability. For information on the TED Program go to their

Web site at:

[www.tedprogram.org](http://www.tedprogram.org) or call:  
1-800-657-3663 (voice)  
1-888-206-6555 (TTY)

To make a Minnesota Relay call just dial 7-1-1. Once connected to the relay service, tell the CA the type of relay call you wish to make. Or, you may dial the specific toll-free number for the type of relay service.

### Captioned Telephone (CapTel™)

CapTel is an amplified telephone and relay captioning service that allows people who are hard of hearing to see word-for-word captions of their telephone conversation on a bright, easy-to-read display window built into the CapTel phone, while also listening to what is being said using their residual hearing (much like TV captioning). Requires a CapTel phone. If you wish to contact a person who uses a CapTel phone, dial: 1-877-243-2823.

### Voice Carry Over (VCO): 1-877-627-3024

Allows a person who has difficulty hearing on the phone to voice their conversations directly to the other person on the call. The CA then types the other person's response to the VCO user. Requires a special telephone.

### Two-Line VCO: 1-866-855-4611

Allows a VCO user to use one telephone line for speaking directly to the other person, while the second line is used to receive the CA's typed response from the other person. This enhanced feature provides a more natural flow of conversation without the pauses of single-line VCO calls. Additional service and equipment requirements.

### Hearing Carry Over (HCO): 1-800-627-3529

Allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. The HCO user types his/her conversation for the CA to read to the other person, and listens directly to the other person's response. Requires a special telephone.

### Text Telephone (TTY): 1-800-627-3529

Allows a person who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with the other person on the call.

### Standard Telephone: 1-800-627-3529

A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing, or speech disabled.

### Speech-to-Speech (STS): 1-877-627-3848

Allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The CA revoices the words of the person with a speech disability so the other person on the call can understand them. No special telephone is required.

### Computer (ASCII): 1-800-627-3529

Computer users can also access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

### Spanish Relay: 1-877-627-5448

The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.

### 900 Pay-Per-Call Services: 1-900-230-3324

Allows a relay user to connect to any pay-per-call service.

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# HAVING TROUBLE USING THE TELEPHONE DUE TO HEARING OR SPEECH DISABILITY?

Minnesota Relay is a free service that uses a specially trained communication assistant (CA) to relay the telephone conversation between a person who has a hearing loss or a speech disability and the person they wish to speak to. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

**NOW IT IS EASIER TO MAKE A MINNESOTA RELAY CALL. JUST DIAL 711!** Once connected to the relay service, tell the CA the type of relay call you wish to make. Or, you may dial the specific toll free number for the type of relay call you wish to make.

## **TYPES OF RELAY SERVICES**

### **Text Telephone (TTY): 1-800-627-3529**

Allows a person who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with anyone using a standard telephone.

### **Standard Telephone: 1-800-627-3529**

A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing, or speech disabled.

### **Computer (ASCII): 1-800-627-3529**

Computer users can also access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.



**Hearing Carry Over (HCO): 1-800-627-3529**

Allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. The HCO user types his/her conversation for the CA to read to the hearing person, and listens directly to the hearing person's response. Requires a special telephone.

**Voice Carry Over (VCO): 1-877-627-3024**

Allows a person who has difficulty hearing on the phone to voice their conversations directly to a hearing person. The CA then types the hearing person's response to the VCO user. Requires a special telephone.

**2-Line VCO: 1-866-855-4611**

Allows a VCO user to use one telephone line for speaking directly to the other person, while the second line is used to receive the CA's typed response from the other person. This enhanced feature provides a more natural flow of conversation without the pauses of single-line VCO calls. Additional service and equipment is required.

**Captioned Telephone (CapTel™):**

CapTel is an amplified telephone and relay captioning service that allows people who are hard of hearing to see word-for-word captions of their telephone conversation on a bright, easy-to-read display window built into the CapTel phone, while also listening to what is being said using their residual hearing (much like TV captioning). Requires a CapTel phone. To contact a person who uses a CapTel phone, dial: 1-877-243-2823.

**Speech-to-Speech (STS): 1-877-627-3848**

Allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The CA re-voices the words of the person with a speech disability so the other person on the call can understand them. No special telephone is required.

**Spanish Relay: 1-877-627-5448**

The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.

**900 Pay-Per-Call Services: 1-900-230-3324**

Allows a relay user to connect to any pay-per-call service.

**IMPORTANT INFORMATION****Emergency Assistance**

TTY callers should dial 911 directly in emergency. All 911 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

**Billing Options for Long Distance Relay Calls**

- Direct
- Collect
- Pre-paid calling card or Carrier calling card
- Third-party billing

**Filing a Complaint**

If you would like to file a complaint regarding Minnesota Relay, please call 1-800-657-3775 (voice/TTY). You will need to provide the date and time of the relay call, the CA's identification number and the nature of your complaint. To file a relay complaint with the Federal Communications Commission call 1-888-225-5322 (voice)/ 1-888-835-5322 (TTY) or file on line at <http://esupport.fcc.gov/complaints.htm>.

**FOR MORE INFORMATION ON MINNESOTA RELAY**

Minnesota Relay Consumer Relations Office  
1-800-657-3775 (voice/TTY) or [www.mnrelay.org](http://www.mnrelay.org)

**TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM**

The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech or physical disability.

**FOR MORE INFORMATION ON THE TED PROGRAM**

1-800-657-3663 (voice) or 1-888-206-6555 (TTY)  
Web site: [www.tedprogram.org](http://www.tedprogram.org)

# MINNESOTA RELAY

## Are you having trouble using the telephone due to a hearing or speech disability?

Minnesota Relay is a free service that uses a specially trained communications assistant (CA) to relay the telephone conversation between a person who has a hearing loss or a speech disability and the person they wish to speak with. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

**Now it is easier to make a Minnesota Relay call. Just dial 7-1-1!** Once connected to the relay service, tell the CA the type of relay call you wish to make. Or, you may dial the specific toll free number for the type of relay call you wish to make.

## Types of Relay Services Available

### Captioned Telephone (CapTel™):

CapTel is an amplified telephone and relay captioning service that allows people who are hard of hearing to see word-for-word captions of their telephone conversation on a bright, easy-to-read display window built into the CapTel phone, while also listening to what is being said using their residual hearing (much like TV captioning). Requires a CapTel phone. If you wish to contact a person who uses a CapTel phone, dial: 1-877-243-2823.

### Voice Carry Over (VCO): 1-877-627-3024

Allows a person who has difficulty hearing on the phone to voice their conversations directly to a hearing person. The CA then types the hearing person's response to the VCO user. Requires a special telephone.

### 2-Line VCO: 1-866-855-4611

Allows a VCO user to use one telephone line for speaking directly to the other person, while the second line is used to receive the CA's typed response from the other person. This enhanced feature provides a more natural flow of conversation without the pauses of single-line VCO calls. Additional service and equipment requirements.

### Hearing Carry Over (HCO): 1-800-627-3529

Allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. The HCO user types his/her conversation for the CA to read to the hearing person, and listens directly to the hearing person's response. Requires a special telephone.

### Text Telephone (TTY): 1-800-627-3529

Allows a person who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with the other person on the call.

### Standard Telephone: 1-800-627-3529

A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing or speech disabled.

### Speech-to-Speech (STS): 1-877-627-3848

Allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The CA revoices the words of the person with a speech disability so the other person on the call can understand them. No special telephone is required.

### Computer (ASCII): 1-800-627-3529

Computer users can also access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

### Spanish Relay: 1-877-627-5448

The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.

### 900 Pay-Per-Call Services: 1-900-230-3324

Allows a relay user to connect to any pay-per-call service.

## Important Information

### Emergency Assistance

TTY callers should dial 9-1-1 directly in an emergency. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but doing so may delay the response to your call.

### Billing Options for Long Distance Relay Calls:

- Direct
- Collect
- Third party billing
- Pre-paid or carrier calling card

### Filing a Complaint

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**For More Information on Minnesota Relay Services:** [www.mnrelay.org](http://www.mnrelay.org) or 1-800-657-3775 (voice/TTY)

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# MINNESOTA RELAY

Minnesota Relay is a free service providing full telephone accessibility to persons who are deaf, hard of hearing, or speech disabled. A specially trained communication assistant (CA) relays the telephone conversation between a person who has a hearing loss or speech disability and the person they wish to speak to. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

***Now it is easier than ever to make a Minnesota Relay call. Just dial 711!*** Once connected to the relay service, tell the CA the type of relay call you want to make. Or, you may dial the specific toll free number for the type of relay call you want to make.

## Types of Relay Services:

### **Text Telephone (TTY) – 1-800-627-3529:**

Allows a person who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with anyone using a standard telephone.

### **Standard Telephone: – 1-800-627-3529:**

A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing or speech disabled.

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**Spanish Relay: – 1-877-627-5448:**

Allows a Spanish speaking person to use Minnesota Relay. The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.

**900 Pay-Per-Call Services – 1-900-230-3324:**

Allows a relay user to connect to any pay-per-call service.

## IMPORTANT INFORMATION

**Emergency Assistance:**

TTY callers should dial 9-1-1 directly in emergency. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

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- Collect
- Pre-paid calling card
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**Filing a Complaint:**

If you would like to file a complaint regarding Minnesota Relay, please call 1-800-657-3775 (voice/TTY). You will need to provide the date and time of the relay call, the CA's identification number and the nature of your complaint. To file a relay complaint with the Federal Communications Commission call toll-free at 1-888-225-5322 (voice) /1-888-835-5322 (TTY), or file on line at <http://esupport.fcc.gov/complaints.htm>.

**FOR MORE INFORMATION ON MINNESOTA RELAY:**

*Minnesota Relay Consumer Relations Office*  
651-602-9005 or 1-800-657-3775 (voice/TTY)  
Web site: [www.mnrelay.org](http://www.mnrelay.org)

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For More information on the TED Program:

1-800-657-3663 (Voice) or 1-888-206-6555 (TTY)  
Website: [www.tedprogram.org](http://www.tedprogram.org)



**7812.1000 ANNUAL NOTICE OF CUSTOMER RIGHTS.**

At the time service is initiated, at least annually thereafter, and upon customer request, a local service provider (LSP) shall provide customers with a summary, in plain language, of the rights and obligations of customers as provided in items A to D.

A. The notice must describe the complaint procedures available through the LSP and the commission, and must indicate that the customer can contact the commission if dissatisfied with the local service provider's resolution of the customer's complaint. The notice must specify the current address and the local and toll-free telephone numbers of the commission's Consumer Affairs office.

B. The notice must describe the customer's rights regarding the payment of bills, disconnection of service, privacy, deposits, low-income assistance, hearing-impaired programs, and blocking options.

C. The notice must summarize the commission's service quality standards and the remedies available to customers for failure to meet those standards.

D. The notice must specify the price and service options as required by Minnesota Statutes, section [237.66](#).

**Statutory Authority:** *MS s* [216A.05](#); [237.10](#); [237.16](#)

**History:** [22 SR 46](#)

**Posted:** *October 24, 2005*

# Appendix J

Outreach Activities

## Minnesota Relay Outreach Summary

*September 2007 - August 2012*

<b>Date</b>	<b>Type of Outreach</b>	<b>Location</b>	<b>City</b>	<b>Number of Participants</b>
9/1/2007	Booth	Minnesota State Fair	Falcon Heights	1,250
9/2/2007	Booth	Minnesota State Fair	Falcon Heights	1,250
9/3/2007	Booth	Minnesota State Fair	Falcon Heights	1,250
9/6/2007	Drop In	Wildflower Healthcare Services	Crystal	1
9/6/2007	Drop In	Reliance Healthcare	Crystal	1
9/6/2007	Drop In	Caring Home Health Care Services	Crystal	1
9/11/2007	Drop In	Amazing Love Healthcare Services	Crystal	1
9/11/2007	Drop In	Comfortcare Nursing Services	Crystal	3
9/11/2007	Drop In	Ability Care Partners	Crystal	1
9/11/2007	Drop In	Young Hearts Home Health Care	Crystal	1
9/13/2007	Drop In	Public Work Department	Red Wing	1
9/13/2007	Drop In	Advocacy For Developmental Disabilities (ARC)	Rochester	2
9/13/2007	Drop In	SEMCIL Southeast Center for Independent Living	Rochester	2
9/14/2007	Presentation	Faribault Deaf Club	Faribault	45
9/17/2007	Exhibit	Fall Senior Expo, Grand Casino Mille Lacs	Onamia	800
9/18/2007	Exhibit	Fall Senior Expo, Grand Casino Mille Lacs	Onamia	800
9/18/2007	Drop In	Mille Lacs Health System Nursing Home	Onamia	1
9/18/2007	Drop In	Elim Home	Milaca	2
9/18/2007	Drop In	Milaca Public Library	Milaca	1
9/20/2007	Meeting	MEC Advisory Committee	St. Paul	14
9/21/2007	Drop In	Metro Bus	St. Cloud	1
9/21/2007	Drop In	Grandstay Hotel	St. Cloud	1
9/21/2007	Drop In	St. Cloud Public Library	St. Cloud	1
9/25/2007	Presentation	Minneapolis Community Technical College	Minneapolis	33
9/25/2007	Presentation	Summit Place Senior Campus	Eden Prairie	7
9/25/2007	In Home Demonstration	Consumer's Home	Eden Prairie	1
9/26/2007	Presentation	Anoka Ramsey Community College	Coon Rapids	29
9/27/2007	In Home Demonstration	Consumer's Home	St. Louis Park	2
9/27/2007	Drop In	Menorah Plaza	St. Louis Park	3
9/28/2007	Meeting	Deaf and Hard of Hearing Services Division	Mankato	1
10/2/2007	In Home Demonstration	Consumer's Home	Brooklyn Center	2
10/4/2007	Drop In	Edelweiss Home Health Care	Maple Grove	5
10/4/2007	Drop In	Health Esteem Services	Maple Grove	1
10/4/2007	Drop In	Maple Grove Public Library	Maple Grove	4
10/4/2007	Drop In	The Hearing Center	Maple Grove	3
10/4/2007	Meeting	Deaf Hard of Hearing Service NE	Duluth	2
10/10/2007	Social Event	MCDHH-Celebration of Our Legislative Success	Minneapolis	135
10/10/2007	Exhibit	Duluth Senior Expo	Duluth	1,200
10/11/2007	Meeting	Qwest Advisory Committee	Minneapolis	12
10/13/2007	Presentation	Hearing Loss and Cochlear Implants	St. Cloud	33
10/13/2007	Presentation	Hearing Loss of America	Rosemount	23
10/16/2007	Exhibit	Eastside Neighborhood Senior Fair	Minneapolis	65
10/16/2007	Drop In	Senior Place	Minneapolis	1
10/16/2007	Drop In	Community Center	Minneapolis	1
10/18/2007	Drop In	Home Instead Senior Care	Coon Rapids	3
10/18/2007	Drop In	Alliance Home Healthcare and Nursing Service	Coon Rapids	1
10/18/2007	Drop In	Reliable Home Care	Coon Rapids	1

Date	Type of Outreach	Location	City	Number of Participants
10/22/2007	Presentation	University of Minnesota	Falcon Heights	48
10/23/2007	Drop In	Epiphany Assisted Living	Coon Rapids	4
10/23/2007	Drop In	Covenant Home Healthcare	Coon Rapids	5
10/23/2007	Drop In	Prestige Healthcare Services	Coon Rapids	1
10/24/2007	Presentation	University of Minnesota	Falcon Heights	23
10/25/2007	Drop In	Wicare Homecare Services	Coon Rapids	1
10/25/2007	Drop In	Mary T Homecare Services	Coon Rapids	10
10/25/2007	Drop In	Accucare, Inc.	Coon Rapids	2
10/25/2007	Drop In	Mary T Corporate Offices	Coon Rapids	5
10/27/2007	Presentation	Rochester Deaf Club	Rochester	18
10/29/2007	Presentation	White Bear High School	White Bear Lake	46
10/29/2007	Presentation	University of Minnesota	Falcon Heights	22
10/30/2007	In Home Demonstration	Consumer's Home	Minneapolis	2
10/30/2007	Presentation	University of Minnesota	Falcon Heights	24
11/1/2007	Presentation	White Bear Lake High School	White Bear Lake	90
11/1/2007	Presentation	Deaf/Hard of Hearing Professionals	Duluth	8
11/6/2007	Drop In	Windels Health Services	Blaine	3
11/6/2007	Drop In	M&E Nursing Services and Transport	Blaine	1
11/6/2007	Drop In	Anoka County Library - Johnsville Branch	Blaine	3
11/6/2007	Drop In	Comforts of Home of Blaine	Blaine	5
11/7/2007	Presentation	St. Cloud Technical High School	St. Cloud	45
11/8/2007	Drop In	Relieve Care, Inc.	Blaine	4
11/8/2007	Drop In	All About You Healthcare	Blaine	3
11/8/2007	Drop In	Christine Professional HomeCare	Blaine	1
11/8/2007	Drop In	HighlandCare, Inc	Blaine	4
11/8/2007	Presentation	Appollo High School	St. Cloud	22
11/13/2007	Drop In	New Millennium Healthcare	Spring Lake Park	5
11/13/2007	Drop In	Nursing Excellence Corporation	Spring Lake Park	1
11/13/2007	Drop In	Osborne Apartments, Inc.	Spring Lake Park	3
11/14/2007	Presentation	Alanen Precast Concrete	Cloquet	3
11/14/2007	Presentation	Business Network International	Duluth	20
11/15/2007	Drop In	Heritage Hall, Masonic Home	Bloomington	2
11/15/2007	Drop In	Martin Luther Manor - Highland	Bloomington	2
11/15/2007	Drop In	The James, Inc.	Bloomington	1
11/15/2007	Drop In	West Bloomington Residence	Bloomington	3
11/19/2007	Presentation	Earl Brown Elementary	Brooklyn Center	150
11/20/2007	Drop In	Creekside Senior Community Services	Bloomington	4
11/20/2007	Drop In	Presbyterian Homes - The Commons	Bloomington	3
11/20/2007	Drop In	Fairview Homecare and Hospice	Bloomington	5
11/20/2007	Drop In	Destiny Home Care Services, Inc.	Bloomington	2
11/26/2007	Presentation	Home Educators Resource Organization	Forrest Lake	8
11/27/2007	Drop In	Breck Home Residential Care	Bloomington	3
11/27/2007	Drop In	Right At Home	Bloomington	4
11/27/2007	Drop In	Friendship Village of Bloomington	Bloomington	4
11/29/2007	Presentation	Carlson Wagonlit Travel Agency	Blaine	2
12/4/2007	Drop In	Hennepin Home Health Care	Brooklyn Park	2
12/5/2007	Drop In	Law Office of Yvonne Novak	Duluth	1
12/5/2007	Drop In	Hanft Fride Attorneyat Law	Duluth	1
12/5/2007	Drop In	Chiropractic Care	Duluth	1
12/5/2007	Drop In	US Bank	Duluth	1
12/5/2007	Drop In	Veterans' Memorial Hall	Duluth	1

<b>Date</b>	<b>Type of Outreach</b>	<b>Location</b>	<b>City</b>	<b>Number of Participants</b>
12/6/2007	Drop In	All Home Health, Inc.	Bloomington	4
12/6/2007	Drop In	Firstat Nursing Service	Bloomington	1
12/6/2007	Drop In	Professional Resource Network Home Healthcare	Bloomington	6
12/6/2007	Drop In	Community Healthcare Charities	Bloomington	2
12/6/2007	Drop In	Eldercare Alliance	Bloomington	2
12/6/2007	Drop In	Amerimed Homecare, Inc.	Bloomington	4
12/6/2007	Drop In	Sunshine Care, Inc	Bloomington	1
12/6/2007	Drop In	Utmost Care Health Services	Bloomington	1
12/6/2007	Drop In	Senior Helpers	Bloomington	3
12/7/2007	Meeting	DHHS Advisory Committee	Mankato	8
12/10/2007	Meeting	DHHS Advisory Committee - Metro	Little Canada	9
12/11/2007	Presentation	Comforts of Home at Blaine	Blaine	21
12/12/2007	Social Event	Saxon Lanes	Roseville	35
12/13/2007	Presentation	Right at Home	Bloomington	10
12/18/2007	Presentation	Graff Enterprises	Coon Rapids	1
12/18/2007	Presentation	Meadow Lake Elementary Reception	New Hope	1
12/19/2007	Presentation	Prepaid Legal Services, Inc.	Brooklyn Park	1
12/20/2007	Presentation	Courtyards of Andovers	Andover	42
12/20/2007	In Home Demonstration	Consumer's Home	Plymouth	2
12/26/2007	Drop In	Home Healthcare, Inc.	Golden Valley	3
12/26/2007	Drop In	Homewatch Homecare	Golden Valley	2
12/26/2007	Drop In	Sunrise of Golden Valley	Golden Valley	4
12/27/2007	Presentation	Rawlands Electric, Inc.	Andover	1
12/31/2007	Presentation	Dunrite Concrete	Champlin	2
1/7/2008	Presentation	Tony the Painter	Brooklyn Park	1
1/8/2008	Drop In	Spring Green Lawn Care	Hasting	1
1/8/2008	Drop In	Westview Law Center	Hasting	1
1/8/2008	Drop In	Weierke Chiropractic	South St. Paul	1
1/8/2008	Drop In	Zenk Dental Associates	South St. Paul	1
1/9/2008	Drop In	DaisyBlue Naturals	West. St. Paul	1
1/10/2008	Presentation	Nails D'Lux	Coon Rapids	1
1/14/2008	Presentation	Coon Rapids High School	Coon Rapids	22
1/14/2008	Presentation	Coon Rapids High School	Coon Rapids	26
1/15/2008	Presentation	Coon Rapids High School	Coon Rapids	24
1/15/2008	Presentation	Coon Rapids High School	Coon Rapids	19
1/15/2008	Presentation	Urology Associates	Edina	2
1/17/2008	In Home Demonstration	Consumer's Home	Brooklyn Park	2
1/17/2008	Meeting	Minnesota Employment Advisory Committee	St. Paul	14
1/22/2008	Drop In	Accountable Homecare	Elk River	4
1/22/2008	Drop In	Guardian Angels Residence	Elk River	6
1/22/2008	Drop In	Your Way HomeCare	Elk River	2
1/22/2008	Drop In	Elk River Senior Activities Center	Elk River	4
1/23/2008	Drop In	Granite Mortgage Finance	St. Paul	1
1/24/2008	In Home Demonstration	Consumer's Home	St. Paul	2
1/24/2008	Drop In	Pathways on the Park	St. Paul	2
1/24/2008	Drop In	St. Paul Library	St. Paul	2
1/29/2008	Drop In	Summerwood	Plymouth	4
1/29/2008	Drop In	Vicksburg Crossing	Plymouth	2
1/29/2008	Drop In	Bassett Creek Commons	Plymouth	1
1/29/2008	Drop In	Ometta Vent Care Services, Inc.	Plymouth	1
1/29/2008	Drop In	Right at Home	Plymouth	3

<b>Date</b>	<b>Type of Outreach</b>	<b>Location</b>	<b>City</b>	<b>Number of Participants</b>
1/31/2008	Drop In	Peterson HomeCare	Plymouth	3
1/31/2008	Drop In	Plymouth Community Library	Plymouth	6
1/31/2008	Drop In	Hearing Help Audiology	Plymouth	1
1/31/2008	Drop In	Good Samaritan Transportation, Inc.	Plymouth	2
1/31/2008	Drop In	Soundpoint Audiology and Hearing Services	Plymouth	5
1/31/2008	Drop In	Swenson Custom Media, Inc.	Oak Grove	1
2/1/2008	In Home Demonstration	Rehabilitation Services	St. Paul	3
2/2/2008	Presentation	American Legion	Waite Park	23
2/2/2008	Presentation	Thompson Hall-Mass Meeting	St. Paul	45
2/5/2008	Meeting	DHHS Advisory Committee - Northeast	Duluth	14
2/5/2008	Meeting	Deaf & Hard of Hearing Professionals	Duluth	11
2/5/2008	Drop In	Radisson Hotel	Duluth	1
2/6/2008	Presentation	Innovative Plumbing Solutions	Blaine	2
2/8/2008	Presentation	Lifetrack Resources	St. Paul	7
2/8/2008	Drop In	Gayle's Travel Agent	St. Paul	1
2/9/2008	Presentation	Hearing Loss Association	Bloomington	28
2/12/2008	In Home Demonstration	Consumer's Home	Oakdale	2
2/12/2008	Drop In	Oak Meadows	Oakdale	4
2/12/2008	Drop In	Oakdale Branch Library	Oakdale	2
2/13/2008	Drop In	Wells Fargo Bank	St. Cloud	1
2/13/2008	Drop In	Central MN Community Foundation	St. Cloud	2
2/13/2008	Drop In	Chamber of Commerce	St. Cloud	2
2/13/2008	Drop In	Tri-Cap	St. Cloud	1
2/13/2008	Drop In	Wells Fargo Bank	St. Cloud	2
2/14/2008	Drop In	Northwest Home Healthcare	Oakdale	1
2/14/2008	Drop In	Echo Ridge	Oakdale	4
2/14/2008	Drop In	Oak Terrace	Oakdale	1
2/19/2008	Presentation	Guardian Angel Church	Oakdale	20
2/21/2008	Drop In	Sure Comfort Healthcare	Oakdale	3
2/21/2008	Drop In	Prosource St. Paul Home Healthcare	Oakdale	1
2/21/2008	Drop In	Trusted Home Healthcare	Oakdale	1
2/21/2008	Drop In	Century North Apartments	Oakdale	1
2/21/2008	Drop In	Eastwood Village	Oakdale	5
2/25/2008	Presentation	Century College	Maplewood	8
2/27/2008	Presentation	Mark's Plumbing Service and Repair	Golden Valley	2
2/29/2008	Presentation	USA Karate	Brooklyn Center	2
3/4/2008	Drop In	Birchwood Arbors	Forest Lake	2
3/4/2008	Drop In	Birchwood Health Care Center	Forest Lake	2
3/4/2008	Drop In	Elder Haven Homes	Forest Lake	1
3/4/2008	Presentation	Century College	White Bear Lake	9
3/5/2008	Presentation	Granite Mortgage & Construction Finance	St. Paul	4
3/6/2008	Drop In	Evercare Service, Inc.	Forest Lake	1
3/6/2008	Drop In	Life Senior Care	Forest Lake	1
3/6/2008	Drop In	Windy Acres Assisted Living, Inc.	Forest Lake	1
3/6/2008	Drop In	Avada Hearing	Forest Lake	1
3/6/2008	Presentation	First Plan of Minnesota	Duluth	20
3/6/2008	Meeting	Deaf & Hard of Hearing Professionals	Duluth	16
3/7/2008	Drop In	Duluth Chamber of Commerce	Duluth	1
3/7/2008	Drop In	Maplewood Toyota	Maplewood	1
3/7/2008	Social Event	St. Paul Technical College - Deaf Culture Salon	St. Paul	30
3/11/2008	Drop In	Hugo Assisted Living	Hugo	1

<b>Date</b>	<b>Type of Outreach</b>	<b>Location</b>	<b>City</b>	<b>Number of Participants</b>
3/11/2008	Drop In	Human Care, Inc.	Hugo	1
3/11/2008	Drop In	Meadows on Fairview	Wyoming	4
3/11/2008	Drop In	Affinity Plus	St. Paul	1
3/11/2008	Drop In	Wyoming Area Giese Memorial Library	Wyoming	4
3/13/2008	Drop In	Parmly Lifepointes	Chisago City	5
3/13/2008	Drop In	Fairview Lakes Homecare and Hospice	Chisago City	6
3/13/2008	Drop In	Vindauga View Assisted Living	Chisago City	2
3/13/2008	Drop In	Pointe Pleasant Heights	Chisago City	3
3/13/2008	Drop In	Parmly Lakeview Apartments	Chisago City	4
3/18/2008	Presentation	Ottomeyer Clinic	Forest Lake	3
3/19/2008	Presentation	Three River Park District	Bloomington	22
3/20/2008	Presentation	Ucare Minnesota	Minneapolis	4
3/20/2008	Meeting	Deaf Seniors (Thompson Hall)	St. Paul	28
3/20/2008	Exhibition	Hearing Parents of Deaf & Hard of Hearing Children	Monticello	28
3/25/2008	Meeting	Metropolitan Airports Commission	Minneapolis	4
3/25/2008	Presentation	Minneapolis Radiology	Robbinsdale	2
3/25/2008	Drop In	North Memorial Home Healthcare and Hospice	Robbinsdale	7
3/26/2008	Meeting	Moorhead Relay Center	Moorhead	8
3/27/2008	Meeting	DHS - Deaf and Hard of Hearing Service Division	Crookston	7
3/27/2008	Drop In	Crystal Senior Center	Crystal	3
3/27/2008	Drop In	Rockford Road Area Library	Crystal	3
3/28/2008	Meeting	DHS - Deaf and Hard of Hearing Service Division	Mankato	13
3/31/2008	Presentation	Together Dating Service	Edina	2
4/1/2008	Meeting	Qwest Advisory Committee	Minneapolis	12
4/2/2008	Exhibit	Mystic Lake Senior Spring Show	Prior Lake	600
4/3/2008	Exhibit	Mystic Lake Senior Spring Show	Prior Lake	600
4/5/2008	Presentation	Appliance Recycling Center of America, Inc.	St. Louis Park	8
4/7/2008	Presentation	Douglas County Elder Network	Alexandria	48
4/7/2008	Drop In	Douglas County Library	Alexandria	1
4/7/2008	Drop In	Clearwater Suites	Alexandria	1
4/7/2008	Drop In	Vikingland Home Healthcare, Inc.	Alexandria	1
4/10/2008	In Home Demonstration	Consumer's Home	St. Paul	2
4/10/2008	Drop In	Riverview Highlands Apartments	St. Paul	1
4/11/2008	Drop In	Community Medical Center	Marshall	2
4/11/2008	Drop In	Hearing & Speech Center	Marshall	3
4/11/2008	Drop In	Avera Regional Medical Center	Marshall	2
4/11/2008	Drop In	General Services Division	Marshall	1
4/15/2008	In Home Demonstration	Consumer's Home	Apple Valley	1
4/15/2008	Drop In	Apple Valley Villa	Apple Valley	3
4/15/2008	Drop In	Godia Health Care Services	Apple Valley	1
4/15/2008	Drop In	Nagomi Health Services	Apple Valley	1
4/15/2008	Drop In	The Centennial House	Apple Valley	1
4/17/2008	Exhibit	Western National Insurance Retirement Fair	Edina	150
4/17/2008	Drop In	Western National Insurance Company	Edina	2
4/17/2008	Drop In	AAA Minnesota Corporate Sales	Burnsville	1
4/23/2008	Drop In	Golden Living Community	Wayzata	2
4/23/2008	Drop In	Meridian Manor	Wayzata	1
4/23/2008	Drop In	Wayzata Library	Wayzata	1
4/24/2008	Consumer Event	Deaf Seniors	St. Paul	38
4/25/2008	Exhibit	U of M - Continuing Education Center	St. Paul	40
4/29/2008	Drop In	Wireless Plus	Forest Lake	1

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4/29/2008	Drop In	Ness Electronics	St. Paul	1
4/29/2008	Presentation	Osseo Elementary School	Osseo	11
4/30/2008	Exhibit	Chisago County Senior Fair	North Branch	90
5/1/2008	Drop In	Chamber of Commerce	East Grand Forks	2
5/2/2008	Exhibit	Our Savior's Lutheran	East Grand Forks	45
5/3/2008	Exhibit	YMCA	Fergus Falls	18
5/6/2008	Presentation	Cobble Hill Apartments	Woodbury	10
5/6/2008	Drop In	Woodbury Estates	Woodbury	4
5/6/2008	Drop In	Woodbury Home Health Care	Woodbury	3
5/6/2008	Drop In	Woodbury Villa	Woodbury	1
5/7/2008	Drop In	Housing & Redevelopment Authority	Willmar	2
5/7/2008	Drop In	Kandiyohi County Administrator	Willmar	1
5/8/2008	In Home Demonstration	Consumer's Home	North Branch	1
5/8/2008	Drop In	North Branch Public Library	North Branch	1
5/9/2008	Drop In	Veteran's Service Office	Willmar	2
5/9/2008	Drop In	Work Force Center	Willmar	2
5/9/2008	Drop In	Chamber of Commerce	Willmar	2
5/10/2008	Drop In	Chamber of Commerce	Litchfield	1
5/13/2008	Presentation	Muller Manor	Hugo	11
5/15/2008	Exhibit	Range Senior Expo	Mt. Iron	200
5/20/2008	Presentation	Raymie Johnson Estates	Oak Park Heights	8
5/20/2008	Drop In	Human Services, Inc.	Stillwater	3
5/20/2008	Drop In	Stillwater Public Library	Stillwater	9
5/22/2008	In Home Demonstration	Consumer's Home	Forest Lake	2
5/27/2008	Drop In	Boutwell's Landing	Stillwater	6
5/27/2008	Drop In	Oak Ridge Place	Stillwater	4
5/27/2008	Drop In	Golden Living Center, Greeley	Stillwater	1
5/27/2008	Drop In	Golden Living Center, Linden	Stillwater	4
5/29/2008	Presentation	Mulla Insurance Agency, Inc.	Brooklyn Park	3
5/29/2008	Drop In	Taj Salon and Spa	Brooklyn Park	4
5/29/2008	Drop In	LA Fitness	Brooklyn Park	2
5/29/2008	Drop In	Edina Realty	Champlin	3
5/29/2008	Drop In	Anoka Hennepin Credit Union	Champlin	3
6/3/2008	Presentation	U-Haul of Coon Rapids	Coon Rapids	5
6/3/2008	Drop In	Millavetz, Gallop and Millavetz, PA	Coon Rapids	2
6/3/2008	Presentation	Coon Rapids Pet Hospital	Coon Rapids	5
6/4/2008	Social Event	Families/Children with Vision and Hearing Loss	Shoreview	26
6/5/2008	Presentation	Pioneer Apartments	St. Paul Park	14
6/5/2008	Drop In	Comfort Keepers	Cottage Grove	1
6/6/2008	Drop In	Wells Fargo Bank	Maplewood	2
6/10/2008	In Home Demonstration	Consumer's Home	Burnsville	2
6/10/2008	Drop In	The Rivers	Burnsville	1
6/10/2008	Drop In	The Arbors at Ridges	Burnsville	2
6/10/2008	Drop In	Countryside TLC	Burnsville	1
6/11/2008	Meeting	Qwest Advisory Committee	Minneapolis	12
6/11/2008	Presentation	The Swimmin' Hole	Fridley	1
6/12/2008	Presentation	Oak Meadows	Oakdale	20
6/12/2008	Drop In	Home Free	Oakdale	1
6/13/2008	Drop In	3M Center Building	St. Paul	1
6/17/2008	Presentation	Sets Design, Inc.	New Hope	2
6/18/2008	In Home Demonstration	Consumer's Home	St. Paul	1

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6/18/2008	Presentation	St. Paul Technical College	St. Paul	24
6/19/2008	Drop In	Alterra Clare Bridge of North Oaks	North Oaks	3
6/19/2008	Drop In	Presbyterian Homes of North Oaks	North Oaks	6
6/19/2008	Drop In	Communities of Care	Shoreview	2
6/20/2008	Presentation	College of Saint Benedict	St. Joseph	20
6/20/2008	Presentation	College of Saint Benedict	St. Joseph	18
6/21/2008	Presentation	College of Saint Benedict	St. Joseph	23
6/24/2008	In Home Demonstration	Consumer's Home	Vadnais Heights	4
6/24/2008	Drop In	Lifespan Home Care Services	Vadnais Heights	1
6/24/2008	Drop In	Vintage Moments LLC	Vadnais Heights	3
6/25/2008	Meeting	Forum on Employment Services for Disabilities	Golden Valley	28
6/26/2008	Presentation	Ann Bodlivik Apartments	Stillwater	8
6/26/2008	Drop In	Cedar Ridge	Stillwater	1
6/26/2008	Presentation	St. Cloud Work Force Center	St. Cloud	25
6/26/2008	Drop In	Rehabilitation Services	St. Cloud	1
7/2/2008	Drop In Visit	Sarpino's Pizzeria	Champlin	2
7/8/2008	Presentation	Calvary Apartments	Golden Valley	18
7/8/2008	Drop In Visit	Country Villa	Golden Valley	2
7/8/2008	Drop In Visit	Hawthorne House	Golden Valley	2
7/9/2008	Drop In Visit	City of New Ulm	New Ulm	2
7/9/2008	Drop In Visit	Wells Fargo Bank	New Ulm	3
7/9/2008	Drop In Visit	New Ulm Chamber of Commerce	New Ulm	1
7/9/2008	Drop In Visit	Minnesota Valley Action Council	New Ulm	2
7/10/2008	Drop In Visit	La Bonne Vie Home Health	Golden Valley	1
7/10/2008	Drop In Visit	Meridian Services, Inc.	Golden Valley	2
7/10/2008	Drop In Visit	Mayfair Home Health Services	Golden Valley	1
7/12/2008	Social Event	Hearing Loss Association of MN	Maplewood	24
7/15/2008	In Home Demonstration	Consumer's Home	Golden Valley	1
7/15/2008	Presentation	Harris Communications	Eden Prairie	5
7/17/2008	Presentation	Family Chiropractic	Brooklyn Park	3
7/18/2008	In Home Troubleshooting	Consumer's Home	Golden Valley	1
7/22/2008	Presentation	Elk River Senior Center	Elk River	22
7/22/2008	Drop In Visit	Catered Care Services	Elk River	2
7/22/2008	Drop In Visit	Metrowide Home Care	Elk River	1
7/22/2008	Drop In Visit	Your Way Home Care	Elk River	3
7/24/2008	Drop In Visit	Park Dental Edinbrook	Brooklyn Park	2
7/29/2008	In Home Demonstration	Consumer's Home	Elk River	2
7/29/2008	Drop In Visit	Napa Auto Parts	Elk River	5
7/29/2008	Drop In Visit	Greater Minnesota Credit Union	Elk River	3
7/29/2008	Drop In Visit	Guardian Angels by the Lake	Elk River	3
7/29/2008	Drop In Visit	Prestige Living Home Care	Elk River	1
7/30/2008	Drop In Visit	Veterans Services	St. Peter	1
7/30/2008	Drop In Visit	Nicollet County Public Health	St. Peter	2
7/30/2008	Drop In Visit	St. Peter Social Services	St. Peter	1
7/30/2008	Drop In Visit	Soderlund Drug	St. Peter	1
7/30/2008	Drop In Visit	Nicollet County Emergency Management	St. Peter	1
8/5/2008	In Home Demonstration	Consumer's Home	Eagan	2
8/5/2008	Drop In Visit	Alliance Health Care	Eagan	8
8/5/2008	Drop In Visit	Hope in Abilities Services, Inc.	Eagan	1
8/5/2008	Drop In Visit	Omega Health Services, Inc.	Eagan	1
8/5/2008	Drop In Visit	Touching Hearts at Home	Eagan	3

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8/5/2008	Presentation	Lifespring Chiropractic	Eagan	3
8/7/2008	Drop In Visit	Alterra Clare Bridge of Eagan	Eagan	4
8/7/2008	Drop In Visit	MVR Home Care, Inc.	Eagan	3
8/7/2008	Drop In Visit	The Commons on Maurice	Eagan	8
8/7/2008	Drop In Visit	Quality Hearing Systems	Eagan	2
8/7/2008	Drop In Visit	Cardenas Friendship House	Eagan	4
8/7/2008	Drop In Visit	Wescott Community Library	Eagan	6
8/12/2008	Drop In Visit	Office Max	Brooklyn Park	3
8/12/2008	Presentation	Ramsey County Child Support Enforcement	St. Paul	129
8/13/2008	In Home Demonstration	Consumer's Home	Elk River	2
8/14/2008	Drop In Visit	Prism Mortgage, Inc.	Minneapolis	2
8/18/2008	Drop In Visit	Goodman Jewelers	Brooklyn Center	3
8/19/2008	Drop In Visit	Metropolitan State University	St. Paul	2
8/21/2008	Exhibition	Goodhue County Special Education	Red Wing	45
8/21/2008	Booth	Minnesota State Fair	Falcon Heights	920
8/22/2008	Presentation	Parent In Community Action Head Start	Minneapolis	24
8/22/2008	Booth	Minnesota State Fair	Falcon Heights	920
8/23/2008	Booth	Minnesota State Fair	Falcon Heights	920
8/24/2008	Booth	Minnesota State Fair	Falcon Heights	920
8/25/2008	Booth	Minnesota State Fair	Falcon Heights	920
8/26/2008	Booth	Minnesota State Fair	Falcon Heights	920
8/27/2008	Booth	Minnesota State Fair	Falcon Heights	920
8/28/2008	Booth	Minnesota State Fair	Falcon Heights	920
8/29/2008	Booth	Minnesota State Fair	Falcon Heights	920
8/30/2008	Booth	Minnesota State Fair	Falcon Heights	920
8/31/2008	Booth	Minnesota State Fair	Falcon Heights	920
9/1/2008	Booth	Minnesota State Fair	Falcon Heights	920
9/4/2008	Presentation	Walgreens Pharmacy	Blaine	2
9/4/2008	Drop In	Vinbel Health Care Services	Blaine	1
9/4/2008	Drop In	Christine Professional Home Care, Inc.	Blaine	1
9/8/2008	Presentation	Humboldt Senior High School	St. Paul	26
9/9/2008	Presentation	Anoka Ramsey Community College	Coon Rapids	29
9/9/2008	Presentation	Minneapolis Community Technical College	Minneapolis	33
9/9/2008	Presentation	Enterprise Rentals	Spring Lake Park	4
9/9/2008	Drop In	New Millennium Healthcare	Spring Lake Park	1
9/11/2008	Meeting	Qwest Advisory Committee	Minneapolis	10
9/11/2008	Meeting	Minnesota Employment Center	St. Paul	11
9/13/2008	Social Event	Hard-of-Hearing ALOHA	Shoreview	24
9/16/2008	In Home Demonstration	Consumer's Home	Maplewood	1
9/16/2008	Drop In	Esslings Home Plus, Inc.	Maplewood	2
9/16/2008	Drop In	Healthstar Home Health	Maplewood	1
9/18/2008	Presentation	Great Clips	Blaine	3
9/18/2008	Drop In	A Time for Help	Lino Lakes	1
9/20/2008	Exhibition	Crowne Plaza River Front	St. Paul	45
9/23/2008	Presentation	Allied Waste, Inc.	Eden Prairie	9
9/23/2008	Drop In	Aging Joyfully	Eden Prairie	1
9/23/2008	Drop In	Quality Lifecare Solutions	Eden Prairie	1
9/24/2008	Meeting	Rehabilitation Services	St. Cloud	26
9/24/2008	Drop In	Walgreens Pharmacy	St. Cloud	1
9/25/2008	Presentation	Lifetrack	St. Paul	28
9/25/2008	In Home Demonstration	Consumer's Home	Fridley	2

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9/25/2008	Drop In	Comfort Keepers	Fridley	1
9/25/2008	Drop In	Midland Enterprises	Fridley	2
9/30/2008	Presentation	CVS Pharmacy	Fridley	4
9/30/2008	Drop In	Pride in Living Healthcare, Inc.	Fridley	1
9/30/2008	Drop In	Angels Home Care	Fridley	1
10/6/2008	Presentation	Cub Pharmacy	Brooklyn Park	3
10/7/2008	Presentation	Brooklyn Park Chiropractic	Brooklyn Park	2
10/7/2008	Drop In	St. Therese at Oxbow Lake	Brooklyn Park	4
10/8/2008	Meeting	Professional Deaf & Hard of Hearing	Duluth	15
10/9/2008	Presentation	Walgreens Pharmacy	White Bear Lake	5
10/9/2008	Drop In	Cerenity Residence	White Bear Lake	1
10/9/2008	Drop In	Visiting Angels	White Bear Lake	1
10/11/2008	Social Event	Hearing Loss of America	Egan	17
10/13/2008	Presentation	Blossoms of Champlin	Champlin	2
10/13/2008	Presentation	Furry Tails Grooming Salon	Champlin	4
10/16/2008	Exhibit	Northern Voices (school for children with hearing loss)	Roseville	38
10/16/2008	Exhibit	Duluth Senior Expo	Duluth	1,100
10/17/2008	Drop In	Sam's Club	St. Louis Park	1
10/17/2008	Drop In	Meadowbrook Pharmacy	St. Louis Park	1
10/17/2008	Drop In	Park Nicollet Clinic	St. Louis Park	1
10/18/2008	Exhibit	Minnesota Registry of Interpreters for the Deaf	Brooklyn Park	45
10/18/2008	Exhibit	Minnesota Registry of Interpreters for the Deaf	Brooklyn Park	45
10/20/2008	Presentation	Sam's Club	St. Louis Park	28
10/20/2008	Drop In	Cleaners One	Champlin	2
10/20/2008	Presentation	Sharp Vision	Champlin	3
10/21/2008	Exhibit	East Side Senior Fair	Minneapolis	70
10/23/2008	In Home Demonstration	Consumer's Home	Brooklyn Park	2
10/24/2008	In Home Demonstration	Consumer's Home	Minneapolis	1
10/25/2008	Presentation	Rochester Deaf Club	Rochester	42
10/28/2008	In Home Demonstration	Consumer's Home	Hugo	1
10/28/2008	Drop In	Chandler Place Home Healthcare	St. Anthony	1
10/28/2008	Drop In	Goodness and Mercy Health Services	New Brighton	1
10/31/2008	In Home Demonstration	Consumer's Home	Fridley	2
10/31/2008	Drop In	Bridges Health Care Service	Little Canada	1
10/31/2008	Drop In	Garden Terrace	Little Canada	1
11/4/2008	Presentation	Snyder's Drug Store	New Hope	4
11/4/2008	Drop In	Carolyn's Taking Care	New Hope	1
11/4/2008	Drop In	Touchstone Assisted Living	New Hope	1
11/5/2008	Exhibition	Education Service Center	Rochester	36
11/6/2008	Presentation	Unity Hospital	Fridley	5
11/6/2008	Presentation	Transmission Shop, Inc.	New Hope	5
11/6/2008	Drop In	Ambassador Good Samaritan Health Care	New Hope	2
11/6/2008	Drop In	Nurturing Care, Inc.	New Hope	1
11/7/2008	Meeting	Qwest Advisory Committee	Minneapolis	12
11/8/2008	Drop In	Cub Foods	St. Louis Park	2
11/9/2008	Drop In	Walgreens Pharmacy	Hopkins	1
11/10/2008	Drop In	City of North St. Paul	North St. Paul	1
11/11/2008	Presentation	National Salon Supply	Minneapolis	4
11/11/2008	Drop In	Gentle Touch Health Initiatives, Inc.	Golden Valley	2
11/11/2008	Drop In	International Health Care Services	Golden Valley	1
11/12/2008	Presentation	Earl Brown Elementary School	Brooklyn Center	35

Date	Type of Outreach	Location	City	Number of Participants
11/12/2008	Presentation	Earl Brown Elementary School	Brooklyn Center	30
11/12/2008	Presentation	Earl Brown Elementary School	Brooklyn Center	21
11/13/2008	Presentation	Animal Humane Society	Golden Valley	5
11/13/2008	Drop In	Care Plus Home Health	Golden Valley	1
11/13/2008	Drop In	Heritage House Assisted Living	Golden Valley	1
11/15/2008	Social Event	DeafBlind Banquet	Fridley	45
11/18/2008	Presentation	Century College	White Bear Lake	10
11/18/2008	In Home Demonstration	Consumer's Home	Crystal	2
11/19/2008	In Home Troubleshooting	Consumer's Home	Lauderdale	1
11/20/2008	In Home Troubleshooting	Consumer's Home	Fridley	2
11/24/2008	Drop In	Toy R Us	St. Paul	1
11/24/2008	Drop In	Kohl's Department Store	Maplewood	1
11/25/2008	Drop In	Copperfield Hill Apartments	Robbinsdale	4
11/26/2008	Presentation	Snyder's Drug Store	Champlin	2
11/26/2008	Drop In	Home Sweet Homecare of MN	Champlin	1
1/6/2009	Drop In	Hamline Midway Library	St. Paul	5
1/6/2009	Drop In	Wilder Square Apartments	St. Paul	1
1/6/2009	Drop In	Rondo Community Outreach Library	St. Paul	3
1/8/2009	Drop In	Care For Me Nursing Services	St. Paul	2
1/8/2009	Drop In	Efficient Medical Services, Inc.	St. Paul	1
1/8/2009	Drop In	Morning Star Health Care	St. Paul	1
1/9/2009	Drop In	Arrow Ace Hardware	St. Peter	1
1/9/2009	Presentation	St. Peter Library	St. Peter	2
1/13/2009	Presentation	Edina Realty Maple Grove	Maple Grove	6
1/15/2009	Drop In	North St. Paul Community Center	North St. Paul	3
1/15/2009	Drop In	Ramsey County Library	North St. Paul	2
1/15/2009	Drop In	Franklyn Park Apartments	North St. Paul	1
1/15/2009	Drop In	Condominiums of Oak Hill	North St. Paul	2
1/19/2009	Drop In	Cherokee Ace Hardware	Brooklyn Park	1
1/19/2009	Presentation	Hennepin County Library	Brooklyn Center	2
1/19/2009	Drop In	Hennepin County Social Services	Brooklyn Center	1
1/19/2009	Drop In	Community Corrections/Probations	Brooklyn Center	1
1/19/2009	Drop In	Target Store	Brooklyn Center	1
1/21/2009	Drop In	Allina Home Care	St. Paul	1
1/21/2009	Drop In	Axis Health Care	St. Paul	2
1/22/2009	Presentation	First Site Staffing	North St. Paul	3
1/22/2009	Drop In	Metropolitan Area Agency on Aging	North St. Paul	6
1/22/2009	Drop In	MN Workforce Center	North St. Paul	3
1/27/2009	In Home Troubleshooting	Consumer's Home	Maplewood	3
1/27/2009	Drop In	Brightstar Home Health Care	Maplewood	3
1/27/2009	Drop In	Healthstar Home Health	Maplewood	4
1/28/2009	Drop In	CVS Pharmacy	New Hope	1
1/28/2009	Presentation	North Ridge Apartment & Assisted Living	New Hope	3
1/28/2009	Presentation	North Ridge care Center	New Hope	2
1/29/2009	Presentation	Kohl's Customer Service	Maple Grove	4
1/29/2009	Presentation	Cub Pharmacy	Maple Grove	5
1/29/2009	Drop In	Now Express Care Clinic	Maple Grove	2
2/3/2009	Drop In	Amy Johnson Residence	St. Paul	1
2/3/2009	Drop In	Humboldt Apartments	St. Paul	2
2/3/2009	Presentation	Century College	St. Paul	12
2/5/2009	Drop In	Hall Young Plaza	St. Paul	4

<b>Date</b>	<b>Type of Outreach</b>	<b>Location</b>	<b>City</b>	<b>Number of Participants</b>
2/5/2009	Drop In	Cathedral Hill Homes	St. Paul	1
2/5/2009	Drop In	Martin Luther King Senior Center	St. Paul	6
2/6/2009	Exhibition	Minnesota State Academy for the Deaf	Faribault	28
2/7/2009	Meeting	Minnesota Association of Deaf Citizens	Faribault	16
2/10/2009	Presentation	Darts	West St. Paul	8
2/10/2009	Drop In	Clare Bridge of West St. Paul	West St. Paul	6
2/10/2009	Drop In	Samad Home Healthcare	West St. Paul	3
2/11/2009	Drop In	The Inn on Lake Superior	Duluth	2
2/11/2009	Drop In	Duluth Area Chamber of Commerce	Duluth	1
2/11/2009	Drop In	Holiday Inn	Duluth	3
2/11/2009	Drop In	Hermantown Area Chamber of Commerce	Duluth	2
2/12/2009	Drop In	Hmong and Laotian Health Care	West St. Paul	1
2/12/2009	Drop In	McClish Manor	West St. Paul	1
2/12/2009	Drop In	Phoenix Service Corporation	West St. Paul	4
2/13/2009	Meeting	Metro Airport Commission	St. Paul	8
2/17/2009	Presentation	Southview Senior Living	West St. Paul	6
2/17/2009	Drop In	Walker at Westwood Ridge	West St. Paul	2
2/19/2009	Social Event	Minnesota Deaf Senior Citizens	St. Paul	45
2/19/2009	Presentation	Walgreens	St. Paul	4
2/19/2009	Drop In	Pearle Vision Center	St. Paul	2
2/20/2009	Drop In	White Way	St. Paul	1
2/24/2009	Presentation	Century College	St. Paul	4
2/24/2009	In Home Demonstration	Consumer's Home	Shoreview	3
2/26/2009	Presentation	AutoZone	West St. Paul	4
2/26/2009	Presentation	Salon Level	St. Paul	2
2/26/2009	Drop In	St. Paul YWCA	St. Paul	3
3/3/2009	Presentation	Associated Bank	St. Louis Park	2
3/3/2009	Drop In	Maxim Healthcare Services	St. Louis Park	3
3/3/2009	Drop In	Intrepid USA Healthcare Services	St. Louis Park	5
3/4/2009	Meeting	Legislative Day at the Capitol	St. Paul	35
3/5/2009	Drop In	Asian Home Care, Inc.	St. Paul	2
3/5/2009	Drop In	My Home Healthcare, Inc.	St. Paul	1
3/10/2009	Meeting	Qwest Advisory Committee	Minneapolis	13
3/10/2009	Presentation	Spa Medical Center	St. Louis Park	3
3/10/2009	Drop In	Care reminders Homecare	St. Louis Park	3
3/10/2009	Drop In	Aviv Healthcare, Inc.	St. Louis Park	3
3/10/2009	Presentation	Century College	White Bear Lake	4
3/12/2009	Drop In	Hamilton House	St. Louis Park	4
3/12/2009	Drop In	St. Louis Park Senior Programs	St. Louis Park	7
3/12/2009	Drop In	Menorah Plaza	St. Louis Park	2
3/17/2009	Meeting	DHHS Advisory Committee - Northeast	Duluth	9
3/17/2009	Presentation	Klein McCarthy Architects	St. Louis Park	3
3/17/2009	Drop In	Matrix Team Home Care	St. Louis Park	6
3/19/2009	Meeting	Minnesota Deaf Senior Citizens	St. Paul	35
3/19/2009	Presentation	FedEx/Kinko's	Edina	3
3/19/2009	Drop In	South Haven Apartments	Edina	1
3/19/2009	Drop In	Walker Elder Suites	Edina	6
3/20/2009	Drop In	C&S Supply Company	Mankato	1
3/20/2009	Drop In	Diamond Vogel Paints	Mankato	1
3/20/2009	Drop In	Central Concrete Inc.	Mankato	2
3/20/2009	Drop In	Country Inn & Suites	Mankato	3

<b>Date</b>	<b>Type of Outreach</b>	<b>Location</b>	<b>City</b>	<b>Number of Participants</b>
3/20/2009	Drop In	U S Bank	Mankato	2
3/20/2009	Meeting	DHHS Advisory Committee - Southwest	Mankato	6
3/21/2009	Meeting	DHHS Advisory Committee - Southeast	Rochester	8
3/24/2009	Presentation	North St. Paul Community Center	North St. Paul	5
3/26/2009	Presentation	Consumer Credit Counseling of MN	St. Louis Park	3
3/26/2009	Drop In	Visiting Angels	St. Louis Park	6
3/26/2009	Drop In	Carefocus Corporation	St. Louis Park	5
3/27/2009	Exhibition	Hearing Loss Association of America	St. Cloud	60
3/28/2009	Exhibition	Deaf Nation Expo	Minneapolis	400
3/31/2009	Drop In	LivHome	St. Louis Park	7
3/31/2009	Drop In	Adult Help and Companion Care	St. Louis Park	1
4/2/2009	Presentation	Northridge Senior Apartments	New Hope	20
4/2/2009	Drop In	Nurturing Care	New Hope	2
4/2/2009	Drop In	Totalcare Assisted Living	New Hope	1
4/2/2009	Drop In	Touchstone Assisted Living Apartments	New Hope	1
4/2/2009	Meeting	DHHS Advisory Committee - West Central	Willmar	13
4/2/2009	Drop In	Lutheran Social Service	Willmar	3
4/3/2009	Presentation	Minnesota Masonic Home North Ridge	New Hope	18
4/7/2009	Presentation	Golden Agers	St. Paul	24
4/7/2009	Social Event	Hearing Loss Association Of America	Crystal	23
4/7/2009	Drop In	Courage Center	Minneapolis	1
4/9/2009	Presentation	Hamilton House	St. Louis Park	10
4/9/2009	Drop In	Around the Clock Home Care	St. Louis Park	1
4/9/2009	Drop In	Gentle Care, Inc.	St. Louis Park	1
4/14/2009	Presentation	North St. Paul Senior Center	North St. Paul	4
4/15/2009	Exhibition	College of Saint Catherine	St. Paul	34
4/16/2009	In Home Demonstration	Consumer's Home	Maplewood	1
4/16/2009	Drop In	Advocate Home Healthcare	Maplewood	2
4/16/2009	Drop In	Walker At Hazelridge	Maplewood	2
4/17/2009	Presentation	GNC Knollwood	St. Louis Park	1
4/20/2009	Drop In	Metro Dentist Care	Maplewood	1
4/21/2009	Presentation	Walgreen's Pharmacy	Eden Prairie	4
4/21/2009	Presentation	Fitness 19	Eden Prairie	3
4/21/2009	Drop In	Fantastic Sam's Hair Salon	Eden Prairie	3
4/21/2009	Drop In	Aging Joyfully	Eden Prairie	1
4/24/2009	Exhibition	Paraprofessionals in Education	Hutchinson	85
4/25/2009	Drop In	Hutchinson Community Hospital	Hutchinson	3
4/25/2009	Drop In	Edina Realty	Hutchinson	1
4/25/2009	Drop In	Fahey Sales & Appraisers	Hutchinson	1
4/25/2009	Drop In	Hutchinson Community Hospital	Hutchinson	1
4/25/2009	Exhibition	Paraprofessionals in Education	Hutchinson	175
4/30/2009	Presentation	People's Law Center	St. Paul	1
4/30/2009	Drop In	Care Planners, Inc.	St. Paul	2
4/30/2009	Drop In	Pathways to Community, Inc.	St. Paul	1
5/5/2009	Presentation	Edina Realty	Shakopee	4
5/5/2009	Drop In	Love Staffing Agency	Shakopee	2
5/5/2009	Drop In	The Gardens at St. Gertrude's	Shakopee	4
5/7/2009	Meeting	Minnesota Employment Center	St. Paul	14
5/7/2009	Presentation	Holiday Inn Express	Shakopee	3
5/7/2009	Drop In	Comfort Zone Companion Care	Shakopee	1
5/7/2009	Drop In	Shakopee Branch Library	Shakopee	4

<b>Date</b>	<b>Type of Outreach</b>	<b>Location</b>	<b>City</b>	<b>Number of Participants</b>
5/7/2009	Drop In	Levee Drive Apartments	Shakopee	2
5/8/2009	Meeting	DHHS Advisory Committee - Metro	St. Paul	1
5/10/2009	Drop In	With the Grain	Hugo	2
5/11/2009	Drop In	Maser Amundson	Minneapolis	1
5/12/2009	Meeting	DHHS Advisory Committee - Central	St. Cloud	8
5/12/2009	Drop In	CentraCare Health System	St. Cloud	1
5/12/2009	Presentation	Country Inn and Suites	Chanhassen	3
5/12/2009	Drop In	Chanhassen Senior Center	Chanhassen	4
5/12/2009	Drop In	Chanhassen Public Library	Chanhassen	3
5/13/2009	Meeting	Qwest Advisory Committee	Minneapolis	13
5/14/2009	Presentation	Kennedy Transmission Brake and Auto	Shakopee	2
5/14/2009	Drop In	Northridge Court	Shakopee	3
5/14/2009	Drop In	Visiting Angels	Shakopee	1
5/14/2009	Drop In	Audible Hearing Center	Shakopee	3
5/15/2009	Meeting	Metro Airport Commission	St. Paul	24
5/16/2009	Meeting	MN DeafBlind Association/Dept. of Transportation	St. Paul	42
5/19/2009	Presentation	Walgreen's Pharmacy	Chanhassen	4
5/19/2009	Drop In	Summerwood of Chanhassen	Chanhassen	4
5/19/2009	Drop In	Centennial Hill	Chanhassen	3
5/21/2009	Social Event	Deaf and Hard of Hearing Services Division	St. Paul	120
5/23/2009	Drop In	Maplewood Nature Center	Maplewood	2
5/26/2009	Presentation	Best Western River Inn and Suites	Chaska	3
5/26/2009	Drop In	River Gables Apartments	Chaska	2
5/26/2009	Drop In	Tranquil Living	Chaska	1
5/28/2009	Drop In	Chaska Public Library	Chaska	3
5/28/2009	Drop In	Talheim Apartments	Chaska	2
5/28/2009	Drop In	Auburn Courts	Chaska	5
5/29/2009	Exhibition	Health and Wellness Program	St. Paul	140
6/2/2009	Presentation	Prior Lake Pet Hospital	Prior Lake	4
6/2/2009	Drop-In	Prior Manor	Prior Lake	1
6/2/2009	Drop-In	Community Home Health, Inc.	Prior Lake	7
6/2/2009	Drop-In	Keystone Community of Prior Lake	Prior Lake	4
6/3/2009	Drop-In	State Services for the Blind	St. Paul	2
6/4/2009	Drop-In	Prior Lake Branch Library	Prior Lake	5
6/4/2009	Drop-In	Lakefront Plaza	Prior Lake	2
6/4/2009	Drop-In	Creekside Commons	Prior Lake	2
6/4/2009	Exhibition	National Association of Social Workers	St. Paul	175
6/5/2009	Exhibition	National Association of Social Workers	St. Paul	150
6/9/2009	Presentation	Comfort Inn Savage	Savage	4
6/9/2009	Drop-In	Savage Branch Library	Savage	3
6/9/2009	Drop-In	Discovery Home Care, Inc.	Savage	1
6/11/2009	Drop-In	Sarah Care Adult Day Services	Savage	3
6/11/2009	Drop-In	The Hamilton	Savage	2
6/11/2009	Drop-In	Lynn Court	Savage	4
6/11/2009	Drop-In	Glendale Place	Savage	2
6/18/2009	Booth	Hennepin County Fair	Corcoran	50
6/19/2009	Booth	Hennepin County Fair	Corcoran	125
6/19/2009	Exhibition	MN Association of Deaf Citizens Conference	St. Cloud	65
6/20/2009	Exhibition	MN Association of Deaf Citizens Conference	St. Cloud	45
6/20/2009	Booth	Hennepin County Fair	Corcoran	175
6/21/2009	Booth	Hennepin County Fair	Corcoran	50

Date	Type of Outreach	Location	City	Number of Participants
6/23/2009	In Home Demonstration	Consumer's Home	Savage	1
6/23/2009	Drop-In	Tires Plus	Savage	1
6/24/2009	Drop-In	Collaborative Law Institute	Edina	1
6/25/2009	Drop-In	Rehabilitation Services	Red Wing	1
6/25/2009	Presentation	Fantastic Sam's Salon	Coon Rapids	3
6/27/2009	Drop-In	Verde Strategies (Rain Barrel)	St. Paul	2
6/30/2009	Presentation	Roseanne's One Stop Body Shop	St. Louis Park	1
7/7/2009	In Home Demonstration	Consumer's Home	New Brighton	2
7/7/2009	Drop In	Visiting Angels	New Brighton	4
7/7/2009	Drop In	Palmer Drive Apartments	New Brighton	3
7/9/2009	Presentation	Snyder's Pharmacy	New Brighton	3
7/9/2009	Drop In	Meadow Wood Shores	New Brighton	2
7/9/2009	Drop In	Brightondale	New Brighton	2
7/11/2009	Social Event	Hearing Loss Association of America - Minneapolis	Minneapolis	14
7/14/2009	In Home Demonstration	Consumer's Home	Lino Lakes	2
7/16/2009	Exhibition	Deaf Senior Picnic	Fridley	45
7/16/2009	Presentation	River Gables	Chaska	10
7/21/2009	Presentation	AmericInn Waconia	Waconia	3
7/21/2009	Drop In	Lighthouse at Waconia	Waconia	2
7/21/2009	Drop In	Ridgeview Homecare Services	Waconia	4
7/21/2009	Drop In	Westview Acres Good Samaritan Community	Waconia	5
7/21/2009	Drop In	Evergreen Apartments	Waconia	5
7/22/2009	In Home Demonstration	Consumer's Home	Andover	1
7/23/2009	Presentation	Farmer's Insurance	Norwood Young America	2
7/23/2009	Drop In	Harbor at Peace Village	Norwood Young America	4
7/23/2009	Drop In	Norwood Young America Public Library	Norwood Young America	3
7/28/2009	Drop In	Walgreens	St. Paul	1
7/28/2009	Drop In	CVS Pharmacy	St. Paul	1
7/28/2009	Drop In	Oak Meadows	Oakdale	1
7/28/2009	Drop In	North East Neighborhoods - Block Nurse Program	St. Paul	2
7/28/2009	Drop In	Wells Fargo	Maplewood	1
7/28/2009	Presentation	Snyder's Pharmacy	Waconia	3
7/28/2009	Drop In	Maplecrest Commons	Waconia	2
7/28/2009	Drop In	Spruce Apartments	Waconia	1
7/28/2009	Drop In	The Crossings at Towne Centre	Waconia	3
7/28/2009	Drop In	Waconia Public Library	Waconia	3
7/28/2009	Booth	Washington County Fair	Lake Elmo	150
7/29/2009	Booth	Washington County Fair	Lake Elmo	150
7/30/2009	Presentation	Lighthouse of Columbia Heights	Columbia Heights	2
7/30/2009	Booth	Washington County Fair	Lake Elmo	150
7/31/2009	Booth	Washington County Fair	Lake Elmo	150
8/1/2009	Booth	Washington County Fair	Lake Elmo	300
8/2/2009	Booth	Washington County Fair	Lake Elmo	300
8/5/2009	Presentation	Sheraton Minneapolis West	Minnetonka	4
8/5/2009	Drop In	Ridgedale Public Library	Minnetonka	2
8/11/2009	Presentation	Advanced Spine Associates	Spring Lake Park	2
8/13/2009	Drop In	City County Federal Credit Union Call Center	Brooklyn Center	5
8/13/2009	Presentation	Evans Nordby Funeral Home	Brooklyn Center	4
8/18/2009	Drop In	Two Harbors Public Library	Two Harbors	2
8/18/2009	Drop In	Lakeview Memorial Hospital Homecare	Two Harbors	1
8/18/2009	Drop In	Superior Health Community Care	Two Harbors	1

Date	Type of Outreach	Location	City	Number of Participants
8/19/2009	Presentation	Bluefin Bay Resort	Tofte	2
8/19/2009	Presentation	Lamb's Resort	Schroeder	2
8/19/2009	Drop In	Silver Bay Public Library	Silver Bay	1
8/19/2009	Drop In	MN Veteran's Home - Silver Bay	Silver Bay	2
8/20/2009	Drop In	Cook County North Shore Nursing Home	Grand Marais	4
8/20/2009	Drop In	Sawtooth Ridges Senior Housing	Grand Marais	1
8/20/2009	Drop In	Grand Marais Public Library	Grand Marais	3
8/20/2009	Presentation	Larsen's Lakeview Cabins	Grand Marais	2
8/20/2009	Presentation	East Bay Suites	Grand Marais	4
8/20/2009	Drop In	Cook County Senior Center	Grand Marais	3
8/22/2009	Social Event	Hearing Loss Association of MN	Afton	18
8/25/2009	In Home Demonstration	Consumer's Home	St. Louis Park	1
8/25/2009	Drop In	Six Dimensions Counseling	Minneapolis	1
8/25/2009	Drop In	Minneapolis Intergroup	St. Louis Park	1
8/27/2009	Booth	Goodhue County Education District Resource Fair	Zumbrota	165
8/27/2009	Booth	Minnesota State Fair	Falcon Heights	1,333
8/28/2009	Booth	Minnesota State Fair	Falcon Heights	1,333
8/29/2009	Booth	Minnesota State Fair	Falcon Heights	1,333
8/30/2009	Booth	Minnesota State Fair	Falcon Heights	1,333
8/31/2009	Booth	Minnesota State Fair	Falcon Heights	1,333
9/1/2009	Booth	Minnesota State Fair	Falcon Heights	1,333
9/2/2009	Booth	Minnesota State Fair	Falcon Heights	1,333
9/3/2009	Booth	Minnesota State Fair	Falcon Heights	1,333
9/4/2009	Booth	Minnesota State Fair	Falcon Heights	1,333
9/5/2009	Booth	Minnesota State Fair	Falcon Heights	1,333
9/6/2009	Booth	Minnesota State Fair	Falcon Heights	1,333
9/7/2009	Booth	Minnesota State Fair	Falcon Heights	1,333
9/10/2009	Presentation	Chemical Dependency Program for Deaf & Hard of Hearing	Minneapolis	45
9/10/2009	Drop In	Augsburg College	Minneapolis	1
9/10/2009	In Home Demonstration	Consumer's Home	St. Paul	2
9/10/2009	Drop In	CVS Pharmacy	St. Paul	1
9/14/2009	Presentation	Anoka-Ramsey Community College	Coon Rapids	32
9/15/2009	In Home Demonstration	Consumer's Home	St. Paul	1
9/15/2009	Drop In	Super 8 Roseville	Roseville	1
9/16/2009	In Home Demonstration	Consumer's Home	Shoreview	2
9/16/2009	Drop In	Country Inn and Suites	Shoreview	2
9/18/2009	In Home Demonstration	Consumer's Home	Excelsior	3
9/18/2009	Presentation	Sonus Hearing	Excelsior	4
9/18/2009	Drop In	Encore Senior Home Care	Excelsior	1
9/18/2009	Drop In	Trinity Eldercare Services	Excelsior	1
9/22/2009	In Home Demonstration	Consumer's Home	Golden Valley	3
9/22/2009	Presentation	Walgreens Pharmacy	Golden Valley	2
9/23/2009	Meeting	DHSD Advisory Committee - Metro	St. Paul	13
9/24/2009	Exhibit	Metro Deaf School/Minnesota North Star Academy	St. Paul	300
9/25/2009	In Home Training	Consumer's Home	Excelsior	3
9/25/2009	Drop In	South Shore Park	Excelsior	2
9/25/2009	Drop In	Excelsior Community Library	Excelsior	4
9/25/2009	Drop In	Oak Meadows Senior Living	Oakdale	2
9/29/2009	In Home Demonstration	Consumer's Home	New Brighton	5
9/29/2009	Drop In	CVS Pharmacy	Minneapolis	2
9/29/2009	Drop In	White Way	St. Paul	1

Date	Type of Outreach	Location	City	Number of Participants
9/30/2009	Drop In	University of Minnesota - College of Education	St. Paul	1
9/30/2009	Drop In	Minnesota Citizens Concerns for Life	Minneapolis	2
10/1/2009	Drop In	Heartland Community Action Agency, Inc.	Cosmos	1
10/1/2009	Drop In	Renville County Courthouse / Dept. of Corrections	Olivia	2
10/1/2009	Drop In	Renville County Courthouse - Parole and Probation Agent	Olivia	1
10/1/2009	Drop In	Renville County Housing & Economic Development Authority	Olivia	1
10/1/2009	Drop In	Bird Island-Hawk Creek Mutual Insurance Company	Bird Island	1
10/6/2009	In Home Demonstration	Consumer's Home	Hugo	2
10/8/2009	In Home Training	Consumer's Home	Northfield	1
10/8/2009	Drop In	Northfield Parkview, Inc.	Northfield	3
10/8/2009	Drop In	Home Care Link	Northfield	1
10/8/2009	Drop In	Northfield Public Library	Northfield	5
10/8/2009	Drop In	Allina Medical Clinic - Audiology	Northfield	6
10/9/2009	Presentation	Cub Pharmacy	Northfield	3
10/9/2009	Drop In	Northfield Senior Citizens Organization	Northfield	6
10/9/2009	Drop In	Northfield Retirement Community	Northfield	2
10/9/2009	Drop In	Millstream Commons	Northfield	4
10/9/2009	Drop In	Three Links Apartments	Northfield	1
10/13/2009	In Home Demonstration	Consumer's Home	Blaine	3
10/14/2009	Meeting	Rehabilitation Services	St. Paul	1
10/14/2009	In Home Demonstration	Consumer's Home	Prior Lake	3
10/15/2009	Exhibit	Deaf Culture Salon	St. Paul	150
10/15/2009	Exhibit	VA Disability Fair	Minneapolis	75
10/16/2009	Social Event	Minnesota Deaf Senior Citizen - 30th Anniversary	Minneapolis	125
10/20/2009	Exhibit	Duluth Senior Expo	Duluth	1,200
10/20/2009	Drop In	Radisson Hotel Duluth	Duluth	2
10/22/2009	Presentation	Minneapolis Community Technical College	Minneapolis	32
10/22/2009	In Home Training	Consumer's Home	Prior Lake	2
10/23/2009	Presentation	Embassy Suites	Brooklyn Center	2
10/27/2009	In Home Demonstration	Consumer's Home	Robbinsdale	2
10/27/2009	Drop In	Merwyn Drug	Robbinsdale	2
10/29/2009	In Home Demonstration	Consumer's Home	Minnetonka	2
10/29/2009	Presentation	Hampton Inn	Minnetonka	2
11/2/2009	Presentation	Tender Care Home Management	Brainerd	2
11/3/2009	In Home Demonstration	Consumer's Home	Prior Lake	2
11/4/2009	Presentation	Randolph Elementary School	St. Paul	2
11/5/2009	In Home Demonstration	Consumer's Home	Bloomington	2
11/6/2009	Meeting	Qwest Advisory Meeting	Minneapolis	12
11/6/2009	Presentation	Broadway Party and Tent Rental	Minneapolis	3
11/7/2009	Presentation	Deaf Hospice Education Project	Little Canada	3
11/9/2009	Drop In	White Way Cleaners	St. Paul	1
11/9/2009	Drop In	White Way Cleaners	St. Paul	1
11/10/2009	In Home Demonstration	Consumer's Home	Shoreview	2
11/10/2009	Presentation	Century College	Maplewood	8
11/12/2009	Presentation	Hair District	Plymouth	4
11/12/2009	Drop In	TenderCare Home Services	Plymouth	1
11/12/2009	Drop In	Ometta Vent Healthcare	Plymouth	2
11/12/2009	Drop In	Right at Home	Plymouth	1
11/12/2009	Meeting	DHHS Advisory Committee	Willmar	8
11/13/2009	Presentation	Cub Pharmacy	Crystal	4
11/13/2009	Drop In	Calibre Chase Senior Living	Crystal	2

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11/14/2009	Social Event	MN DeafBlind Association - 30th Anniversary	St. Paul	125
11/16/2009	Presentation	Ramada Minneapolis Northwest	Brooklyn Park	3
11/17/2009	Exhibit	Westridge Retirement Health Fair	Minnetonka	77
11/20/2009	In Home Demonstration	Consumer's Home	Minneapolis	2
11/21/2009	Presentation	Mount Olive Lutheran Church	Rochester	2
11/24/2009	Presentation	Smith-Nielsen Automotive	Hopkins	2
11/24/2009	Drop In	The Terraces Assisted Living	Hopkins	2
11/24/2009	Drop In	Visiting Angels	Hopkins	6
11/25/2009	In Home Demonstration	Consumer's Home	Blaine	1
11/30/2009	In Home Demonstration	Consumer's Home	Robbinsdale	2
11/30/2009	Drop In	Lee Square Cooperative Apartments	Robbinsdale	1
11/30/2009	Presentation	Robin Center Chiropractic	Robbinsdale	3
12/2/2009	Presentation	Pearl Vision	Brooklyn Center	5
12/2/2009	Presentation	Midas Auto Service	Brooklyn Center	2
12/2/2009	Meeting	Deaf and Hard of Hearing Services Division	Moorhead	9
12/3/2009	In Home Set Up	Consumer's Home	Cambridge	1
12/3/2009	Drop In	Ashland Place	Cambridge	3
12/3/2009	Drop In	Carsten's Harbour	Cambridge	2
12/4/2009	In Home Demonstration	Consumer's Home	Hugo	1
12/4/2009	Presentation	Cub Pharmacy	Cambridge	2
12/4/2009	Drop In	Riverwood Village	Cambridge	3
12/4/2009	Drop In	Grace Pointe Crossing-The Commons	Cambridge	3
12/4/2009	Drop In	East Central Regional Library	Cambridge	6
12/6/2009	Social Event	Hearing Loss of America	Burnsville	24
12/7/2009	Presentation	AmericInn Ham Lake	Ham Lake	2
12/8/2009	Meeting	DHHS Advisory Committee - Metro	St. Paul	13
12/8/2009	Presentation	Professionals Serving Deaf & Hard-of-Hearing	St. Paul	35
12/8/2009	Drop In	Augsburg College	Minneapolis	2
12/9/2009	Presentation	State Farm Insurance	St. Paul	2
12/9/2009	Drop In	Caring Professionals Homecare	St. Paul	1
12/9/2009	Drop In	Store to Door Home Delivery	St. Paul	3
12/9/2009	In Home Demonstration	Consumer's Home	Bloomington	2
12/10/2009	Meeting	Graff's Enterprise	Coon Rapids	1
12/10/2009	Meeting	Ramsey County Child Support	St. Paul	1
12/10/2009	Drop In	Famers Insurance	Eden Prairie	1
12/11/2009	Presentation	Valvoline Instant Oil Change	Brooklyn Park	2
12/11/2009	Meeting	DHHS Advisory Committee - Northwest	Thief River Falls	8
12/11/2009	In Home Troubleshooting	Consumer's Home	St. Paul	1
12/12/2009	Drop In	Thief River Falls Library	Thief River Falls	2
12/12/2009	Drop In	SWS Credit Services, Inc.	Thief River Falls	1
12/12/2009	Drop In	WellsFargo Bank	Thief River Falls	2
12/12/2009	Drop In	NAPA Supplies Company	Thief River Falls	2
12/12/2009	Drop In	ACE Hardware	Thief River Falls	1
12/12/2009	In Home Demonstration	Consumer's Home	Minneapolis	2
12/12/2009	In Home Demonstration	Consumer's Home	Shakopee	2
12/14/2009	Presentation	Earl Brown Elementary School	Brooklyn Center	24
12/15/2009	Drop In	Northeast Metro 916	Little Canada	1
12/15/2009	Presentation	Earl Brown Elementary School	Brooklyn Center	22
12/15/2009	In Home Demonstration	Consumer's Home	Roseville	2
12/16/2009	Drop In	Bristol Place Home Health Services	Minneapolis	3
12/16/2009	Drop In	Kenwood Retirement Community	Minneapolis	5

Date	Type of Outreach	Location	City	Number of Participants
12/16/2009	Drop In	Universal Home Health Care Agency	Minneapolis	1
12/17/2009	Presentation	Super 8 Hastings	Hastings	2
12/17/2009	Drop In	Oak Ridge Assisted Living	Hastings	2
12/17/2009	Drop In	Park Ridge Apartments	Hastings	1
12/17/2009	Drop In	Regina Residence	Hastings	2
12/18/2009	Drop In	Firstat Nursing Services	St. Paul	6
12/18/2009	Drop In	Sunshine Home Healthcare	St. Paul	1
12/18/2009	Drop In	Iris Park Commons	St. Paul	2
12/18/2009	Presentation	Treasure Island Hotel	Welch	3
12/22/2009	Presentation	Earl Brown Elementary School	Brooklyn Center	21
12/22/2009	Drop In	Girl Scouts Council	Brooklyn Center	2
12/22/2009	In Home Troubleshooting	Consumer's Home	White Bear Lake	2
12/22/2009	Drop In	CVS Pharmacy	White Bear Lake	1
12/23/2009	Presentation	United Legal Associates	St. Paul	2
12/23/2009	Drop In	Ace Home Care Services	St. Paul	1
12/23/2009	In Home Set Up	Consumer's Home	Stillwater	3
12/29/2009	In Home Set Up	Consumer's Home	Edina	2
12/30/2009	Drop In	Advantage Home Care Services	St. Paul	4
12/30/2009	Drop In	Divine Healthcare Network	St. Paul	1
12/30/2009	Drop In	Lifetrack Resources	St. Paul	1
12/30/2009	Drop In	Safety Care, Inc.	St. Paul	3
12/30/2009	Drop In	Daily Living Healthcare Services	St. Paul	1
1/6/2010	Presentation	IMED Mobility	Roseville	4
1/6/2010	Drop In	Healthworks Home Medical	Roseville	3
1/7/2010	Presentation	Sarah's Table Chester Creek Café	Duluth	18
1/8/2010	Presentation	Renewal By Anderson	Roseville	3
1/8/2010	Drop In	Ramsey County Library	Roseville	4
1/9/2010	In Home Demonstration	Consumer's Home	Ramsey	2
1/9/2010	Social Event	Hard of Hearing	Rosemount	22
1/11/2010	Drop In	Minneapolis Area Synod, ELCA	Minneapolis	1
1/11/2010	Drop In	Zion Lutheran Church	Minneapolis	1
1/12/2010	Drop In	Glencoe Public Library	Glencoe	2
1/12/2010	Presentation	Super 8 Hutchinson	Hutchinson	2
1/12/2010	Drop In	Catholic Charities	Hutchinson	2
1/12/2010	Drop In	American Red Cross	Hutchinson	2
1/12/2010	Drop In	Hutchinson Hearing Aid Center	Hutchinson	3
1/12/2010	Drop In	Allina Medical Equipment	Hutchinson	4
1/12/2010	Presentation	Century College	Maplewood	8
1/13/2010	Drop In	Hutchinson Public Library	Hutchinson	3
1/13/2010	Drop In	Prairie Senior Cottages Hutchinson	Hutchinson	1
1/13/2010	Drop In	Southern Minnesota Homecare	Hutchinson	1
1/13/2010	Drop In	The Oaks Senior Residence	Hutchinson	4
1/14/2010	Presentation	Radisson Hotel - Roseville	Roseville	2
1/14/2010	Drop In	Good Samaritan Homecare	Roseville	1
1/19/2010	In Home Demonstration	Consumer's Home	St. Louis Park	2
1/20/2010	Drop In	Starkey's Lab	Eden Prairie	4
1/21/2010	Presentation	Rum River Chiropractic	Ramsey	2
1/21/2010	Drop In	Kulubo Healthcare Services	Ramsey	1
1/26/2010	Drop In	Walker Plaza Senior Residence	Anoka	2
1/26/2010	Presentation	Midwest Radio	St. Paul	2
1/31/2010	Drop In	Bread of Life	Minneapolis	1

<b>Date</b>	<b>Type of Outreach</b>	<b>Location</b>	<b>City</b>	<b>Number of Participants</b>
2/3/2010	Drop In	United Cerebral Palsy of MN	St. Paul	2
2/3/2010	Presentation	MN Speech Language Hearing Association	St. Paul	2
2/4/2010	Presentation	Kit Feuerhelm, CPA	Lake Elmo	1
2/4/2010	Presentation	Starkey's Hearing Aid Lab	Eden Prairie	1
2/4/2010	Drop In	Methodist Hospital	Minneapolis	1
2/8/2010	Drop In	White Way Cleaners	St. Paul	1
2/9/2010	Presentation	AmericInn of Princeton	Princeton	3
2/9/2010	Drop In	Caley House Assisted Living	Princeton	3
2/9/2010	Drop In	Fairview Homecare and Hospice	Princeton	2
2/9/2010	Drop In	Princeton Area Library	Princeton	3
2/9/2010	Drop In	The Hearing Center	Princeton	1
2/10/2010	Presentation	Toshiba	St. Paul	1
2/11/2010	Meeting	Minnesota Employment Center	St. Paul	15
2/11/2010	Presentation	Milaca Floral	Milaca	4
2/11/2010	Drop In	Elim Home	Milaca	3
2/11/2010	Drop In	Country Meadows	Milaca	2
2/11/2010	Drop In	Heritage House of Milaca	Milaca	3
2/11/2010	Drop In	Milaca Community Library	Milaca	4
2/12/2010	Presentation	Eddy's Mille Lacs Resort	Onamia	3
2/12/2010	Presentation	Cottage Grove Eyecare Clinic	Cottage Grove	1
2/13/2010	Presentation	Hearing Loss Association of America	Maplewood	13
2/16/2010	Meeting	Qwest Advisory Committee	Minneapolis	8
2/17/2010	Presentation	AFLAC	Forest Lake	1
2/18/2010	Meeting	DHHS Advisory Committee - Northeast	Duluth	14
2/18/2010	Drop In	Sammy's Pizza	Duluth	1
2/19/2010	Presentation	Staples Office Products	Hopkins	2
2/19/2010	Drop In	The Hearing Store of Minnesota	Minnetonka	3
2/19/2010	Presentation	Minnesota Timberwolves	Minneapolis	1
2/20/2010	Drop In	America Sign Language Interpreter Referral	Corcoran	1
2/23/2010	Drop In	Partners Homecare	Crystal	1
2/23/2010	Drop In	United Care Group	Crystal	2
2/24/2010	Meeting	Metropolitan Airports Commission	Minneapolis	6
2/25/2010	Drop In	Mississippi Branch Library	Fridley	3
2/25/2010	Drop In	New Millennium Healthcare	Spring Lake Park	2
3/2/2010	Drop In	Park High School	Cottage Grove	2
3/3/2010	In Home Troubleshooting	Consumer's Home	Apple Valley	1
3/3/2010	Drop In	Galaxie Library	Apple Valley	4
3/3/2010	Drop In	Apple Valley Villa	Apple Valley	1
3/5/2010	Presentation	Family Wellness Center	Cottage Grove	2
3/5/2010	Presentation	Canterbury Inn	Shakopee	3
3/5/2010	Drop In	Our Lady of Good Counsel Home	St. Paul	2
3/5/2010	Drop In	Minnesota DeafBlind Project	St. Anthony	1
3/10/2010	In Home Demonstration	Consumer's Home	Maplewood	4
3/10/2010	Meeting	DHHS Advisory Committee - Metro	St. Paul	14
3/11/2010	Meeting	DHHS Advisory Committee - Northwest	Thief River Falls	8
3/11/2010	Drop In	Pennington County Sheriff	Thief River Falls	1
3/12/2010	Drop In	Homestead at Maplewood	Maplewood	1
3/12/2010	Drop In	Carefree Cottages	Maplewood	3
3/12/2010	Drop In	Esslings Home Plus, Inc.	Maplewood	3
3/16/2010	Presentation	Walgreens Pharmacy	Maplewood	3
3/16/2010	Drop In	Concordia Arms	Maplewood	2

Date	Type of Outreach	Location	City	Number of Participants
3/16/2010	Drop In	Seniors Caring Companions	Maplewood	1
3/18/2010	In Home Troubleshooting	Consumer's Home	Maplewood	2
3/18/2010	Drop In	Sunlight Services	Maplewood	1
3/19/2010	Presentation	Wright County Social Services	Buffalo	24
3/19/2010	Meeting	St. Cloud Town Meeting - Access to Court System	St. Cloud	11
3/20/2010	Meeting	Hearing Loss Association of America	Golden Valley	34
3/22/2010	Presentation	Cheney Family Dental	Woodbury	2
3/22/2010	Meeting	DHHS Advisory Committee - Northwest	Moorhead	12
3/22/2010	Drop In	Courthouse Marriott	Moorhead	1
3/22/2010	Drop In	Chamber of Commerce	Moorhead	2
3/23/2010	In Home Demonstration	Consumer's Home	Bloomington	2
3/23/2010	Drop In	Martin Luther Manor - Highland	Bloomington	1
3/23/2010	Drop In	Nine Mile Creek Senior Living	Bloomington	3
3/23/2010	Drop In	Gideon Pond Terrace	Bloomington	2
3/25/2010	Meeting	Thompson Hall	St. Paul	12
3/25/2010	Presentation	Farmer's Insurance	Bloomington	4
3/25/2010	Drop In	Nick and Willy's Pizza	Bloomington	2
3/25/2010	Drop In	Bloomington Public Health Department	Bloomington	3
3/31/2010	Presentation	ABRA Autobody	Coon Rapids	4
4/1/2010	In Home Troubleshooting	Consumer's Home	Roseville	1
4/1/2010	Drop In	Holiday Inn Express	Roseville	4
4/6/2010	Exhibit	Senior Spring Show - Mystic Lake	Prior Lake	800
4/7/2010	Exhibit	Senior Spring Show - Mystic Lake	Prior Lake	800
4/7/2010	Drop In	Mystic Lake Hotel	Prior Lake	1
4/8/2010	Presentation	Century College	White Bear Lake	6
4/8/2010	Presentation	Total Health Solutions	White Bear Lake	2
4/9/2010	Presentation	Permanent Family Resource Center	Fergus Falls	2
4/9/2010	Presentation	New Dimensions - Home Health Care	Fergus Falls	3
4/9/2010	Presentation	Community Technical College	Fergus Falls	1
4/10/2010	Drop In	Freedom Resource Center	Fergus Falls	1
4/10/2010	Exhibit Booth	NW Minnesota Hands & Voices	Fergus Falls	18
4/10/2010	Presentation	Lakes Country Service Cooperative	Fergus Falls	3
4/10/2010	Presentation	Otter Tail County Public Health	Fergus Falls	1
4/13/2010	In Home Demonstration	Consumer's Home	Eagan	2
4/13/2010	Drop In	The Commons on Marice	Eagan	4
4/14/2010	Presentation	Lindgren's Tax Service	Brooklyn Park	2
4/15/2010	Drop In	Metro Dental	Burnsville	2
4/15/2010	In Home Demonstration	Consumer's Home	St. Louis Park	4
4/15/2010	Presentation	Luther Westside Volkswagen	St. Louis Park	2
4/16/2010	Presentation	Country Inn and Suites	Eagan	3
4/16/2010	Drop In	Accredo Health Group, Inc.	Eagan	1
4/20/2010	Drop In	CVS Pharmacy	Maple Grove	1
4/21/2010	In Home Demonstration	Consumer's Home	St. Paul	1
4/22/2010	Presentation	Home Instead Senior Care	Burnsville	6
4/22/2010	Presentation	Arrowwood Resort & Conference Center	Alexandria	4
4/22/2010	Drop In	Hampton Inn and Suites	Alexandria	2
4/23/2010	Meeting	DHHS Advisory Committee - Southwest	Mankato	1
4/23/2010	Exhibit	MN Speech Language Hearing Association Conference	Alexandria	100
4/24/2010	Exhibit	MN Speech Language Hearing Association Conference	Alexandria	100
4/28/2010	Exhibit	Chisago County Senior Fair	North Branch	75
4/28/2010	Presentation	North Country Coffee Company	North Branch	2

Date	Type of Outreach	Location	City	Number of Participants
4/28/2010	Drop In	AmericInn	North Branch	1
5/1/2010	Drop In	Healing Insights	Woodbury	1
5/5/2010	Exhibit	Owatonna Senior and Caregiver Expo	Owatonna	200
5/5/2010	Drop In	Steele County Senior Place	Owatonna	4
5/5/2010	Drop In	Comfort Inn	Owatonna	2
5/7/2010	Meeting	DHHS Advisory Committee - Southwest	Mankato	3
5/7/2010	Drop In	St. James Lutheran Church	Burnsville	2
5/7/2010	Presentation	City of Crystal Municipal Offices	Crystal	5
5/7/2010	Drop In	Crystal Senior Center	Crystal	4
5/8/2010	Social Event	ALOHA Hard-of-Hearing	Rosemount	23
5/11/2010	Presentation	Enterprise Car Rental	Coon Rapids	4
5/12/2010	Presentation	Starkey's Lab	Eden Prairie	2
5/12/2010	Exhibit	Range Senior Expo	Mountain Iron	250
5/12/2010	Drop In	City of Mt. Iron Municipal Offices	Mountain Iron	3
5/13/2010	Presentation	AmericInn of Virginia	Virginia	4
5/13/2010	Presentation	Pizza Hut of Virginia	Virginia	3
5/13/2010	Presentation	Century College	White Bear Lake	5
5/15/2010	Presentation	Hearing Loss Association of America	Golden Valley	45
5/18/2010	Presentation	Sammy Perrella's Pizza and Restaurant	Brooklyn Park	5
5/18/2010	Drop In	St. Therese Home at Oxbow Lake	Brooklyn Park	3
5/20/2010	Meeting	Minnesota Association of Deaf Citizens	St. Paul	8
5/21/2010	Presentation	Law Enforcement Center	St. Cloud	18
5/21/2010	In Home Troubleshooting	Consumer's Home	Minneapolis	2
5/21/2010	Presentation	Walgreens Pharmacy	Minneapolis	3
5/25/2010	Presentation	Bodywise Therapeutic Massage	Robbinsdale	3
5/25/2010	Presentation	Farmers Insurance	Robbinsdale	3
5/26/2010	Meeting	Public Forum: Impact on Disability Employment	St. Paul	35
5/27/2010	Drop In	The Manor at Waterford	Brooklyn Park	4
5/27/2010	Drop In	Maranatha Place	Brooklyn Center	2
5/27/2010	Drop In	Victory Nursing Service	Brooklyn Center	1
6/3/2010	Presentation	Precision Tune Auto Care	Plymouth	2
6/3/2010	Drop In	Days Inn Plymouth	Plymouth	3
6/3/2010	Drop In	Plymouth Community Library	Plymouth	4
6/3/2010	Meeting	DHHS Advisory Committee - Metro	St. Paul	9
6/3/2010	Meeting	Meet and Greet for D/HH Professionals	St. Paul	35
6/8/2010	Presentation	Enterprise Rental	Inver Grove Heights	4
6/8/2010	Drop In	Inverwood Senior Living	Inver Grove Heights	2
6/10/2010	Presentation	MPL Graphics	St. Paul	1
6/10/2010	Meeting	DHHS Advisory Committee	Thief River Falls	6
6/10/2010	Drop-In	Pennington County Assessor	Thief River Falls	1
6/10/2010	Drop-In	Area Food Shelves	Thief River Falls	3
6/10/2010	Drop-In	Red Lake County Motor Vehicle	Red Lake Falls	2
6/10/2010	Presentation	Red Lake County Social Services	Red Lake Falls	5
6/15/2010	Presentation	Best Buy Blaine	Blaine	2
6/15/2010	Drop In	John's Auto Parts	Blaine	2
6/17/2010	In Home Troubleshooting	Consumer's Home	Roseville	1
6/17/2010	Drop In	Roseville Auto Repair	Roseville	2
6/17/2010	Presentation	State Farm Insurance	Roseville	1
6/22/2010	In Home Demonstration	Consumer's Home	West. St. Paul	5
6/22/2010	Presentation	Lowe's	West. St. Paul	3
6/22/2010	Drop In	Rosemount Court	West. St. Paul	3

Date	Type of Outreach	Location	City	Number of Participants
6/24/2010	In Home Demonstration	Consumer's Home	Hastings	2
6/24/2010	Drop In	Oakridge Manor Apartments	Hastings	2
6/24/2010	Presentation	Tires Plus Hastings	Hastings	3
6/29/2010	In Home Training	Consumer's Home	West. St. Paul	1
6/29/2010	Drop In	Phoenix Service Corporation	West. St. Paul	3
6/29/2010	Drop In	Southview Senior Living	West. St. Paul	2
6/30/2010	Presentation	Todd County Social Services	Long Prairie	32
6/30/2010	Drop-In	Veteran Services	Long Prairie	1
6/30/2010	Drop-In	Todd County Sheriff	Long Prairie	2
7/7/2010	Presentation	Brown Law Offices	Bloomington	2
7/7/2010	Drop In	Bower Law Offices	Bloomington	1
7/7/2010	Presentation	The Business Works Office Resources	Bloomington	5
7/8/2010	Presentation	Century College	White Bear Lake	6
7/8/2010	In Home Training	Consumer's Home	West St. Paul	1
7/8/2010	Exhibit	Riverwood Inn	Ostego	85
7/9/2010	Exhibit	Riverwood Inn	Ostego	85
7/9/2010	Drop In	Midwest ENT	Woodbury	1
7/10/2010	Exhibit	Riverwood Inn	Ostego	85
7/13/2010	Presentation	Park Nicollet Pharmacy	Eagan	3
7/13/2010	Drop In	Gramercy Park Cooperative	Eagan	2
7/13/2010	Drop In	Oakwood of Eagan	Eagan	1
7/14/2010	Drop In	Wagner's Pet Sitting	St. Paul	2
7/15/2010	Presentation	Lundquist Law Firm	Eagan	2
7/15/2010	Drop In	Quality Hearing Systems	Eagan	3
7/15/2010	Drop In	Days Inn	Eagan	1
7/15/2010	Presentation	Minnesota Deaf Senior Citizens	Andover	45
7/20/2010	Presentation	Betty M. Nelson, Attorney at Law	Rogers	2
7/20/2010	Drop In	Rogers Community Library	Rogers	3
7/20/2010	Drop In	Heritage Place	Rogers	2
7/21/2010	Presentation	North Central University	Minneapolis	2
7/22/2010	Presentation	American Tire and Auto	Rogers	4
7/22/2010	Presentation	Fehn Family Law	Rogers	2
7/22/2010	Drop In	Prohealth Services	Rogers	1
7/22/2010	Drop In	The Wellstead of Rogers	Rogers	4
7/26/2010	Exhibit	Americans with Disabilities Act 20th Anniversary	Minneapolis	150
7/27/2010	Booth	Anoka County Fair	Anoka	50
7/28/2010	Booth	Anoka County Fair	Anoka	50
7/29/2010	Booth	Anoka County Fair	Anoka	50
7/30/2010	Booth	Anoka County Fair	Anoka	50
7/31/2010	Booth	Anoka County Fair	Anoka	50
8/1/2010	Booth	Anoka County Fair	Anoka	50
8/3/2010	Presentation	Park Dental Edinbrook	Brooklyn Park	2
8/3/2010	Drop In	Care Plus Nursing Service	Brooklyn Center	1
8/3/2010	Drop In	New Life Health and Homecare	Brooklyn Center	1
8/5/2010	Exhibit	Minnesota Hands & Voices	St. Paul	32
8/5/2010	In Home Demonstration	Consumer's Home	Minneapolis	2
8/5/2010	Drop In	Integrity Home Health	Minneapolis	2
8/5/2010	Drop In	Walker Home Services	Minneapolis	3
8/6/2010	Presentation	Lord and Faris Law Office	St. Paul	1
8/10/2010	Presentation	Walter's Recycling and Refuse	Blaine	3
8/10/2010	Drop In	Highland Care, Inc.	Blaine	2

<b>Date</b>	<b>Type of Outreach</b>	<b>Location</b>	<b>City</b>	<b>Number of Participants</b>
8/10/2010	Drop In	Sterling House of Blaine	Blaine	2
8/12/2010	Presentation	Companion Pet Grooming	Brooklyn Park	1
8/12/2010	Drop In	Brookdale Library	Brooklyn Center	3
8/12/2010	Drop In	Tuzinski and Zick Law Firm	Brooklyn Center	1
8/17/2010	Presentation	Roseville Chrysler	Roseville	2
8/17/2010	Drop In	Gentiva Health Services	Roseville	1
8/18/2010	Drop In	Community Health Care Project	Minneapolis	2
8/19/2010	Presentation	Wells Fargo Home Mortgage	Champlin	2
8/19/2010	Exhibition	Catholic Deaf & Hard of Hearing Community	Fridley	85
8/19/2010	Drop In	Brown Law Offices	Champlin	1
8/19/2010	Drop In	Chandler and Brown, Ltd	St. Paul	1
8/23/2010	Drop In	The Depot Renaissance Hotel	Minneapolis	1
8/25/2010	Meeting	The Minnesota Employment Policy Initiative	St. Paul	19
8/26/2010	Booth	Minnesota State Fair	Falcon Heights	1,250
8/27/2010	Booth	Minnesota State Fair	Falcon Heights	1,250
8/28/2010	Booth	Minnesota State Fair	Falcon Heights	1,250
8/29/2010	Booth	Minnesota State Fair	Falcon Heights	1,250
8/30/2010	Booth	Minnesota State Fair	Falcon Heights	1,250
8/31/2010	Booth	Minnesota State Fair	Falcon Heights	1,250
9/1/2010	Booth	Minnesota State Fair	Falcon Heights	1,250
9/2/2010	Booth	Minnesota State Fair	Falcon Heights	1,250
9/3/2010	Booth	Minnesota State Fair	Falcon Heights	1,250
9/4/2010	Booth	Minnesota State Fair	Falcon Heights	1,250
9/5/2010	Booth	Minnesota State Fair	Falcon Heights	1,250
9/6/2010	Booth	Minnesota State Fair	Falcon Heights	1,250
9/8/2010	In Home Troubleshooting	Consumer's Home	Brooklyn Center	1
9/8/2010	Drop In	HealthPartners Pharmacy	Brooklyn Center	2
9/8/2010	Drop In	Leslie Kimes, Attorney at Law	Brooklyn Center	1
9/9/2010	Drop In	Ridges at Sand Creek	Jordan	1
9/10/2010	Presentation	Richard M. Schultz, Ltd.	Circle Pines	1
9/10/2010	Drop In	Chanticlear Pizza	Lino Lakes	4
9/14/2010	In Home Demonstration	Consumer's Home	Hastings	2
9/14/2010	Drop In	Oak Ridge Manor Senior Housing	Hastings	2
9/14/2010	Meeting	DHHS Advisory Committee - Metro	St. Paul	14
9/15/2010	Meeting	Metro Deaf Senior Citizens	Minneapolis	123
9/16/2010	In Home Demonstration	Consumer's Home	Little Canada	3
9/16/2010	Meeting	DHHS Advisory Meeting - Northeast	Duluth	14
9/16/2010	Drop In	Gerten and Van Valkenburg, PA	Little Canada	1
9/17/2010	In Home Training	Consumer's Home	Blaine	2
9/21/2010	Meeting	DHHS Advisory Committee - East/West Central	St. Cloud	1
9/21/2010	Meeting	Minnesota Association of Deaf Citizens	St. Paul	32
9/22/2010	Exhibit	Senior Legal Fair	St. Paul	175
9/22/2010	Drop In	Warners' Stellian Appliance	Woodbury	1
9/23/2010	In Home Demonstration	Consumer's Home	St. Paul	3
9/24/2010	In Home Training	Consumer's Home	Brooklyn Center	1
9/28/2010	In Home Demonstration	Consumer's Home	Brooklyn Center	3
9/28/2010	Drop In	Earle Brown Terrace	Brooklyn Center	4
9/30/2010	In Home Troubleshooting	Consumer's Home	Inver Grove Heights	1
9/30/2010	Presentation	Inver Grove Animal Hospital	Inver Grove Heights	3
9/30/2010	Drop In	Raymond Lewis Law Offices, PA	Inver Grove Heights	1
10/1/2010	Exhibit	MN Association of Deaf Citizens - 125th Anniverary	Minneapolis	175

<b>Date</b>	<b>Type of Outreach</b>	<b>Location</b>	<b>City</b>	<b>Number of Participants</b>
10/5/2010	Presentation	Fafinski, Mark and Johnson	Eden Prairie	3
10/5/2010	Presentation	Hoff, Barry and Kozar, PA	Eden Prairie	4
10/5/2010	Drop In	Castle Ridge	Eden Prairie	2
10/5/2010	Drop In	The Colony	Eden Prairie	2
10/5/2010	Presentation	Osseo Elementary School	Osseo	11
10/7/2010	Presentation	The City of Eden Prairie	Eden Prairie	4
10/7/2010	Drop In	Expert Hearing and Audiology	Eden Prairie	1
10/7/2010	Drop In	Elim Shores	Eden Prairie	2
10/12/2010	Presentation	Century College	White Bear Lake	7
10/12/2010	Drop In	Catholic Eldercare at Home	Minneapolis	1
10/12/2010	Drop In	MILS Home Healthcare Agency	Minneapolis	2
10/13/2010	Meeting	DHHS Advisory Committee - Southwest	Mankato	7
10/14/2010	Exhibit	VA Vendor Fair	Minneapolis	100
10/16/2010	Presentation	Lifetrack Hands & Voices	Mazeppa	34
10/18/2010	Presentation	Starkey's Lab	Eden Prairie	2
10/19/2010	Exhibit	East Side Senior Health and Resource Fair	Minneapolis	50
10/19/2010	Presentation	Century College	Maplewood	4
10/20/2010	Presentation	The Suites Hotel on Waterfront Plaza	Duluth	3
10/21/2010	Exhibit	Duluth Senior Expo	Duluth	2,200
10/22/2010	Drop In	Cremation Society of Minnesota	Duluth	2
10/22/2010	Drop In	Midwest Medical Equipment	Duluth	2
10/25/2010	Exhibit	Buckham Memorial Library	Faribault	24
10/25/2010	Drop In	Chamber of Commerce	Faribault	1
10/26/2010	Meeting	DHHS Advisory Committee - Southwest	Rochester	6
10/26/2010	Presentation	Hanson, McCann and O'Connor, PA	Rosemount	4
10/26/2010	Drop In	P and J Medical Equipment	Rosemount	2
10/26/2010	Drop In	Robert Trail License Center	Rosemount	3
10/26/2010	Drop In	Dakota County Library	Rosemount	5
10/28/2010	Presentation	The City of Rosemount	Rosemount	3
10/28/2010	Drop In	Cameo Place	Rosemount	2
11/4/2010	In Home Demonstration	Consumer's Home	St. Paul	2
11/4/2010	Meeting	DHHS Advisory Committee - Northeast	Duluth	18
11/4/2010	Presentation	Ebenezer Care Center	Minneapolis	24
11/4/2010	Presentation	Minneapolis Community Technical College	Minneapolis	28
11/5/2010	Presentation	Abcco Insurance Agency	St. Paul	3
11/5/2010	Drop In	Ted Dooley Law Office	St. Paul	1
11/5/2010	Drop In	Sullivan Law Office	St. Paul	2
11/5/2010	Drop In	Skon Chiropractic Clinic	St. Paul	1
11/7/2010	Drop In	The College of St. Scholastic	St. Paul	1
11/9/2010	Presentation	City of West St. Paul	West St. Paul	3
11/9/2010	Drop In	Wentworth Library	West St. Paul	5
11/9/2010	Drop In	City of Maplewood	Maplewood	1
11/10/2010	In Home Demonstration	Consumer's Home	St. Paul	2
11/11/2010	Presentation	John E. Trojack Law Office	West St. Paul	3
11/11/2010	Drop In	Walker at Westwood Ridge	West St. Paul	3
11/11/2010	Drop In	Dakota County Employment & Economic Assistance Program	West St. Paul	4
11/16/2010	Presentation	Sandahl Law Office	Richfield	3
11/16/2010	Drop In	Ohlenberg Law Firm	Richfield	5
11/16/2010	Drop In	Augsburg Park Library	Richfield	6
11/16/2010	Presentation	Earl Brown Elementary School	Brooklyn Center	35
11/16/2010	Presentation	Earl Brown Elementary School	Brooklyn Center	35

Date	Type of Outreach	Location	City	Number of Participants
11/16/2010	Presentation	Earl Brown Elementary School	Brooklyn Center	35
11/16/2010	Presentation	Earl Brown Elementary School	Brooklyn Center	35
11/18/2010	Presentation	City of Richfield	Richfield	3
11/18/2010	Drop In	The Pines Senior Living	Richfield	3
11/18/2010	Drop In	Helping Hands Home Care	Richfield	1
11/18/2010	Drop In	Richfield Senior Suites	Richfield	2
11/23/2010	Presentation	City of Mendota Heights	Mendota Heights	3
11/23/2010	Drop In	Parkview Plaza	Mendota Heights	1
11/23/2010	Presentation	Empey Law Office	Mendota Heights	2
11/23/2010	Drop In	Dungarvin Home Health	Mendota Heights	11
12/1/2010	Exhibit	Courage Center Strength in Numbers Conference	St. Paul	240
12/3/2010	Drop In	Clinique Healthcare Services	Crystal	1
12/3/2010	Drop In	Compassionate Care Network	Crystal	1
12/6/2010	Presentation	AND Law Offices	Plymouth	3
12/6/2010	Drop In	Home Care Solutions	Plymouth	5
12/6/2010	Drop In	Right at Home	Plymouth	1
12/7/2010	Presentation	City of White Bear Lake	White Bear Lake	4
12/7/2010	Presentation	Fleming Law Offices	White Bear Lake	4
12/8/2010	Drop In	Senior Citizens Program	Fergus Falls	1
12/8/2010	Drop In	Rehabilitation Services	Fergus Falls	1
12/9/2010	Meeting	DHHS Advisory Committee	Crookston	7
12/9/2010	Presentation	Parder Law Offices	White Bear Lake	6
12/9/2010	Drop In	White Bear Lake Public Library	White Bear Lake	3
12/9/2010	Drop In	Visiting Angels	White Bear Lake	1
12/9/2010	Drop In	Arbors at White Bear Lake	White Bear Lake	3
12/10/2010	Presentation	Target Pharmacy	Plymouth	6
12/10/2010	Drop In	Kelly Staffing Services	Plymouth	3
12/10/2010	Drop In	Cities Dental Group	Plymouth	4
12/13/2010	Presentation	City of Mahtomedi	Mahtomedi	7
12/13/2010	Drop In	Edina Realty	Mahtomedi	1
12/13/2010	Drop In	Wildwood Branch Library	Mahtomedi	6
12/14/2010	Meeting	DHHS Advisory Committee - Metro	St. Paul	7
12/15/2010	In Home Training	Consumer's Home	Mahtomedi	3
12/15/2010	Drop In	St. Andrews Village	Mahtomedi	3
12/15/2010	Drop In	Briarcliff Manor	Mahtomedi	1
12/16/2010	Meeting	Minnesota Deaf Senior Citizens	Andover	45
12/18/2010	Event	Rochester Deaf Club	Rochester	38
12/19/2010	Drop In	Trinity Lutheran Church	Moorhead	1
12/19/2010	Presentation	Our Saviors Lutheran Church	Moorhead	2
12/20/2010	Meeting	DHHS Advisory Committee - Northwest	Moorhead	7
1/4/2011	Presentation	Champlin Goodyear	Champlin	3
1/6/2011	Drop In	Penn Lake Community Library	Bloomington	4
1/6/2011	Drop In	Ridgeview Terrace	Bloomington	1
1/6/2011	Presentation	City of Bloomington	Bloomington	2
1/6/2011	Drop In	Nine Mile Creek Senior Living	Bloomington	3
1/11/2011	Drop In	Presbyterian Homes - The Commons	Bloomington	3
1/11/2011	Drop In	Newton Manor	Bloomington	6
1/11/2011	Drop In	Gideon Pond	Bloomington	4
1/11/2011	Drop In	Meadow Woods	Bloomington	1
1/13/2011	Presentation	Walgreen's Pharmacy	Bloomington	6
1/13/2011	Drop In	Summerhouse of Bloomington	Bloomington	3

<b>Date</b>	<b>Type of Outreach</b>	<b>Location</b>	<b>City</b>	<b>Number of Participants</b>
1/13/2011	Presentation	Brent Mohlenhoff Insurance Agency	Bloomington	3
1/13/2011	Drop In	Holman Law Offices	Bloomington	2
1/14/2011	Presentation	Felix Law Office	Burnsville	2
1/14/2011	Drop In	Eagle Ridge Place	Burnsville	4
1/14/2011	Drop In	Soundpoint Audiology	Burnsville	1
1/17/2011	Presentation	Meinerts Law Office	Burnsville	3
1/17/2011	Drop In	Burnsville Senior Center	Burnsville	6
1/17/2011	Drop In	Burnhaven Community Library	Burnsville	2
1/18/2011	Presentation	Target Optical	Champlin	4
1/20/2011	Presentation	City of Burnsville	Burnsville	4
1/20/2011	Drop In	The Rivers	Burnsville	1
1/20/2011	Drop In	Ebenezer Ridge Point	Burnsville	2
1/20/2011	Drop In	Arbors at Ridges	Burnsville	4
1/20/2011	Drop In	Carefree Living - Burnsville	Burnsville	1
1/26/2011	Presentation	The Title Group	Champlin	4
1/27/2011	Drop In	Maple Grove Library	Maple Grove	5
1/27/2011	Drop In	Maple Grove Senior Center	Maple Grove	1
1/27/2011	Drop In	Arbor Lakes Senior Living	Maple Grove	1
1/27/2011	Drop In	Rose Arbor	Maple Grove	1
2/2/2011	In Home Demonstration	Consumer's Home	Burnsville	2
2/2/2011	Drop In	Parkway Cooperative of Burnsville	Burnsville	1
2/2/2011	Drop In	Augustana Regent at Burnsville	Burnsville	1
2/9/2011	In Home Troubleshooting	Consumer's Home	Inver Grove Heights	1
2/9/2011	Drop In	Inver Glen Library	Inver Grove Heights	6
2/10/2011	Presentation	City of Princeton	Princeton	6
2/10/2011	Drop In	Berry Law Offices	Princeton	1
2/10/2011	Presentation	Coborn's Pharmacy	Princeton	4
2/10/2011	Drop In	O'Reilly Auto Parts	Princeton	4
2/11/2011	Presentation	City of Milaca	Milaca	3
2/11/2011	Presentation	Milaca Law Offices	Milaca	3
2/11/2011	Drop In	Accurate Hearing Services	Milaca	1
2/11/2011	Drop In	East Central Regional Library	Milaca	3
2/12/2011	Drop In	Grand Casino Mille Lacs Hotel	Onamia	2
2/15/2011	In Home Training	Consumer's Home	Inver Grove Heights	1
2/15/2011	Presentation	City of Inver Grove Heights	Inver Grove Heights	4
2/15/2011	Drop In	Inver Grove Senior Center	Inver Grove Heights	2
2/17/2011	In Home Troubleshooting	Consumer's Home	West St. Paul	1
2/17/2011	Drop In	Hearing of America	Woodbury	1
2/21/2011	Presentation	City of Coon Rapids	Coon Rapids	3
2/21/2011	Drop In	Coon Rapids Senior Center	Coon Rapids	6
2/21/2011	Drop In	The Homestead at Coon Rapids	Coon Rapids	4
2/23/2011	Meeting	National Aging in Place Coalition	Bloomington	25
2/23/2011	Drop In	Strategic Financial Alliance	Bloomington	1
2/23/2011	Drop In	River City Mortgage	Bloomington	1
2/23/2011	Drop In	Genworth Financial	Eden Prairie	2
2/25/2011	Presentation	Chanticlear Pizza	Coon Rapids	2
2/25/2011	Drop In	Epiphany Pines Senior Housing	Coon Rapids	3
2/25/2011	Presentation	Travel Leaders	Coon Rapids	4
2/28/2011	Drop In	Maser Law Office	Minneapolis	1
3/2/2011	Deaf Social Event	Deaf Lobby Day, MN State Capitol	St. Paul	30
3/4/2011	In Home Demonstration	Consumer's Home	Rogers	2

<b>Date</b>	<b>Type of Outreach</b>	<b>Location</b>	<b>City</b>	<b>Number of Participants</b>
3/4/2011	Drop In	Diamondcrest Assisted Living	Rogers	2
3/4/2011	Drop In	The Wellstead of Rogers	Rogers	1
3/8/2011	In Home Demonstration	Consumer's Home	Coon Rapids	1
3/8/2011	Drop In	Epiphany Assisted Living	Coon Rapids	2
3/10/2011	Drop In	Gracious Companions	Coon Rapids	1
3/10/2011	Drop In	Zion Home Healthcare	Coon Rapids	1
3/14/2011	Presentation	City of Cottage Grove	Cottage Grove	5
3/14/2011	Drop In	Park Grove Branch Library	Cottage Grove	3
3/14/2011	Drop In	White Pines Senior Living	Cottage Grove	5
3/15/2011	In Home Troubleshooting	Consumer's Home	Cottage Grove	3
3/15/2011	Drop In	Comfort Keepers	Cottage Grove	1
3/15/2011	Presentation	Law Offices of Senn, Anderson and Taylor	Cottage Grove	6
3/15/2011	Drop In	Norris Square	Cottage Grove	2
3/16/2011	In Home Troubleshooting	Consumer's Home	Golden Valley	3
3/16/2011	Drop In	Covenant Village	Golden Valley	3
3/16/2011	Drop In	Country Villa	Golden Valley	1
3/16/2011	Drop In	Hawthorne House	Golden Valley	1
3/18/2011	Presentation	City of Golden Valley	Golden Valley	3
3/18/2011	Drop In	Golden Valley Library	Golden Valley	3
3/22/2011	Exhibit	MN Social Services Assn Conference	Minneapolis	800
3/23/2011	Exhibit	MN Social Services Assn Conference	Minneapolis	800
3/23/2011	Presentation	Council on Crime and Justice	Minneapolis	10
3/29/2011	Presentation	Washington County Law Library	Stillwater	3
3/29/2011	Drop In	Stillwater Public Library	Stillwater	3
3/29/2011	Drop In	Project Caring Assisted Living	Stillwater	1
3/30/2011	Presentation	Ramsey Pet Hospital	Ramsey	2
3/30/2011	Drop In	Angel Helpers	Ramsey	1
3/30/2011	Drop In	Carefree Home Services	Ramsey	1
4/1/2011	In Home Demonstration	Consumer's Home	Wabasha	2
4/1/2011	Drop In	Wabasha Public Library	Wabasha	4
4/1/2011	Drop In	City of Wabasha	Wabasha	1
4/1/2011	Presentation	Wabasha County Public Health Service	Wabasha	5
4/1/2011	Drop In	St. Elizabeth Home Health	Wabasha	2
4/1/2011	Drop In	Law Office of Mark Jarstad	Wabasha	3
4/1/2011	Drop In	Papa Tronnio's Pizza	Wabasha	2
4/1/2011	Drop In	High Street House	Lake City	1
4/1/2011	Drop In	Lake City Public Library	Lake City	3
4/6/2011	Presentation	Lindgren's Tax Service	Brooklyn Park	2
4/8/2011	Exhibit	MN Speech Language Hearing Association Conference	Bloomington	100
4/8/2011	Presentation	Ramada - Mall of America	Bloomington	2
4/9/2011	Exhibit	MN Speech Language Hearing Association Conference	Bloomington	100
4/13/2011	Exhibit	NW Hennepin Senior Spring Forum	Brooklyn Park	175
4/14/2011	Presentation	Park Nicollet Clinic Brookdale	Brooklyn Center	3
4/18/2011	Presentation	The Commons	Bloomington	28
4/18/2011	Drop In	Presbyterian Homes of Bloomington	Bloomington	1
4/18/2011	Drop In	At Home Solutions	Bloomington	1
4/18/2011	Drop In	Homewell Senior Care	Bloomington	1
4/19/2011	Exhibit	Mid-America's Prime Time Living Expo	Prior Lake	450
4/19/2011	Presentation	Mystic Lake Hotel	Prior Lake	2
4/20/2011	Exhibit	Mid America's Prime Time Living Expo	Prior Lake	450
4/27/2011	In Home Demonstration	Consumer's Home	Plymouth	3

<b>Date</b>	<b>Type of Outreach</b>	<b>Location</b>	<b>City</b>	<b>Number of Participants</b>
4/27/2011	Drop In	Clare Bridge of Plymouth	Plymouth	1
4/27/2011	Drop In	Cornerstone Assisted Living	Plymouth	1
4/27/2011	Exhibit	Chisago County Senior Expo	North Branch	50
4/27/2011	Drop In	Maple Commons	North Branch	2
4/27/2011	Drop In	North Branch Area Library	North Branch	2
4/29/2011	Exhibit	MN Gerontological Society Conference	Brooklyn Center	150
4/29/2011	Drop In	Earle Brown Heritage Center Event Office	Brooklyn Center	2
5/3/2011	Presentation	Anoka County Government Center	Anoka	35
5/3/2011	Drop In	Anoka City Hall	Anoka	2
5/3/2011	Drop In	River Oaks of Anoka	Anoka	4
5/3/2011	Drop In	Walker Plaza	Anoka	2
5/6/2011	Presentation	Robert N. Edwards Law Office	Anoka	1
5/6/2011	Drop In	Anoka County Public Library	Anoka	3
5/6/2011	Drop In	Advanced Hearing Care	Anoka	1
5/12/2011	Exhibit	First National Bank Bldg Resource Fair	St. Paul	50
5/12/2011	Exhibit	Range Senior Expo	Virginia	300
5/12/2011	Drop In	Edgewood Vista	Virginia	2
5/12/2011	Drop In	Healthstar Home Health	Virginia	2
5/13/2011	Drop In	Salmi Homes	Eveleth	1
5/13/2011	Drop In	Spectrum Community Health	Eveleth	1
5/13/2011	Drop In	St. Raphael's Health and Rehab	Eveleth	1
5/18/2011	In Home Demonstration	Consumer's Home	Richfield	3
5/18/2011	Drop In	Richfield Senior Suites	Richfield	1
5/18/2011	Drop In	Brenda's Healthcare, Inc.	Richfield	2
5/18/2011	Drop In	Unity Healthcare	Richfield	1
5/20/2011	Presentation	Rainbow Foods Pharmacy	Richfield	2
5/20/2011	Drop In	TCCH Home Care	Richfield	1
5/20/2011	Drop In	Crystal Care Assisted Living	Richfield	2
5/24/2011	In Home Demonstration	Consumer's Home	West St. Paul	2
5/24/2011	Drop In	Walker at Westwood Ridge	West St. Paul	1
5/24/2011	Drop In	DARTS	West St. Paul	1
5/24/2011	Drop In	Rosemount Court	West St. Paul	2
5/26/2011	Presentation	Country Inn and Suites	Inver Grove Heights	2
5/26/2011	Drop In	Wentworth Library	West St. Paul	1
5/27/2011	Presentation	Minneapolis Radiology	Robbinsdale	3
5/27/2011	Drop In	Geriatric Services of MN	Robbinsdale	2
5/27/2011	Drop In	North Memorial Home Health	Robbinsdale	1
6/3/2011	Presentation	Kia of Brooklyn Park	Brooklyn Park	3
6/7/2011	Presentation	Urology and Associates	Edina	4
6/7/2011	Drop In	Agewell Home Care	Edina	1
6/7/2011	Drop In	Care reminders Home Care	Edina	1
6/10/2011	Drop In	Crow Wing County Health Department	Brainerd	2
6/10/2011	Drop In	Edgewood Vista Brainerd	Brainerd	2
6/10/2011	Drop In	Home Instead Senior Care	Brainerd	2
6/10/2011	Drop In	Brainerd Public Library	Brainerd	3
6/14/2011	In Home Troubleshooting	Consumer's Home	New Brighton	2
6/14/2011	Drop In	Senior Suites of New Brighton	New Brighton	1
6/14/2011	Drop In	Visiting Angels	New Brighton	3
6/15/2011	Presentation	Park Dental Edinbrook	Brooklyn Park	2
6/17/2011	Presentation	American Family Insurance	Blaine	3
6/21/2011	In Home Demonstration	Consumer's Home	Coon Rapids	2

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6/21/2011	Drop In	Northdale Branch Library	Coon Rapids	2
6/21/2011	Drop In	Gracious Companions, LLC	Coon Rapids	1
6/21/2011	Drop In	Covenant Home Healthcare	Coon Rapids	2
6/21/2011	Drop In	Rehabcare	Coon Rapids	1
6/22/2011	In Home Training	Consumer's Home	New Brighton	2
6/24/2011	Drop In	Fairview Clinic	Brooklyn Park	1
7/22/2011	In Home Training	Consumer's Home	New Brighton	1
8/10/2011	Presentation	Goldfinch Estates	Fairmont	27
8/10/2011	Presentation	Arbor Grove Commons	Maple Grove	15
8/15/2011	Presentation	Brown County Human Service	New Ulm	13
8/17/2011	Presentation	Boulevard Gardens	Minnetonka	12
8/17/2011	Presentation	Bassett Creek	Plymouth	10
8/18/2011	Presentation	DHHS Advisory Committee - Northeast	Duluth	5
8/22/2011	Presentation	Vision Loss Resources	Minneapolis	1
8/26/2011	Booth	Minnesota State Fair	Falcon Heights	1,000
8/27/2011	Booth	Minnesota State Fair	Falcon Heights	1,000
8/28/2011	Booth	Minnesota State Fair	Falcon Heights	1,000
8/29/2011	Presentation	Family Service Center	Moorhead	5
8/29/2011	Booth	Minnesota State Fair	Falcon Heights	1,000
8/30/2011	Presentation	Bethlehem Lutheran Church	Fergus Falls	7
8/31/2011	Presentation	York Manor	Breckenridge	8
9/1/2011	Booth	Minnesota State Fair	Falcon Heights	1,000
9/2/2011	Booth	Minnesota State Fair	Falcon Heights	1,000
9/3/2011	Booth	Minnesota State Fair	Falcon Heights	1,000
9/4/2011	Booth	Minnesota State Fair	Falcon Heights	1,000
9/8/2011	In Home Demonstration	Consumer's Home	Roseville	1
9/20/2011	Drop-in	Reynolds Custom Hearing	Mankato	5
9/21/2011	Drop-in	Top Quality Hearing Aid Center	Redwood Falls	3
9/28/2011	Presentation	Lutheran Social Services	Moorhead	12
9/29/2011	Booth	Minnesota Assistance Council for Veterans	Duluth	125
10/4/2011	Presentation	Area Agencies - Salvation Army	Duluth	10
10/5/2011	Presentation	Cook Senior Citizens	Cook	18
10/6/2011	Booth	Roseville Area Senior Program	Roseville	15
10/10/2011	Booth	West 7th Community Center	St. Paul	4
10/11/2011	Presentation	Adult Protection Agency	Cass Lake	8
10/12/2011	Booth	Vocational Rehab	Park Rapids	11
10/12/2011	Presentation	Soar Steel Workers of America Retirees	Eveleth	30
10/19/2011	Booth	Duluth Senior Expo	Duluth	300
10/27/2011	Booth	VA Medical Center	Minneapolis	35
10/27/2011	Presentation	State Services for the Blind - Senior Networking	Hibbing	7
11/1/2011	Booth	Community Memorial Hospital (Diabetes Education)	Cloquet	200
12/20/2011	In Home Demonstration	Consumer's Home	Moorhead	1
12/21/2011	Presentation	Park High School	Cottage Grove	45
12/21/2011	Presentation	Park High School	Cottage Grove	70
12/28/2011	Meeting	Country Neighbors	Le Center	6
1/16/2012	In Home Demonstration	Consumer's Home	Madison lake	3
1/16/2012	In Home Demonstration	Consumer's Home	Madison lake	3
1/18/2012	Presentation	Guardian Angels Senior Housing	Elk River	8
1/18/2012	Presentation	Guardian Angels Senior Housing	Elk River	8
1/19/2012	Presentation	Senior Center - Jackson	Jackson	15
1/19/2012	Presentation	Senior Center - Jackson	Jackson	15

Date	Type of Outreach	Location	City	Number of Participants
1/26/2012	Drop-In	Living at Home Block Nursing Program	Atwater	1
1/26/2012	Presentation	Wildwood Manor	Moundsview	18
1/26/2012	Presentation	Suite Living Assisted Living	Le Sueur	17
1/26/2012	Drop-In	Living at Home Block Nursing Program	Atwater	1
1/26/2012	Presentation	Wildwood Manor	Moundsview	18
1/26/2012	Presentation	Suite Living Assisted Living	Le Sueur	17
1/27/2012	Presentation	Monticello Middle School	Monticello	7
1/27/2012	Presentation	Monticello Middle School	Monticello	7
1/30/2012	Presentation	Sertoma - Mankato	Mankato	14
1/30/2012	Presentation	Sertoma - Mankato	Mankato	14
2/7/2012	Presentation	Echo Ridge Presbyterian Homes	Oakdale	25
2/15/2012	Presentation	Windlow Commons	St. Paul	17
2/16/2012	Presentation	Oak Terrace Assisted Living	Mankato	18
2/21/2012	Presentation	Lighthouse of Barnum and Cloquet	Cloquet	1
2/22/2012	Presentation	Area Agency on Aging - Minnesota River	Mankato	22
2/28/2012	Meeting	Senior Networking	Hibbing	7
3/2/2012	Meeting	Alzheimer's Association	Duluth	1
3/14/2012	Meeting	Land of the Dancing Sky Area Agency on Aging	Warren	19
3/16/2012	Presentation	Senior Center - Monticello	Monticello	8
3/17/2012	Booth	Family Event - DHHS Northwest	Moorhead	42
3/20/2012	Booth	DEED - Rehab Services Duluth	Duluth	30
3/21/2012	Presentation	Kandiyohi County Health & Human Services	Willmar	15
3/27/2012	Booth	Living at Home Block Nursing Program	Atwater	25
3/27/2012	Booth	Living at Home Block Nursing Program	Atwater	25
3/28/2012	Booth	Grove City Block Nursing Program	Grove City	19
3/28/2012	Booth	Grove City Block Nurse Program	Grove City	19
4/4/2012	Presentation	Area Agency on Aging - Minnesota River	Mankato	25
4/4/2012	Presentation	Monarch Meadows Senior Living	North Mankato	15
4/5/2012	Presentation	The Wilds of Sand Prairie	St. Peter	15
4/13/2012	Presentation	Fellowship Missionary Baptist Church	Minneapolis	25
4/14/2012	Booth	Anoka County Senior Expo	Ramsey	250
4/24/2012	Booth	Folwell Park	Minneapolis	75
4/25/2012	Presentation	Oxbowl Bend Apartments	Coon Rapids	5
4/30/2012	Booth	Pope County Triad	Glenwood	13
4/30/2012	Presentation	Oak Crest Senior Housing	Roseau	7
5/2/2012	Presentation	GreenLeaf Senior Living - TRF	Thief River Falls	15
5/2/2012	Presentation	Senior Citizens Service Co-op	North Mankato	60
5/3/2012	Presentation	DHHS St. Cloud	St. Cloud	6
5/9/2012	Booth	MnDOT/Disability Programs	Mankato	22
5/10/2012	Presentation	Birch Haven Village	Bemidji	7
5/14/2012	Presentation	North Park Plaza Apartments	New Hope	10
5/15/2012	Booth	Senior Expo - Mankato	Mankato	1,500
5/15/2012	Presentation	MN Regions Assistive Technology Collaborative	Maple Plain	7
5/16/2012	Booth	Minnesota Home Care Association	St. Paul	130
5/23/2012	Presentation	Rivers Edge Assisted Living	Hallock	7
5/23/2012	Presentation	The Meadows	Karlstad	11
5/24/2012	Booth	Maplewood Community Center	Maplewood	100
5/30/2012	Presentation	Naytahwaush Human Services	Naytahwaush	13
6/4/2012	Meeting	Hawley Senior Citizen Center	Hawley	8
6/6/2012	Booth	Clay County Seniors Coordinator	Hitterdal	15
6/13/2012	Social Event	Deaf and Hard of Hearing Services	Moorhead	7

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6/19/2012	Presentation	St. Benedict's Senior Community	St. Cloud	4
6/25/2012	Meeting	Felton Senior Center	Felton	5
7/9/2012	Presentation	Lions Club - Isle	Isle	36
7/9/2012	Presentation	Nicollet County Committee on Aging	St. Peter	10
7/9/2012	Meeting	Rollag Senior Citizen Center	Hawley	20
7/17/2012	Presentation	Commonbound/Advantage Service Coordinator	Blaine	15
7/18/2012	Presentation	Rock County Family Service Agency	Luverne	7
7/23/2012	Presentation	Commonbound/Advantage Service Coordinator	Blaine	10
7/26/2012	Booth	Comprehensive Health Services	Red Lake	46
8/6/2012	Presentation	Traverse Care Center	Wheaton	6
8/7/2012	Presentation	Senior Center - Ulen	Ulen	13
8/7/2012	Social Event	Minnesota Hands and Voices	St. Paul	45
8/8/2012	Booth	Forest Lake Senior Center	Forest Lake	25
8/9/2012	Booth	U Care Minnesota	Minneapolis	120
8/18/2012	Booth	Whitney Senior Center	St. Cloud	200
8/20/2012	Presentation	Windmill Ponds	Alexandria	10
8/20/2012	Presentation	Bonnie's Senior Haven	Alexandria	8
8/23/2012	Presentation	Evansville Senior Living	Evansville	15
8/23/2012	Presentation	Terrace Heights Assisted Living	Osakis	4
8/23/2012	Booth	Minnesota State Fair	Falcon Heights	500
8/24/2012	Meeting	Assumption Court	Cold Spring	9
8/24/2012	Booth	Minnesota State Fair	Falcon Heights	500
8/25/2012	Booth	Minnesota State Fair	Falcon Heights	500
8/27/2012	Booth	Minnesota State Fair	Falcon Heights	500
8/28/2012	Booth	Minnesota State Fair	Falcon Heights	500
8/30/2012	Booth	Minnesota State Fair	Falcon Heights	500
8/31/2012	Booth	Minnesota State Fair	Falcon Heights	500

# Appendix K

Outreach Materials

# Minnesota Relay

*Providing access for people with hearing loss or speech disabilities to communicate over the telephone.*



MINNESOTA  
RELAY 



## Minnesota Relay is a free service providing full telephone accessibility to persons who are deaf, deaf/blind, hard of hearing or speech disabled.

A specially trained communication assistant (CA) facilitates the telephone conversation between a person who has hearing loss or a speech disability and a hearing person.

Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year, with no restrictions on the number, length or type of calls.

All calls are strictly confidential and no records of any conversations are maintained.





## **Dial 7-1-1 to make a relay call**

7-1-1 is a toll-free, nationwide relay access number. You may dial 7-1-1 from anywhere in the country and be connected to the relay service in the state you are calling from. Once connected to the relay service, inform the CA of the type of relay call you wish to make (i.e. HCO, VCO, STS, Spanish, etc.).

NOTE: The 7-1-1 access number is easy to remember, particularly for less experienced relay users. However, dialing the toll-free number specific for the type of relay call you wish to make may result in faster call set-up, as your call will not need to be transferred.

There are a number of different types of relay services available to meet specific telecommunications needs:

### **Standard Phone (hearing user) and TTY: 1-800-627-3529**

This service allows telephone calls between a TTY (text-telephone) user and a hearing person. The CA reads the TTY user's words to the hearing person, and types the hearing person's words for the TTY user to read.

### **Hearing Carry Over (HCO): 1-800-627-3529**

HCO allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. Using HCO relay and a specially designed telephone with a text display, an HCO user can listen directly to the voice of the other person on the call and type his/her response to the CA, who voices the response to the other person.

To use HCO relay you must have a TTY and a telephone.

## **Voice Carry Over (VCO):**

**1-877-627-3024**

VCO is an option for people who can speak clearly, but have hearing loss significant enough to prevent them from hearing and

understanding conversations over the telephone. Using VCO

relay and a specially designed telephone

with a text display, a VCO user

can speak directly to the other person on the call. The CA types what is spoken by the other person for the VCO user to read.



To use VCO relay you must have a TTY and a telephone, or a specially designed VCO phone.

## **Two-Line Voice Carry Over:**

**1-866-855-4611**

Two-line VCO allows you to use one telephone line for speaking directly to the other person, while the second line is used to receive the CA's typed response from the other person. This enhanced feature provides a more natural flow of conversation without the pauses of single-line VCO calls.

In order to use two-line VCO you must have two telephone lines with separate phone numbers and subscribe to 3-way calling from your local telephone service provider.

## Captioned Telephone (CapTel™)



CapTel is an amplified telephone and relay captioning service that allows people who are hard of hearing to see word-for-word captions of their telephone conversation

on a bright, easy-to-read display window built into the CapTel phone, while also listening to what is being said using their residual hearing (much like TV captioning). The CapTel user speaks directly to the other person on the call, and the CA transcribes everything the other person says into written text.

To use CapTel relay you must have a CapTel phone.

### Two-Line CapTel

Like standard CapTel, two-line CapTel provides live captions of everything the other party says during a phone conversation. With two-line CapTel, the conversation is carried on one telephone line and the captions are provided on the second line. This gives two-line CapTel users the ability to caption any phone call – incoming or outgoing – at any point in the conversation. Two-line CapTel also supports enhancements that the user has purchased from their telephone service, including call-waiting.

In order to use two-line CapTel you must have a CapTel phone and two telephone lines (one must be analog) with separate phone numbers.

## **Speech-to-Speech (STS):**

**1-877-627-3848**

STS allows a person who has difficulty speaking or being understood on the telephone to communicate using his or her own voice or voice synthesizer. The CA revoices the words of the person with a speech disability so the other person on the call can understand them.

No special telephone equipment is needed to use STS, though some people may find it beneficial to use a speakerphone or hands-free telephone equipment.



## **Computer (ASCII):**

**1-800-627-3529**

Computer users can access Minnesota Relay directly. Set your telecommunications software to the following protocols at speeds ranging from 300 to 2400 baud: 8 Bits; No Parity; 1 Stop Bit; Full Duplex. It may be helpful to set your "time out" to 100 seconds.

When calling at a rate of 300 or below, follow the above using Half Duplex.

## **Spanish Relay:**

**1-877-627-5448**

Allows a Spanish speaking person to use Minnesota Relay. The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.

## **900 Pay-Per-Call Services: 1-900-246-3323**

Relay user may dial the above access number and provide the CA with the pay-per-call service phone number that they would like to call. Callers are billed directly by the pay-per-call service at the rate specified by that provider. Billing will begin upon connection to the pay-per-call service.

### **International Calls:**

- Allows relay users to place and receive calls from anywhere in the world (using English or Spanish languages only).
- Callers within the US can dial 7-1-1.
- Callers outside the US can dial 1-605-224-1837.



## Calling features available through Minnesota Relay:

### ***Emergency Assistance***

TTY callers should dial 9-1-1 or other existing emergency numbers directly in emergency situations. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but doing so may result in a delay in getting your call through.

### ***Directory Assistance***

You can use Minnesota Relay to place calls to directory assistance (DA). When a relay user requests to call DA, the CA will contact the appropriate DA operator. After obtaining the number, the caller may choose to place the call through Minnesota Relay or to dial the number directly. (Note: DA is often subject to charges by the caller's local service provider.)

### ***Voice Mail/Answering Machine Retrieval***

Allows relay users to retrieve voice messages on their answering machine or voice mail.

### ***Deaf-Blind Transmission Speed***

Minnesota Relay users with low vision who use a TTY equipped with a telebraille or large visual display typically prefer slower typing speeds. During this type of relay call, the CA will type at a normal speed, but the text will come across at a rate of 15 words per minute, allowing for a more readable transmission speed. Users may request to increase or decrease the transmission speed in increments of 5 words per minute.

### ***Relay Calls Using Public Payphones***

Minnesota Relay users can make local relay calls from payphones free of charge. Long distance relay calls can be charged to a calling card or prepaid card, by calling collect, or billed to a third party. Coins can not be used to pay for a long distance relay call from a payphone.



### ***Long Distance Calls***

The long distance carrier you have chosen for your home service is NOT automatically applied to Minnesota Relay calls. To make sure your long distance calls are carried and billed through your existing long distance service or calling plan, it is recommended that you submit a Minnesota Relay Customer Preference form. You may also inform the CA of your preferred carrier of choice prior to placing a long distance relay call.

If no carrier is indicated, long distance Minnesota Relay calls will be carried and billed by Sprint.

### ***Billing Options for Long Distance Relay Calls***

- Direct
- Collect
- Pre-paid calling card
- Carrier calling card
- Third-party billing

### ***Customer Preference Form***

The Customer Preference form allows you to customize your relay call. By completing and submitting a Minnesota Relay Customer Preference form, the relay is able to store your call preferences in their database. This will allow your relay calls to be set up quickly and ensures that your preferred carrier is used for long distance calls.

Call 1-800-657-3775 to request a Customer Preference form, or download the form at [www.mnrelay.org](http://www.mnrelay.org).

### ***Complements or Complaints***

If you would like to file a complement or complaint regarding Minnesota Relay, please call 1-800-657-3775 (voice/TTY). You will need to provide the date and time of the relay call, the CA's identification number and the nature of your complement or complaint.



To file a relay complaint with the Federal Communications Commission, call 1-888-225-5322 (voice) / 1-888-835-5322 (TTY) or file online at [www.fcc.gov/cgb/complaints.html](http://www.fcc.gov/cgb/complaints.html).

## **Specialized Telecommunications Equipment**

If you meet certain eligibility requirements, you may qualify to receive telecommunications equipment at no cost through Minnesota's Telephone Equipment Distribution (TED) Program. The TED Program loans telecommunications equipment to people who are hard of hearing, deaf, deaf/blind, speech disabled or physically disabled. If you do not qualify, TED Program staff can provide you with a directory of vendors where equipment can be purchased.

To contact the TED Program, call 1-800-657-3663 (voice) / 1-888-206-6555 (TTY), or visit their web site at [www.tedprogram.org](http://www.tedprogram.org).

## **Contact the Minnesota Relay Consumer Relations Office:**

- **For more information on other services offered through Minnesota Relay**
- **To request Minnesota Relay call instruction sheets**
- **To schedule a free presentation**

**1-800-657-3775 (voice/TTY)**

**E-mail: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)**

**[www.mnrelay.org](http://www.mnrelay.org)**

**The Telecommunications Access Minnesota (TAM) program within the Department of Commerce is the state administrative office responsible for ensuring equal access to the telecommunications network for Minnesotans who are deaf, deaf/blind, hard of hearing, speech disabled or physically disabled.**

**Minnesota Relay and the TED Program are funded by a telephone surcharge.**



## What else should I know about CapTel relay?

- Calls are easy to make—just pick up the phone and dial!
- Listen directly to the voice of the person you are calling. There is no need to interact with the CapTel relay communication assistant (CA).
- Captions appear nearly simultaneously with the caller's spoken words. You can listen to background noises and voice intonations.
- Easy access to voice mail, phone menu systems, and answering machine messages.
- CapTel relay is a free service (Local calls are free, and long distance calls will be billed by the long distance carrier of your choice).
- CapTel relay is available 24 hours per day, 365 days per year.
- There are no limits on the length or number of calls placed.



### Contact the Minnesota Relay Consumer Relations Office:

- To learn more about CapTel relay
- For information on other services offered through Minnesota Relay
- To request a CapTel relay instruction sheet
- To schedule a free presentation

1-800-657-3775 (voice/TTY)

E-mail: [MN.Relay@state.mn.us](mailto:MN.Relay@state.mn.us)

[www.MNRelay.org](http://www.MNRelay.org)

The Telecommunications Access Minnesota (TAM) program within the Department of Commerce is the state administrative office responsible for ensuring equal access to the telecommunications network for Minnesotans who are deaf, deaf/blind, hard of hearing, speech disabled or physically disabled.

CapTel is a trademark of Ultratec, Inc.



## Captioned Telephone (CapTel™) Relay

*A revolutionary way for people with hearing loss to make telephone calls*



## What is CapTel relay?

CapTel is an amplified telephone and relay captioning service that allows you to see word-for-word captions of your telephone conversation on a bright, easy-to-read display window built into the CapTel phone.

With CapTel you can hear what is being said on the phone using your residual hearing, and you can also view captions of the conversation for added clarity (much like TV captioning).

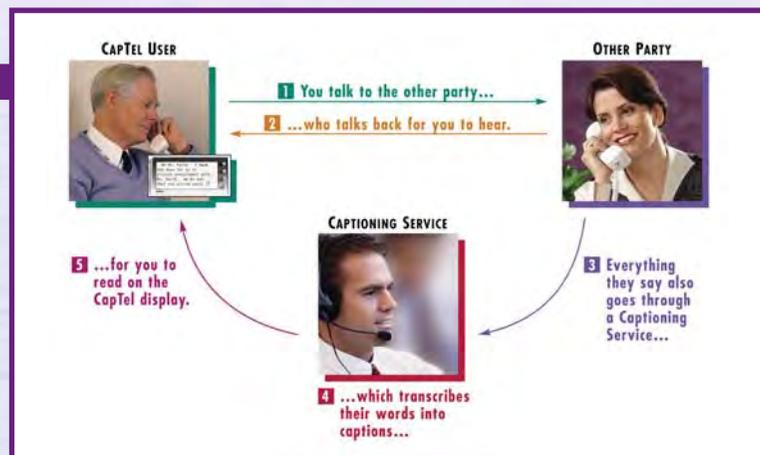
## Who can benefit from CapTel relay?

- People with some degree of hearing loss, who find it difficult to understand telephone conversations
- People who use hearing aids, assistive listening devices or cochlear implants
- People who are deaf or hard of hearing but have understandable speech

## How does CapTel relay work?

Making a CapTel relay call is similar to making a call using a standard telephone. When you dial the phone number of the person you are calling, the CapTel phone automatically connects with the relay captioning service where a specially trained communication assistant (CA) transcribes everything the other person says into written text.

The captions appear on your CapTel phone just a few seconds after the other caller speaks—allowing you to understand everything being said.



## Will incoming calls be captioned?

In order to receive captions on an incoming call, the person calling you will first need to dial the toll-free CapTel relay phone number. The caller is greeted by an automated system, which prompts them to enter your 10 digit phone number. Then, the CapTel relay connects the call to you and transcribes everything the caller says into captions. If an incoming call **is not** dialed through CapTel relay, it will not be captioned.

## What is two-line CapTel?

With two-line CapTel you can receive captions on all incoming calls, even if the other party does not call through the CapTel relay's 800 number. For two-line CapTel you must have two analog telephone lines with separate phone numbers.

## What phone equipment do I need?

To use CapTel relay you must have a CapTel phone. You must also have an analog telephone line, or a digital subscriber line (DSL) with an analog filter. Digital cable or voice over internet protocol (VoIP) lines **are not** compatible with CapTel and may damage the phone.

To find out what type of phone line you have, contact your telephone company.

## What are some CapTel phone features?

- Ability to review captions during or after a call
- Speed dialing and last number redial
- Amplified handset with volume and tone control for optimum sound clarity
- 2.5 mm and 3.5 mm audio jack for assistive listening devices
- Everyone can use the CapTel phone—simply turn off the captions feature to use it as a regular phone

## Where can I get a CapTel phone?

For information on purchasing a CapTel phone, contact the Minnesota Relay Consumer Relations Office at 1-800-657-3775 (voice/TTY).

If you meet certain eligibility requirements, you may qualify to receive a CapTel phone **at no cost** through the state of Minnesota's Telephone Equipment Distribution (TED) Program. The TED Program loans telecommunications equipment to people who are hard of hearing, deaf, deaf/blind, speech disabled or physically disabled.

To contact the TED Program, please call 1-800-657-3663 (voice) or 1-888-206-6555 (TTY), or visit their website at [www.tedprogram.org](http://www.tedprogram.org).

*"CapTel gives me the confidence to call people and businesses I was too nervous and embarrassed to call in the past. My calls progress so naturally now that most people have no idea they are speaking with someone who is hard of hearing."*

—A CapTel User

# Voice Carry Over (VCO) Relay

*For people who have hearing loss and prefer to use their voice on the phone.*



## **What is Voice Carry Over (VCO) relay?**

VCO relay is an option for people who can speak clearly, but have hearing loss significant enough to prevent them from hearing and understanding conversations over the telephone. Using VCO relay and a specially designed telephone with a text display, a VCO user can speak directly to the other person on the call. A communication assistant (CA) types what is spoken by the other person for the VCO user to read.

To use VCO relay you must have either a TTY (text telephone) or a specially designed VCO phone.

## **Who can benefit from VCO relay?**

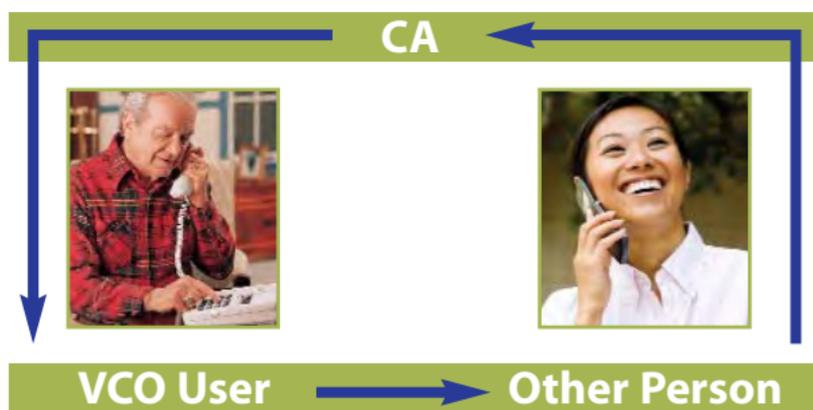
- People who are deaf or hard of hearing but have understandable speech
- Late deafened adults

## **How does VCO relay work?**

The caller dials the VCO relay toll-free number. The VCO user speaks directly to the other person on the call. A specially trained CA facilitates the conversation by typing the other person's spoken words to the VCO user. The text of the other person's conversation appears on the VCO user's specialized telephone equipment. No typing is required by the VCO user.

## **What is two-line VCO?**

For two-line VCO you must have two telephone lines with separate telephone numbers. Two-line VCO allows you to use one telephone line for speaking directly to the other person, while the second line is used to receive the CA's typed response from the other person. This enhanced feature provides a more natural flow of conversation without the pauses of single-line VCO calls.



## How can I obtain specialized VCO telephone equipment?

If you meet certain eligibility requirements, you may qualify to receive a TTY or VCO phone at no cost through Minnesota's Telephone Equipment Distribution (TED) Program. The TED Program loans telecommunications equipment to people who are hard of hearing, deaf, deaf/blind, speech disabled or physically disabled.

To contact the TED Program, call 1-800-657-3663 (voice) or 1-888-206-6555 (TTY), or visit their web site at [www.tedprogram.org](http://www.tedprogram.org).

## What else should I know about VCO relay?

- VCO relay is a free service (Local calls are free, and long distance calls will be billed by the long distance carrier of your choice).
- All conversations are strictly confidential.
- VCO relay is available 24 hours per day, 365 days per year.
- There are no limits on the length or number of calls placed.



## **Contact the Minnesota Relay Consumer Relations Office:**

- **To learn more about VCO relay**
- **For information on other services offered through Minnesota Relay**
- **To request a VCO relay instruction sheet**
- **To schedule a free presentation**

**1-800-657-3775**

**E-mail: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)**

**[www.mnrelay.org](http://www.mnrelay.org)**

**The Telecommunications Access Minnesota (TAM) program within the Department of Commerce is the state administrative office responsible for ensuring equal access to the telecommunications network for Minnesotans who are deaf, deaf/blind, hard of hearing, speech disabled or physically disabled.**

**Minnesota Relay and the TED Program are funded by a telephone surcharge.**



**MINNESOTA  
DEPARTMENT OF  
COMMERCE**

# Hearing Carry Over (HCO) Relay

*For people who have a speech disability and are able to hear on the phone.*



## **What is Hearing Carry Over (HCO) relay?**

HCO relay allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. Using HCO relay and a specially designed telephone with a text display, an HCO user can listen directly to the voice of the other person on the call and type his/her response to a communication assistant (CA), who voices the response to the other person.

To use HCO relay you must have a TTY (text telephone).

## **Who can benefit from HCO relay?**

- People with significant speech disabilities
- People with loss of speech

## **How does HCO relay work?**

The caller dials the HCO relay toll-free number. The HCO user listens directly to the other person on the call, and types his/her responses on a TTY (text telephone). A specially trained CA facilitates the conversation by voicing the HCO users typed responses to the other person.

## **What is two-line HCO?**

For two-line HCO you must have two telephone lines with separate telephone numbers. Two-line HCO allows you to use one telephone line for listening directly to the other person, while the second line is used to type your response. This enhanced feature provides a more natural flow of conversation without the pauses of single-line HCO calls.



CA



HCO User

Other Person

## How can I obtain specialized HCO telephone equipment?

If you meet certain eligibility requirements, you may qualify to receive a TTY at no cost through Minnesota's Telephone Equipment Distribution (TED) Program. The TED Program loans telecommunications equipment to people who are hard of hearing, deaf, deaf/blind, speech disabled or physically disabled.

To contact the TED Program, call 1-800-657-3663 (voice) or 1-888-206-6555 (TTY), or visit their web site at [www.tedprogram.org](http://www.tedprogram.org).

## What else should I know about HCO relay?

- HCO relay is a free service (Local calls are free, and long distance calls will be billed by the long distance carrier of your choice).
- All conversations are strictly confidential.
- HCO relay is available 24 hours per day, 365 days per year.
- There are no limits on the length or number of calls placed.



## **Contact the Minnesota Relay Consumer Relations Office:**

- **To learn more about HCO relay**
- **For information on other services offered through Minnesota Relay**
- **To request an HCO relay instruction sheet**
- **To schedule a free presentation**

**1-800-657-3775**

**E-mail: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)**

**[www.mnrelay.org](http://www.mnrelay.org)**

**The Telecommunications Access Minnesota (TAM) program within the Department of Commerce is the state administrative office responsible for ensuring equal access to the telecommunications network for Minnesotans who are deaf, deaf/blind, hard of hearing, speech disabled or physically disabled.**

**Minnesota Relay and the TED Program are funded by a telephone surcharge.**



# Speech-to-Speech (STS) Relay

*For people with speech disabilities who have difficulty being understood on the telephone.*



## What is Speech-to-Speech (STS) relay?

STS relay allows a person who has difficulty speaking or being understood on the telephone to communicate using his or her own voice or voice synthesizer. An STS communication assistant (CA) revoices the words of the person with a speech disability so the person on the other end of the phone call can understand them.

## Who can benefit from STS relay?

- People with cerebral palsy, Parkinson's disease, Huntington's disease, multiple sclerosis, Amyotrophic Lateral Sclerosis or muscular dystrophy
- People with a laryngectomy, stroke complications, stuttered speech or other voice conditions affecting clarity of speech
- People who use a voice synthesizer or enhancer, sound board, or other augmentative communication device

## How does STS relay work?

The caller dials the STS relay toll-free number. An STS CA facilitates the call by listening to the person with a speech disability and revoicing verbatim what he or she says to the other person. STS CAs are specially trained to understand a variety of different speech patterns, and process all calls with patience. The CA is not part of the call; their job is only to revoice what the caller says.

No special telephone equipment is needed to use STS relay, though some people may find it beneficial to use a speakerphone or hands-free telephone equipment.

### Specialized Telephone Equipment

If you meet certain eligibility requirements, you may receive specialized telephone equipment at no cost through Minnesota's Telephone Program. The Telephone Program loans telecommunications equipment to people who are speech disabled or physically disabled.

To contact the TED Program, please call 1-800-657-7272 or visit our web site at [www.tedprogram.org](http://www.tedprogram.org).



## What else should I know about Speech-to-Speech relay?

- You or the person you are calling may request that the CA remain in the background and only begin revoicing if requested by either party. This is helpful when calling friends, family or others that are familiar with your speech.
- STS relay is a free service (Local calls are free, and long distance calls will be billed by the long distance carrier of your choice).
- All conversations are strictly confidential.
- STS relay is available 24 hours per day, 365 days per year.
- There are no limits on the length or number of calls placed.

may qualify to receive specialized telephone equipment through the Telecommunications Equipment Distribution (TED) Program. The TED Program is available to people who are hard of hearing, deaf, deaf/blind,

1-800-3663 (voice) / 1-888-206-6555 (TTY), or visit their

## **Contact the Minnesota Relay Consumer Relations Office:**

- **To learn more about STS relay**
- **For information on other services offered through Minnesota Relay**
- **To request an STS relay instruction sheet**
- **To schedule a free presentation or training**

**1-800-657-3775**

**E-mail: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)**

**[www.mnrelay.org](http://www.mnrelay.org)**

**The Telecommunications Access Minnesota (TAM) program within the Department of Commerce is the state administrative office responsible for ensuring equal access to the telecommunications network for Minnesotans who are deaf, deaf/blind, hard of hearing, speech disabled or physically disabled.**

**Minnesota Relay and the TED Program are funded by a telephone surcharge.**





Minnesota Relay is a free telecommunications service that allows persons with hearing or speech disabilities to place and receive telephone calls. A specially trained communications assistant (CA) facilitates the telephone

conversation between people with hearing or speech disabilities and other individuals. Calls can be made to anywhere in the world (standard charges apply for long-distance calls), 24 hours a day, 365 days a year. All calls are completely confidential.

### Receiving a Call From a Minnesota Relay User

1. When answering the phone, you may receive a call placed through Minnesota Relay. You will hear a Communications Assistant (CA) say “Hello, a person is calling you through Minnesota Relay. This is CA number XXXX. Have you received a relay call before?”
  - ◆ If you *are not familiar* with relay say “NO” and the CA will explain how relay works. If you have any questions, you will need to ask them at this time.
  - ◆ If you *are familiar* with relay say “YES” and the call will begin.
2. Remember to say “Go ahead” or “GA” after each time you are finished speaking. When the CA says “Go ahead” back to you, it is your turn to speak.
3. See “Tips for Successful Calls” (below) for smooth call handling.

### Placing a Call to a Minnesota Relay User

1. To place a call to a Minnesota Relay user dial 7-1-1 or 1-800-627-3529. If you hear something that sounds like fax tones, or if the line is silent, remain on the call and wait for Minnesota Relay to answer (this could take a minute or longer).
2. Minnesota Relay will answer and the communications assistant (CA) will state her or his identification number and gender.
3. If you are not familiar with relay you may ask the CA to explain how relay works. If you have any questions, you will need to ask them at this time.
4. Give the CA the 10-digit telephone number of the person you wish to call.
5. Once the person you are calling answers, proceed with the call as you would a regular phone call.
6. Remember to say “Go ahead” or “GA” after each time you are finished speaking. When the CA says “Go ahead” back to you, it is your turn to speak.
7. See “Tips for Successful Calls” (below) for smooth call handling.

## Tips for Successful Calls

- **Say “Go Ahead” or “GA” each time you have finished speaking.**  
The term “Go Ahead” or “GA” is important for relay calls for turn taking purposes. “GA” insures that you (the standard phone user) and the relay user do not respond at the same time and miss each other’s communication. Say “Go Ahead” or “GA” each time you have finished speaking and are ready for a response. When you hear the CA say “GA” it is your turn to speak again.
- **Speak directly to the person calling, not to the CA.**  
Talk in the first person and pretend the CA is not on the call. The CA is not part of the conversation and will not acknowledge you if you speak to her or him.
- **Asking the relay user questions.**  
If you need to ask the Relay user a series of questions, please ask them one at a time, wait for a response, and then ask the next question. This will give the Relay user a chance to respond to each question and will reduce misunderstandings.
- **Be patient, and speak slowly.**  
Relay calls take longer than regular telephone calls. Because the CA must type everything you say verbatim, please speak slowly. If you are speaking too fast, the CA may ask you to slow down or to repeat yourself. There may be a pause before the CA begins relaying the response back to you.
- **The CA will type everything that is heard.**  
To ensure that Relay calls are functionally equivalent to standard telephone calls, CAs type everything they hear, including background noises and voice intonations. Your words will be typed exactly as you say them.
- **When Minnesota Relay calls, don’t hang up.**  
The person calling is deaf, hard of hearing or speech disabled and is using Minnesota Relay to contact you. This is not a telemarketing call and it is very important that you do not hang up on the caller.
- **Long Distance Charges**  
The long distance carrier you have chosen for your home or business service is NOT automatically applied to Minnesota Relay calls. To make sure your long distance calls are carried and billed through your existing long distance service or calling plan, it is recommended that you submit a Minnesota Relay Customer Preference/Profile form. You also may inform the CA of your preferred carrier of choice prior to placing a long distance Relay call.  
  
If no carrier is indicated, long distance Minnesota Relay calls will be carried and billed by Sprint.
- **PBX (Private Branch Exchange) Systems and 7-1-1**  
You may not be able to dial 7-1-1 to make a Relay call if your business has a PBX system. If you encounter this difficulty, contact the telecommunications manager or PBX coordinator from your office and ask them to re-program the PBX switch software to allow 7-1-1 access.
- **Additional Detailed Calling Instructions**  
For detailed calling instructions for CapTel, Two-Line CapTel, Hearing Carry Over, Two-Line Hearing Carry Over, Speech-to-Speech, Voice Carry Over, and Two-Line Voice Carry Over go please visit our web site at [www.mnrelay.org](http://www.mnrelay.org).



## Instructions for Using Captioned Telephone (CapTel™) Relay

CapTel is an amplified telephone and relay captioning service that allows you to see word-for-word captions of your telephone conversation on a bright, easy-to-read display window built into the CapTel phone. With CapTel you can hear what is being said on the phone using your residual hearing, and you can also view captions of the conversation for added clarity (much like TV captioning).

CapTel is beneficial for people with moderate to severe hearing loss who are no longer able to understand telephone conversations, even with the use of an amplified phone, people who use hearing aids, assistive listening devices, or cochlear implants, and people who are deaf or hard of hearing but have understandable speech.

To use CapTel relay you must have a CapTel phone. You must also have an analog telephone line, or a digital subscriber line (DSL) with an appropriate analog filter. Using digital cable or voice over internet protocol (VoIP) is not recommended as the CapTel phone was not designed or guaranteed to operate on these types of lines.

To find out what type of phone line you have, contact your telephone company.

### ***How CapTel Relay Works***

Making a CapTel relay call is similar to making a call using a standard telephone. When you dial the phone number of the person you are calling, the CapTel phone automatically connects with the relay captioning service where a specially trained communication assistant (CA) transcribes everything the other person says into written text.

The captions appear on your CapTel phone just a few seconds after the other caller speaks – allowing you to understand everything being said.

### ***Making a CapTel Relay Call***

Dial the number of the person you wish to call. Your CapTel phone automatically connects to the captioning service.

When the person you are calling answers, you can listen and respond directly to them. Behind the scenes, the CA uses voice-recognition technology to automatically transcribe everything the other person says into written text.

As you listen to the other person, a text version of the conversation appears on the display screen of your CapTel phone.

## ***Receiving a CapTel Relay Call***

The person calling you dials the toll-free relay captioning service number (1-877-243-2823).

When the relay captioning service answers, the caller is greeted by an automated system, which prompts the caller to enter your area code and telephone number.

The relay captioning service connects the call to you and transcribes everything the caller says into captions appearing on your CapTel phone. You can listen, read the captions, and respond directly to the caller.

If an incoming call is not dialed through the relay captioning service, it will not be captioned. If you would like captions, ask the person to hang up and call back through the relay captioning service telephone number.

## ***Two-Line CapTel***

Two-line CapTel allows you to receive captions on all incoming calls – even if the other party does not call through the relay captioning service's toll free number.

Like standard CapTel relay, two-line CapTel gives you live captions of everything your caller says during a phone conversation. You can hear the caller and read captions of what they say. With two-line CapTel, the conversation is carried on one telephone line and the captions are provided on the second line. This gives two-line CapTel relay users the ability to caption any phone call – incoming or outgoing – at any point in the conversation. Two-line CapTel also supports enhancements that you have purchased from your telephone service, including call-waiting.

For two-line CapTel you must have two phone lines with separate telephone numbers (one of the lines must be analog or DSL with a filter; the other may be analog, VoIP, or DSL with a filter).

For an instruction sheet on how to make and receive two-line CapTel calls, please contact the Minnesota Relay Outreach office at 1-800-657-3775 or visit our Web site at [www.mnrelay.org](http://www.mnrelay.org).

## ***Information Regarding Long Distance Calls***

CapTel relay users who use a single-line CapTel must register their long distance carrier to ensure that their long distance CapTel calls are carried and billed through their existing long distance service or calling plan.

Individuals who place long distance calls *to* a single-line CapTel relay user must also register their long distance carrier so that their calls are carried and billed through their existing long distance service or calling plan.

CapTel relay users may register their long distance Carrier of Choice online at [www.captionedtelephone.com/carrierchoice.phtml](http://www.captionedtelephone.com/carrierchoice.phtml), or they may call CapTel Customer Service at 1-888-269-7477 (voice/CapTel/TTY).

If no carrier is registered, all long distance CapTel relay calls will be carried and billed by Sprint.

## ***Filing a Complement or Complaint***

Minnesota Relay strives to provide the best relay services available and we appreciate feedback about your experience with using our relay services. Please have the following information available when filing a commendation, complaint, or expressing a concern:

- Communications Assistant (CA) ID Number
- Date of the relay call
- Time of the relay call
- Nature of commendation, complaint, or concern

The following options are available to file a complement or complaint regarding CapTel relay:

- CapTel's 24-hour Customer Service (*excluding holidays*):  
Voice/CapTel/TTY: 1-888-269-7477  
E-mail: [CapTel@CapTel.com](mailto:CapTel@CapTel.com)  
Online: [www.captel.com/contact-us.php](http://www.captel.com/contact-us.php)
- Minnesota Relay Outreach Office:  
Voice: 651-602-9005 / 1-800-657-3775  
TTY: 1-888-206-6555  
E-mail: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)
- The Federal Communications Commission's Consumer Center:  
Voice: 1-888-CALL-FCC (1-888-225-5322)  
TTY: 1-888-TELL-FCC (1-888-835-5322)  
Fax: 1-866-418-0232  
Online: [www.fcc.gov/complaints](http://www.fcc.gov/complaints)

**For information on other services offered through Minnesota Relay  
or to schedule a free presentation, please contact:**

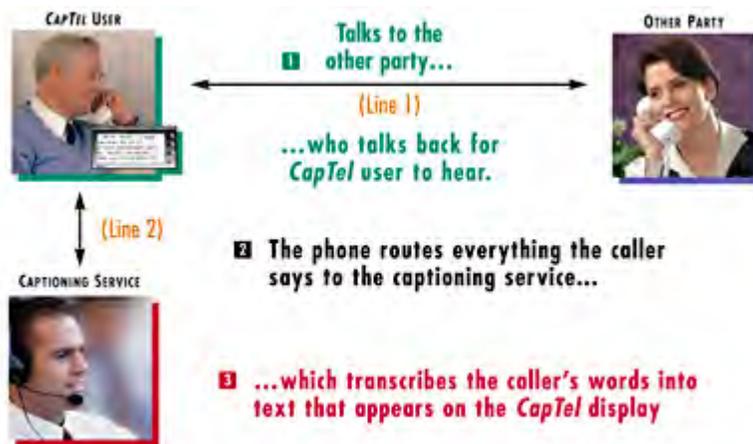
**Minnesota Relay Outreach  
1-800-657-3775 (voice/TTY)  
E-mail: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)  
Visit our Web site: [www.mnrelay.org](http://www.mnrelay.org)**

## Instructions for Using Two-Line CapTel Relay

CapTel is an amplified telephone and relay captioning service that allows you to see word-for-word captions of your telephone conversation on a bright, easy-to-read display window built into the CapTel phone. With CapTel you can hear what is being said on the phone using your residual hearing, and you can also view captions of the conversation for added clarity (much like TV captioning).

Like standard CapTel relay, two-line CapTel gives you live captions of everything your caller says during a phone conversation. You can hear the caller and read captions of what they say. With two-line CapTel, the conversation is carried on one telephone line and the captions are provided on the second line. This gives two-line CapTel relay users the ability to caption any phone call – incoming or outgoing – at any point in the conversation. Two-line CapTel also supports enhancements that you have purchased from your telephone service, including call-waiting.

### How Two-Line CapTel Relay Works



When a caller dials your phone number, they connect directly to your CapTel phone on one telephone line. As soon as you answer, the phone automatically dials the relay captioning service on the second line to establish captions.

There is an initial delay between the time you answer the call and the time that captions begin because it takes time for the phone to connect to the captioning service and initiate captions. During this time, your caller will hear everything you say. You may begin your conversation if you can hear the caller clearly enough. Or, you may ask your caller to hold for a moment while captions are established.

Once captions begin, you'll find they keep a close pace with the speed of your caller's voice.

## **Requirements for Two-Line CapTel**

- A CapTel phone
- Two telephone lines with separate telephone numbers:
  - Line 1 (voice) can be an analog line, DSL with an analog filter, digital cable line, or VoIP line.
  - Line 2 (captions) must be an analog telephone line or DSL with an analog filter. (Note: line 2 can be a very basic line. There is no need for any telephone services such as caller ID, nor any need for long distance service on line 2.)
- If you are installing the CapTel in an office setting, check with the telephone system administrator to ensure that an analog port is available.

To find out what type of phone line(s) you have, contact your telephone company.

## **Benefits of Two-Line CapTel Relay**

- You receive captions on all incoming calls – your caller dials you directly instead of placing the call through the relay captioning service.
- You can turn captions on (or off) at any point during a conversation.
- There is no separate telephone number for callers to remember – they just dial you directly.
- Captioning is available for every type of call, including emergency calls.
- Others in your home can pick up an extension line and share the call without interrupting the captions.
- If you have call-waiting and another call comes in, it will not interrupt captioning (you can even get captions on the incoming call).

## **Differences Between Standard CapTel and Two-Line CapTel**

Standard CapTel	Two-line CapTel
Captions and voice are provided across one telephone line.	Conversation is carried on one telephone line, and captions are provided on the second line.
Captions must be initiated at the start of a call.	Captions can be turned on or off at any point in a conversation.
Callers must first dial the toll-free relay captioning service and enter their phone number in order for you to receive captions on their call.	Incoming calls are automatically captioned. Callers simply dial your phone number directly.
You cannot use call-waiting during a captioned call. Call-waiting tones may interrupt the captioning.	You can use call-waiting during a captioned call.
Automatic call-back (*69) option cannot be used.	Automatic call-back (*69) option is supported.
Calls to 9-1-1 and 7-1-1 are treated as Voice Carry Over calls and routed to 9-1-1 and Minnesota Relay directly. The 9-1-1 or relay operator's typed messages appear on the CapTel display, but you will not have sound over the phone line while receiving captions.	Calls to 9-1-1 and 7-1-1 are captioned through the relay captioning service on the second line. Your conversation is conducted on the first line. You get both sound and captions of the call.
Calls are automatically routed through the relay captioning service on outgoing calls only.	Calls are direct between parties. On every call (outgoing or incoming), the relay captioning service is connected automatically through the second telephone line.
Requires one telephone line.	Requires two telephone lines.

## **Getting a Second Telephone Line**

If you don't already have a separate second telephone line, contact your telephone service provider to make arrangements. Charges for a second line will apply and vary by provider.

Note: If you already have a second phone line in your home or office (i.e. for a fax machine or other family members) be sure that it is not in use when you place or answer a two-line CapTel call. If the other line is already in use, the captions will not appear.

## **Updating Your Current CapTel Phone to Two-Line**

First, make sure that you have a second, separate telephone line available (see "Requirements" above). Plug your primary telephone line cord (Line 1) into the jack marked with the wall-jack icon on the bottom of the CapTel phone. Plug the second telephone line cord (Line 2; the analog telephone line) into the other telephone jack (with no symbol).

Then, using the "Menu" key, scroll through the CapTel menu options until you see "2-Line Mode?" on the CapTel display. Press the button next to "ON" to activate two-line capabilities.

If you do not see "2-Line Mode?" in the CapTel menu system, please contact CapTel customer service for assistance. Refer to the Two-Line CapTel User Guide that came with your CapTel phone for more details.

## **Call-Waiting Feature With Two-Line CapTel**

Call-waiting is supported by two-line CapTel. When you hear (or read in the captions) the "beep" telling you a second call is coming in, simply press the FLASH button on your CapTel phone. Your second caller will be on the line and you will receive captions of the conversation. You will still receive captions on your first conversation, if/when you return to the first caller by pressing the FLASH button again.

## **Getting Captions with Two-Line CapTel**

You can turn the CAPTION feature on or off at any point during your telephone conversations. Simply press the CAPTION button to turn the feature ON or OFF while on a call. When the red light above the CAPTION button is lit, you will receive captions. When the light is off, the call will not be captioned. (The default setting is "ON".) There will be an initial delay before captions begin as the captioning service is connected to the call.

## **Information Regarding Long Distance Calls**

Unlike standard CapTel relay, with two-line CapTel it is *not* necessary for either the CapTel user or individuals who place calls to the CapTel user to register their long distance carrier because Line 1 is providing a regular voice connection and connects with the other party *directly* without going through the CapTel captioning service. Therefore, billing of long distance two-line CapTel calls is identical to using a regular telephone, and neither the CapTel user nor the party calling the CapTel user needs to register their long distance carrier with CapTel.

However, if you revert from two-line mode back to standard CapTel (by disconnecting the second phone line and programming CapTel for one-line mode) then you and your callers must register your long distance carrier with CapTel. In standard (one-line mode) the long distance carrier you have chosen for your home service is NOT automatically applied to CapTel relay calls. To register your long distance carrier call 1-888-269-7477 (voice/CapTel/TTY).or complete the online form at: [www.captionedtelephone.com/carrierchoice.phtml](http://www.captionedtelephone.com/carrierchoice.phtml).

If no carrier is registered, all long distance CapTel relay calls will be carried and billed by Sprint.

## **Filing a Complement or Complaint**

Minnesota Relay strives to provide the best relay services available and we appreciate feedback about your experience with using our relay services. Please have the following information available when filing a commendation, complaint, or expressing a concern:

- Communications Assistant (CA) ID Number
- Date of the relay call
- Time of the relay call
- Nature of commendation, complaint, or concern

The following options are available to file a complement or complaint regarding CapTel relay:

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Online: [www.captel.com/contact-us.php](http://www.captel.com/contact-us.php)
- Minnesota Relay Outreach Office:  
Voice: 651-602-9005 / 1-800-657-3775  
TTY: 1-888-206-6555  
E-mail: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)
- The Federal Communications Commission's Consumer Center:  
Voice: 1-888-CALL-FCC (1-888-225-5322)  
TTY: 1-888-TELL-FCC (1-888-835-5322)  
Fax: 1-866-418-0232  
Online: [www.fcc.gov/complaints](http://www.fcc.gov/complaints)

**For information on other services offered through Minnesota Relay  
or to schedule a free presentation, please contact:**

**Minnesota Relay Outreach  
1-800-657-3775 (voice/TTY)  
E-mail: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)  
Visit our Web site: [www.mnrelay.org](http://www.mnrelay.org)**



## Instructions for Using Voice Carry Over (VCO) Relay

VCO relay is an option for people with hearing loss significant enough to prevent them from hearing and understanding conversations clearly over the telephone. Using VCO relay and a specially designed telephone with a text display, a VCO user can speak directly to the other person on the call. The communication assistant (CA) facilitates the conversation by typing the other person's spoken words to the VCO user. The text of the other person's conversation appears on the VCO users specialized telephone equipment.

To use VCO relay you must have either a TTY (text telephone) or a specially designed VCO telephone.

The term "GA" or "go ahead" is important for VCO relay calls for turn taking purposes. "GA" insures that the VCO user and the standard phone user do not respond at the same time and miss each other's communication. When you see "GA", you will know that it is your turn to speak. The same is true for the CA and standard phone user, who will not respond until you say "GA."

### **VCO User Placing a Call Through Relay**

#### **Making VCO calls using a TTY**

1. Your TTY *should not* be in ASCII mode when making a VCO call.
2. Place your telephone handset on the TTY and dial the VCO Direct number: **1-877-627-3024**.
3. Minnesota Relay will answer and will give the CA identification number and gender. The CA will type "VOICE (OR TYPE) NOW GA."
4. Pick up the handset and speak to the CA providing the area code and telephone number for the person you wish to call, followed by "GA." Place the handset onto the TTY immediately after saying "GA."
5. When the CA indicates that the call has been connected, pick up the handset and speak to the other person. When you are ready for the other person to respond, say "GA" and place the handset back on the TTY.
6. The CA types the response of the other person for you to read on your TTY screen. Turn taking continues in this manner until the call is complete.
7. If you would like to make another call, don't hang up. The CA will remain on the line after you have disconnected from your initial call. Simply tell the CA that you would like to make another call and provide the phone number.

NOTE: If you prefer to keep the handset in one position for speaking rather than moving it to and from the TTY, you can use a Y-jack or line splitter. This allows the TTY and the telephone to be connected on the same line. The handset can remain in one position (either at your ear or holding it as a microphone), allowing you to speak into the phone and read the text with greater convenience.

## **Making VCO calls using a VCO phone**

1. Dial the VCO Direct number: **1-877-627-3024**.
2. Minnesota Relay will answer and will give the CA identification number and gender. The CA will type "VOICE (OR TYPE) NOW GA."
3. Provide the CA with the area code and telephone number for the person you wish to call, followed by "GA."
4. The CA types the response of the other person for you to read on your VCO phone's text screen. Turn taking continues in this manner until the call is complete.
5. If you would like to make another call, don't hang up. The CA will remain on the line after you have disconnected from your initial call. Simply tell the CA that you would like to make another call and provide the phone number.

## **VCO User Receiving a Call Through Relay**

When people want to reach you by phone, they can call you through Minnesota Relay by dialing 7-1-1 or 1-800-627-3529. If you haven't completed a *Minnesota Relay Customer Preference/Profile form* indicating how you will answer incoming Minnesota Relay calls, you will need to answer incoming calls in one of two ways:

### **Answering voice first**

1. Pick up the handset and say "This is a VCO call GA." (If you are using a TTY without a Y-jack or line splitter, you must put the handset into the TTY immediately after you say "GA".)
2. The CA will send her/his identification number and gender, followed by "VCO on GA."
3. You may then speak directly to the caller, using "GA" to take turns.
4. The CA types the response of the other person for you to read on your text screen. Turn taking continues in this manner until the call is complete.

### **Answering TTY first**

1. Place the handset onto your TTY (unless you are using a VCO phone or Y-jack/line splitter) and type "VCO PLS GA." NOTE: if you have a VCO phone, simply press the VCO MSG button, which sends a recorded VCO prompt.
2. The CA will send her/his identification number and gender, followed by "VCO on GA."
3. You may then speak directly to the caller, using "GA" to take turns.
4. The CA types the response of the other person for you to read on your text screen. Turn taking continues in this manner until the call is complete.

## **Two-Line VCO**

This enhanced relay feature offers you more control and allows for interactive conversation without the use of "GA" or "go ahead" instructions. You can respond in real time, and even interrupt, rather than wait for the other person to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to type the voice of the standard telephone user.

Two-line VCO requires the following equipment:

- TTY or VCO phone
- Voice telephone with its own telephone number
- 3-way conference calling feature on the voice line (contact your local telephone company for information).

If you would like an instruction sheet on how to make and receive two-line VCO calls, please contact the Minnesota Relay Outreach Office at 1-800-657-3775 or visit our Web site at [www.mnrelay.org](http://www.mnrelay.org).

## ***Voice Carry Over with Privacy***

This is similar to standard VCO. However, the CA will not hear the VCO user speaking, and only serves to type the other person's response back to the VCO user. The VCO user does not need to say "GA" when they are finished speaking, but they **must type** "GA" in order to bring the CA back on line to continue relaying the other person's response. The other person will be heard by the CA and must say "GA" each time he/she is finished speaking. ***You must request VCO with privacy at the start of your call.***

## ***9-1-1 Emergency Calls***

When making emergency calls, dial 9-1-1 directly without using Minnesota Relay. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but doing so may result in a delay in getting your call through.

## ***Information Regarding Long Distance Calls***

The long distance carrier you have chosen for your home service is NOT automatically applied to Minnesota Relay calls. To make sure your long distance Relay calls are carried and billed through your existing long distance service or calling plan, it is recommended that you submit a *Minnesota Relay Customer Preference/Profile form*. You may also inform the CA of your preferred carrier of choice prior to placing a long distance relay call.

If no carrier is indicated, long distance Minnesota Relay calls will be carried and billed by Sprint.

## ***Importance of Completing a Customer Preference/Profile Form***

A Customer Preference/Profile form allows you to customize your Relay call. By completing and submitting a *Minnesota Relay Customer Preference/Profile form* the Relay is able to store your call preferences in their database. This will allow your Relay calls to be set up quickly, and ensures that your preferred carrier is used for long distance calls. You may complete the form online at: [www.mysprintrelay.com](http://www.mysprintrelay.com).

For questions, additional assistance, or to complete the form by phone, please call 1-800-676-3777 (voice/TTY) or send an e-mail to Sprint Relay Customer Service at: [Sprint.TRSCustServ@sprint.com](mailto:Sprint.TRSCustServ@sprint.com). Sprint Customer Service representatives are available 24/7.

## ***Tips for Using VCO Relay***

- Do not start speaking to the CA until you see "VCO ON GA" on the screen.
- The CA cannot hear you until the CA turns on the VCO feature. It is very important to wait for the "VCO ON" confirmation.
- The CA turns off VCO while the other person is speaking and will not hear you (the VCO user) until the "GA" is given.
- When connecting with the CA, please do not press any other keys. Doing so will send TTY tones to the CA and may cause confusion about which call method you want to use (TTY or VCO).
- Every time a VCO call is placed, the CA will ask the person being called if she/he is familiar with Voice Carry Over. If the person is not, the CA will explain how VCO works before the call begins.
- There are no restrictions on the length of your calls or the number of calls you make.

## ***Filing a Complement or Complaint***

Minnesota Relay strives to provide the best relay services available and we appreciate feedback about your experience with using our relay services. Please have the following information available when filing a commendation, complaint, or expressing a concern:

- Communications Assistant (CA) ID Number
- Date of the relay call
- Time of the relay call
- Nature of commendation, complaint, or concern

### ***Options for Filing a Complaint or Commendation***

Minnesota Relay users have the following options for filing a complaint or commendation:

- The relay user may request to speak to a relay supervisor during or immediately after a call. In addition, the CA has the capability to transfer the caller directly to Sprint's Customer Service department.
- Sprint's 24-hour Customer Service:  
Voice/TTY: 1-800-676-3777  
E-mail: [Sprint.TRSCustServ@sprint.com](mailto:Sprint.TRSCustServ@sprint.com)  
Online: [www.sprintrelay.com/contact\\_us/index.php](http://www.sprintrelay.com/contact_us/index.php)
- Minnesota Relay Outreach Office:  
Voice: 651-602-9005 / 1-800-657-3775  
TTY: 1-888-206-6555  
VP: 651-964-1514 / 1-866-635-0082  
E-mail: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)
- The Federal Communications Commission's Consumer Center:  
Voice: 1-888-CALL-FCC (1-888-225-5322)  
TTY: 1-888-TELL-FCC (1-888-835-5322)  
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## Instructions for Using Two-Line Voice Carry Over (VCO) Relay

VCO relay is an option for people with hearing loss significant enough to prevent them from hearing and understanding conversations clearly over the telephone. Using VCO relay and a specially designed telephone with a text display, a VCO user can speak directly to the other person on the call. The communication assistant (CA) facilitates the conversation by typing the other person's spoken words to the VCO user. The text of the other person's conversation appears on the VCO users specialized telephone equipment.

*Two-line VCO* is an enhanced relay feature that offers you more control and allows for interactive conversation *without* the use of "GA" (go ahead) instructions<sup>1</sup>. You can respond in real time, and even interrupt, rather than wait for the other person to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to type the voice of the standard telephone user.

### **Requirements for Two-Line VCO**

- A TTY or a personal computer equipped with a modem. (This is for Line 1.)
- One telephone line from your local telephone company; no additional services needed. (This is Line 1.)
- One telephone line from your local telephone company, with "Three-Way Calling" service installed by your local telephone company. (This is Line 2.)
- A telephone with a flash button is recommended for use with the telephone line that has "Three-Way Calling." Otherwise, the switch-hook on the telephone may be used to obtain a second dial tone. (This is for Line 2.)

### **Making a Two-Line VCO Relay Call**

1. Using your TTY, VCO phone or computer, dial the two-line VCO number: **1-866-855-4611**.
2. Minnesota Relay will answer with the CA's number and gender: "MN RELAY CA XXXXF/M VOICE (OR TYPE) NOW GA."
3. Voice or type, "HELLO TWO LINE VCO PLS CALL ME BACK ON (provide the area code and number of Line 2, you voice phone).
4. The CA will call you back on Line 2. Answer by speaking and check that the CA can hear you. The CA will type back a response on your TTY or VCO phone. Ask the CA to hold.
5. Place the CA on hold on your voice phone and create a conference call as per your telephone equipment requirements.
6. From your voice phone, dial the number of the person you want to call.
7. Press the flash button or switch-hook to reconnect the Relay CA.
8. When the called party answers, the CA will start typing that person's spoken words to you. The Relay will not be identified or explained by the CA.
9. You will speak directly to the other person. There is no need for either of you to wait for a "go ahead" or "GA". The Relay and the CA will be "invisible."

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<sup>1</sup> With *single-line* VCO, the term "GA" or "go ahead" is important for VCO relay calls for turn taking purposes. "GA" insures that the VCO user and the standard phone user do not respond at the same time and miss each other's communication.

## ***Receiving a Two-Line VCO Relay Call***

1. Answer the call with your voice and ask the caller to hold.
2. Place the voice caller on hold, and create a conference call as required by your telephone equipment.
3. Dial the two-line VCO number: **1-866-855-4611**.
4. Speak immediately when the CA answers. Explain that this will be a two-line VCO call and to type only what the other person says after you have “conferenced” that person into the call.
5. Instruct the CA to call your TTY/VCO phone number.
6. When your TTY/VCO phone rings, answer by typing—then “conference” between the voice caller on your voice line and the CA on your TTY/VCO phone line.

You will speak directly to the caller. There is no need for either of you to wait for a “Go Ahead” or “GA”. The Relay will not be identified or explained by the CA.

## ***9-1-1 Emergency Calls***

When making emergency calls, dial 9-1-1 directly without using Minnesota Relay. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but doing so may result in a delay in getting your call through.

## ***Information Regarding Long Distance Calls***

The long distance carrier you have chosen for your home service is NOT automatically applied to Minnesota Relay calls. To make sure your long distance Relay calls are carried and billed through your existing long distance service or calling plan, it is recommended that you submit a *Minnesota Relay Customer Preference/Profile form*. You may also inform the CA of your preferred carrier of choice prior to placing a long distance relay call.

If no carrier is indicated, long distance Minnesota Relay calls will be carried and billed by Sprint.

## ***Importance of Completing a Customer Preference/Profile Form***

A Customer Preference/Profile form allows you to customize your Relay call. By completing and submitting a *Minnesota Relay Customer Preference/Profile form* the Relay is able to store your call preferences in their database. This will allow your Relay calls to be set up quickly, and ensures that your preferred carrier is used for long distance calls.

You may complete the form online at: [www.mysprintrelay.com](http://www.mysprintrelay.com).

For questions, additional assistance, or to complete the form by phone, please call 1-800-676-3777 (voice/TTY) or send an e-mail to Sprint Relay Customer Service at: [Sprint.TRSCustServ@sprint.com](mailto:Sprint.TRSCustServ@sprint.com). Sprint Customer Service representatives are available 24/7.





## Instructions for Using Hearing Carry Over (HCO) Relay

HCO relay allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. Using HCO relay and a specially designed telephone with a text display, an HCO user can listen directly to the voice of the other person on the call and type their response to a communication assistant (CA), who voices those responses to the other party.

To use HCO relay you must have a TTY (text telephone).

The term “GA” or “go ahead” is important for HCO relay calls for turn taking purposes. “GA” insures that the HCO user and the standard phone user do not respond at the same time and miss each other’s communication. When you hear “GA”, you will know that it is your turn to speak. The same is true for the CA and standard phone user, who will not respond until you type “GA.”

### ***HCO User Placing a Call Through Relay***

1. Place your telephone handset on the TTY and dial **7-1-1** or the toll free number: **1-800-627-3529**.
2. Minnesota Relay will answer and will give the CA identification number and gender. Type: “HCO PLS GA.”  
Note: If you have completed a Customer Preference form indicating your answer type as HCO, the relay will recognize your phone number as an HCO user and you will not need to type “HCO PLS GA.”
3. After the CA types: “HCO ON GA”, type to the CA the phone number of the person you wish to call, followed by “GA”; then pick up the handset.
4. Wait for the CA to say, “One moment for your call to begin” to the person you are calling.
5. Place the handset in the TTY and type to the other person. When you are ready for the other person to respond, type “GA” and pick up the handset to listen to the other person.
6. When you hear the other person say “Go Ahead”, place the handset on the TTY and type your response to them. The CA will read your response to the other person.
7. Your conversation will continue in this manner until you are finished with your call.

### ***HCO User Receiving a Call Through Relay***

When people want to reach you by phone, they can call you through Minnesota Relay by dialing 7-1-1 or the toll free number: **1-800-627-3529**.

**If you *have* completed a Customer Preference/Profile form and indicated your answer type as HCO:**

1. Place your telephone handset on the TTY and type your greeting, followed by “GA.”
2. The CA will announce that this is a relay call by typing “MN RELAY CA XXXX WITH A CALL.”
3. Pick up the handset. Your caller will speak directly to you.
4. When you hear the caller say “Go Ahead”, place the handset on the TTY and type your response. When you are finished with your response, type “GA” and pick up the handset.
5. The CA will read your response to the other person.
6. Your conversation will continue in this manner until you are finished with your call.

**If you have not completed a Customer Preference/Profile form and your caller requests HCO:**

1. Place your telephone handset on the TTY and type your greeting, followed by “GA.”
2. CA will type “MN RELAY CA XXXX WITH A CALL. YOUR CALLER HAS REQUESTED HCO GA.”
3. Pick up the handset. Your caller will speak directly to you.
4. When you hear the caller say “Go Ahead”, place the handset on the TTY and type your response. When you are finished, type “GA” and pick up the handset.
5. The CA will read your response to the other person.
6. Your conversation will continue in this manner until you are finished with your call.

**If you have not completed a Customer Preference/Profile form and your caller does not request HCO:**

1. Place your telephone handset on the TTY and type your greeting, followed by “GA.”
2. CA will type “MN RELAY CA XXXX WITH A CALL GA.”
3. Type “HCO PLS GA.”
4. The CA will then connect HCO and type “HCO ON GA.”
5. Pick up the handset. Your caller will speak directly to you. (There may be a few minutes of silence while the CA asks the caller if they are familiar with HCO relay.)
6. When you hear the caller say “Go Ahead”, place the handset on the TTY and type your response. When you are finished, type “GA” and pick up the handset.
7. The CA will read your response to the other person.
8. Your conversation will continue in this manner until you are finished with your call.

### **9-1-1 Emergency Calls**

When making emergency calls, dial 9-1-1 directly without using Minnesota Relay. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but doing so may result in a delay in getting your call through.

### **Information Regarding Long Distance Calls**

The long distance carrier you have chosen for your home service is NOT automatically applied to Minnesota Relay calls. To make sure your long distance Relay calls are carried and billed through your existing long distance service or calling plan, it is recommended that you submit a *Minnesota Relay Customer Preference/Profile form*. You may also inform the CA of your preferred carrier of choice prior to placing a long distance relay call.

If no carrier is indicated, long distance Minnesota Relay calls will be carried and billed by Sprint.

### **Importance of Completing a Customer Preference/Profile Form**

A Customer Preference/Profile form allows you to customize your Relay call. By completing and submitting a *Minnesota Relay Customer Preference/Profile form* the Relay is able to store your call preferences in their database. This will allow your Relay calls to be set up quickly, and ensures that your preferred carrier is used for long distance calls.

You may complete the form online at: [www.mysprintrelay.com](http://www.mysprintrelay.com).

For questions, additional assistance, or to complete the form by phone, please call 1-800-676-3777 (voice/TTY) or send an e-mail to Sprint Relay Customer Service at: [Sprint.TRSCustServ@sprint.com](mailto:Sprint.TRSCustServ@sprint.com). Sprint Customer Service representatives are available 24/7.

## ***Tips for HCO Relay Users***

- Do not start typing until you see “HCO ON GA” on your TTY display or until you hear the CA state that “Hearing Carry Over has been activated.”
- Give the CA as much information as possible about your call prior to the CA dialing. For example, if you know you are calling an automated phone system that requires you to select from a number of options, let the CA know which options you want prior to the call.
- Once the call is connected, everyone on the call will be able to hear each other.
- Type “GA” when you are finished typing and are ready for a response.
- There are no restrictions on the length of your calls or the number of calls you make.
- Take all the time you need to complete your call. Do not be concerned if you feel that you do not type fast enough.
- When you are receiving a Relay call and have not completed a *Minnesota Relay Customer Preference/Profile form*, the CA will wait for you to indicate that you wish to make an HCO call. You can do so by typing “HCO PLS GA” on your TTY.
- Each time you place an HCO call, the CA will ask the called party if they have ever received an HCO relay call. If the person has not, the CA will explain relay before the call begins.

## ***Filing a Compliment or Complaint***

Minnesota Relay strives to provide the best relay services available and we appreciate feedback about your experience with using our relay services. Please have the following information available when filing a commendation, complaint, or expressing a concern:

- Communications Assistant (CA) ID Number
- Date of the relay call
- Time of the relay call
- Nature of commendation, complaint, or concern

Minnesota Relay users have the following options for filing a complaint or commendation:

- The relay user may request to speak to a relay supervisor during or immediately after a call. In addition, the CA has the capability to transfer the caller directly to Sprint’s Customer Service department.
- Sprint’s 24-hour Customer Service:  
Voice/TTY: 1-800-676-3777  
E-mail: [Sprint.TRSCustServ@sprint.com](mailto:Sprint.TRSCustServ@sprint.com)  
Online: [www.sprintrelay.com/contact\\_us/index.php](http://www.sprintrelay.com/contact_us/index.php)
- Minnesota Relay Outreach Office:  
Voice: 651-602-9005 / 1-800-657-3775  
TTY: 1-888-206-6555  
VP: 651-964-1514 / 1-866-635-0082  
E-mail: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)

- The Federal Communications Commission's Consumer Center:  
Voice: 1-888-CALL-FCC (1-888-225-5322)  
TTY: 1-888-TELL-FCC (1-888-835-5322)  
Fax: 1-866-418-0232  
Online: [www.fcc.gov/complaints](http://www.fcc.gov/complaints)

**For information on other services offered through Minnesota Relay  
or to schedule a free presentation, please contact:**

**Minnesota Relay Outreach  
1-800-657-3775 (voice/TTY)  
E-mail: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)  
Visit our Web site: [www.mnrelay.org](http://www.mnrelay.org)**



## Instructions for Using Two-Line Hearing Carry Over (HCO) Relay

HCO relay allows a person who can hear but who has very limited or no speech capability to make a phone call. Using HCO relay and a specially designed telephone with a text display, an HCO user can listen directly to the voice of the other person on the call and type their response to a communication assistant (CA), who voices those responses to the other party.

To use HCO relay you must have a TTY (text telephone).

With *single-line* HCO, the term “GA” or “go ahead” is important for HCO relay calls for turn taking purposes. “GA” insures that the HCO user and the standard phone user do not respond at the same time and miss each other’s communication. When you hear “GA”, you will know that it is your turn to speak. The same is true for the CA and standard phone user, who will not respond until you type “GA.”

*Two-Line HCO* is an enhanced relay feature that offers you more control and allows for interactive conversation *without* the use of “GA” (go ahead) instructions. You can respond in real time, and even interrupt, rather than wait for the other party to say “GA.”

### **Requirements for Two-Line HCO**

- Direct-Connect TTY or Internet access with its own dedicated line.
- Voice telephone with its own telephone number.
- 3-way conference calling feature on the voice line (contact your local telephone company for information).
- As a two-line HCO user, you may want to use a speakerphone or a phone that allows you to use a headset for hands-free conversation. This will allow you to hear what the caller is saying while simultaneously typing your response.

### **Making a Two-Line HCO Relay Call**

1. Using your TTY or computer, dial **7-1-1** or the toll free number: **1-800-627-3529**.
2. When the CA answers the call, inform her/him that this will be a two-line HCO call. You may do so by typing “2LHCO call. PLS CALL ME BACK ON MY VOICE LINE AT XXX-XXX-XXXX.”
3. The CA will dial your voice number and type back: “Dialing XXX-XXX-XXXX, Ring 1, 2, 3”.
4. Answer your voice line by typing “HELLO CA I AM GOING TO MAKE A 2 LINE HCO CALL. I (WANT/DO NOT WANT) YOU TO IDENTIFY AND/OR EXPLAIN RELAY. I AM GOING TO PUT YOU ON HOLD AND CONFERENCE IN ANOTHER PERSON. I CAN HEAR YOU AND THE OTHER PERSON. I WANT YOU TO VOICE WHAT I TYPE WHILE I TYPE IT. DO YOU UNDERSTAND?”
5. When the CA has confirmed, type “WHEN THEY ANSWER THE PHONE PLEASE VOICE (type your greeting before you dial your call).
6. Place the CA on hold on your voice phone and create a conference call as per your telephone equipment requirements.
7. From your voice phone, dial the number of the person you want to call.

8. Connect the conference *immediately* on your voice phone. Note that terms such as “hold”, “switch hook,” “flash”, “conference” and “link” may vary according to your telephone company’s features and procedures.
9. When the called party answers, the CA will start speaking your greeting to the person you have called.
10. You will be able to hear what the other party says. There is no need for either of you to wait for a “Go Ahead” or “GA”.

### **9-1-1 Emergency Calls**

When making emergency calls, dial 9-1-1 directly without using Minnesota Relay. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but doing so may result in a delay in getting your call through.

### **Information Regarding Long Distance Calls**

The long distance carrier you have chosen for your home service is NOT automatically applied to Minnesota Relay calls. To make sure your long distance Relay calls are carried and billed through your existing long distance service or calling plan, it is recommended that you submit a *Minnesota Relay Customer Preference/Profile form*. You may also inform the CA of your preferred carrier of choice prior to placing a long distance relay call.

If no carrier is indicated, long distance Minnesota Relay calls will be carried and billed by Sprint.

### **Importance of Completing a Customer Preference/Profile Form**

A Customer Preference form allows you to customize your Relay call. By completing and submitting a *Minnesota Relay Customer Preference/Profile form* the Relay is able to store your call preferences in their database. This will allow your Relay calls to be set up quickly, and ensures that your preferred carrier is used for long distance calls.

You may complete the form online at: [www.mysprintrelay.com](http://www.mysprintrelay.com).

For questions, additional assistance, or to complete the form by phone, please call 1-800-676-3777 (voice/TTY) or send an e-mail to Sprint Relay Customer Service at: [Sprint.TRSCustServ@sprint.com](mailto:Sprint.TRSCustServ@sprint.com). Sprint Customer Service representatives are available 24/7.

## ***Filing a Complement or Complaint***

Minnesota Relay strives to provide the best relay services available and we appreciate feedback about your experience with using our relay services. Please have the following information available when filing a commendation, complaint, or expressing a concern:

- Communications Assistant (CA) ID Number
- Date of the relay call
- Time of the relay call
- Nature of commendation, complaint, or concern

Minnesota Relay users have the following options for filing a complaint or commendation:

- The relay user may request to speak to a relay supervisor during or immediately after a call. In addition, the CA has the capability to transfer the caller directly to Sprint's Customer Service department.
- Sprint's 24-hour Customer Service:  
Voice/TTY: 1-800-676-3777  
E-mail: [Sprint.TRSCustServ@sprint.com](mailto:Sprint.TRSCustServ@sprint.com)  
Online: [www.sprintrelay.com/contact\\_us/index.php](http://www.sprintrelay.com/contact_us/index.php)
- Minnesota Relay Outreach Office:  
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E-mail: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)
- The Federal Communications Commission's Consumer Center:  
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Visit our Web site: [www.mnrelay.org](http://www.mnrelay.org)**



## Instructions for Using Speech-to-Speech Relay

STS relay allows a person who has difficulty speaking or being understood on the telephone to communicate using his or her own voice or voice synthesizer. A STS relay communication assistant (CA) revoices the words of the person with a speech disability so the person on the other end of the phone call can understand them.

STS relay CAs are specially trained to understand a variety of different speech patterns including callers with cerebral palsy, Parkinson's disease, multiple sclerosis, Amyotrophic Lateral Sclerosis, muscular dystrophy, stuttering, a laryngectomy, stroke complications and other voice disorders or conditions affecting clarity of speech.

### *STS User Placing a Call Through Relay*

1. Using your standard phone, dial: **1-877-627-3848**.
2. You will hear "Minnesota Relay Speech-to-Speech CA XXXX. May I have the number that you are calling please?"
3. Give the CA the area code and telephone number of the person you wish to call.
4. Tell the CA any special instructions that you have such as:
  - Repeat everything I say.
  - Repeat only if I am not understood.
  - Leave the following message on the called party's answering machine.
  - If you know you are calling an automated system that requires you to select from a number of options, let the CA know which options you would like before the call is placed.
5. The CA will verify the number with you before dialing, and will explain STS to the person you are calling (if necessary).
6. Once the call is connected, everyone on the call will be able to hear each other.
7. You will listen directly to the other person's response.

### *Tips for STS Users*

- You may request a male or female CA and as long as one is available, your request will be honored.
- You or the person you are calling may request that the CA remain in the background and only begin revoicing if requested by either party. This is helpful when calling friends, family or others that are familiar with your speech.
- The CA will re-voice what you say every 3 to 4 words. It is helpful if you pause while the CA is revoicing.
- There may be instances when you will be asked to repeat your message to ensure that is conveyed correctly.
- STS relay calls can be made by anyone or to anyone with a speech disability.
- You may take all the time you need to complete your call.

## **9-1-1 Emergency Calls**

When making emergency calls, dial 9-1-1 directly without using Minnesota Relay. Minnesota Relay can process emergency STS calls, but doing so may result in a delay in getting your call through.

## **Information Regarding Long Distance Calls**

The long distance carrier you have chosen for your home service is NOT automatically applied to Minnesota Relay calls. To make sure your long distance STS calls are carried and billed through your existing long distance service or calling plan, it is recommended that you submit a *Minnesota Relay Customer Preference/Profile form*. You may also inform the CA of your preferred carrier of choice prior to placing a long distance STS call.

If no carrier is indicated, long distance Minnesota Relay calls will be carried and billed by Sprint.

## **Importance of Completing a Customer Preference/Profile Form (My Profile)**

A Customer Preference/Profile form allows you to customize your STS relay call. By completing and submitting a *Minnesota Relay Customer Preference/Profile form*, the Relay is able to store your call preferences in their database. This will allow your STS relay calls to be set up quickly, and ensures that your preferred carrier is used for long distance calls.

A Customer Preference form (*My Profile*) allows you to customize your STS relay call by:

- indicating your long distance carrier of choice
- indicating how you would like your long distance calls billed
- listing frequently dialed and emergency numbers
- indicating how you will answer your phone when you receive a Relay call
- listing call setup and processing notes

The STS user has the flexibility to update their user preferences as needed. User information is confidential and secure.

To complete your Customer Preference form (*My Profile*), call Speech-to-Speech Customer Service at 1-877-787-1989. Customer Service Representatives are available to assist you 24/7.

## **New STS Enhancements**

- **My Support** (Speech-to-Speech Customer Service)  
Dedicated customer services staff is standing by to assist STS users or organizations serving STS users with basic information about STS, filling out customer profiles, and other features designed to support STS customers and their callers.

The Sprint STS *My Support* number is 1-877-787-1989 (available 24 hours a day, 7 days a week).

- ***My E-Mail Set-Up***

This feature makes relay call set-up a piece of cake for STS users.

STS users may tire and speech may become more difficult during long calls. In order to speed up the set-up of the call, Minnesota Relay offers *My E-Mail Set-up*. STS users can e-mail call instructions or information 2 to 24 hours prior to the call. This can include information such as the number to be dialed, the name of the person being called, the subject of the call, any special instructions, or anything that makes it easier for the STS user to complete the call. This feature cannot be used to request a specific CA, schedule a STS call, or in lieu of placing a live call.

Before you use *My E-mail Set Up*, it is important to call ***My Support*** (1-877-787-1989). The customer service representative will fill out your profile, such as your name, address, username, password, and other information. When your customer profile is completed, you are ready to use *My Email Set Up*.

- ***My Saved Messages***

Imagine spending time dictating a message for an answering machine and then getting a busy signal and being unable to leave that message. This is even more frustrating for STS users who may take 15 minutes to dictate that message.

With *My Saved Messages*, upon request, the STS CA can copy any messages desired onto the customer's profile for 24 hours. When the STS user wants to try the call again, he/she simply redials STS and asks the CA to retrieve the saved message. After 24-hours, the message copied into the profile is automatically deleted from the system.

- ***My Name*** and ***My Places***

With *My Name* and *My Places*, receiving calls is now easier than ever for STS users. Once a STS user registers *My Name*, voice callers can simply call STS relay and ask for the STS user directly by name – without having to provide the telephone number.

STS users can also be reached at multiple numbers. Simply add multiple telephone numbers and hours of availability and the relay will do the rest. When voice users call, we will simply reference the STS user's *My Places* to view the registered phone numbers. Different numbers can be added for certain times of the day and days of the week.

- ***My Style***

STS users are able to determine how they would like Minnesota Relay to support them. Whether the STS user would like the CA to re-voice the entire conversation, or simply repeat upon request, we will provide STS that meets the customers' needs.

- ***My Phonebook***

Minnesota Relay can store up to 30 speed dial numbers in a STS user's phonebook (in their customer profile). To place a call, the STS user simply asks for a caller by name.

## ***Filing a Complement or Complaint***

Minnesota Relay strives to provide the best relay services available and we appreciate feedback about your experience with using our relay services. Please have the following information available when filing a commendation, complaint, or expressing a concern:

- Communications Assistant (CA) ID Number
- Date of the relay call
- Time of the relay call
- Nature of commendation, complaint, or concern

Minnesota Relay users have the following options for filing a complaint or commendation:

- The relay user may request to speak to a relay supervisor during or immediately after a call. In addition, the CA has the capability to transfer the caller directly to Sprint's Customer Service department.
- Sprint's 24-hour Customer Service:  
Voice/TTY: 1-800-676-3777  
E-mail: [Sprint.TRSCustServ@sprint.com](mailto:Sprint.TRSCustServ@sprint.com)  
Online: [www.sprintrelay.com/contact\\_us/index.php](http://www.sprintrelay.com/contact_us/index.php)
- Minnesota Relay Outreach Office:  
Voice: 651-602-9005 / 1-800-657-3775  
TTY: 1-888-206-6555  
VP: 651-964-1514 / 1-866-635-0082  
E-mail: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)
- The Federal Communications Commission's Consumer Center:  
Voice: 1-888-CALL-FCC (1-888-225-5322)  
TTY: 1-888-TELL-FCC (1-888-835-5322)  
Fax: 1-866-418-0232  
Online: [www.fcc.gov/complaints](http://www.fcc.gov/complaints)

For information on other services offered through Minnesota Relay  
or to schedule a free presentation, please contact:

Minnesota Relay Outreach  
1-800-657-3775 (voice/TTY)  
E-mail: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)  
Visit our Web site: [www.mnrelay.org](http://www.mnrelay.org)



Minnesota Relay  
85 7<sup>th</sup> Place East, Suite 600  
St. Paul, MN 55101-3165  
1-800-657-3775  
[www.mnrelay.org](http://www.mnrelay.org)

---

[Insert Date]

[Insert Recipient Name]

[Insert Address]

[Insert City, State & Zip]

Dear [Insert Recipient Name],

I would like to tell you about a FREE program that could bring half a million new customers to your business by phone. It is called *Minnesota Relay Business Partner*, and it is open to any business, large or small, located in Minnesota.

There are over half a million consumers in Minnesota who are deaf, hard of hearing, or speech disabled, and they use a specialized telecommunications service – called Minnesota Relay – to call businesses and organizations like yours. However, many businesses unknowingly hang up when they receive a Minnesota Relay call because they think it is a telemarketer, or because they don't understand how a telephone call through Minnesota Relay works.

Minnesota Relay is provided by the Minnesota Department of Commerce – Telecommunications Access Minnesota, and is a free public service that connects people who have a hearing or speech disability with standard telephone users, such as your business. This is accomplished via a Relay center staffed by specially trained communication assistants (CAs) who facilitate the telephone conversations. Thousands of Minnesotans use Minnesota Relay everyday to make personal and business calls.

By familiarizing Minnesota businesses with receiving and placing Relay calls, the *Minnesota Relay Business Partner* program reduces or eliminates hang ups that Relay users sometimes experience when contacting a business by phone.

To become a *Minnesota Relay Business Partner*, just give us a call or send an e-mail and request a presentation for your business. By clearly explaining the Relay call process, we can help you and your employees feel confident receiving calls from Minnesota Relay users.

Once your business joins, your contact information (address, phone number, website, etc.) will be listed online with other Minnesota Relay Business Partners. Minnesota Relay users have access to this list and are encouraged to patronize Minnesota Relay Business Partners.

For more information, or to schedule a free *Minnesota Relay Business Partner* presentation, call 1-800-657-3775 or e-mail [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us).

Sincerely,

Rochelle Garrow, Tam Administrator

**Become a Minnesota Relay Business Partner . . .  
half a million customers are waiting for you to take their call.**

## Control Of The Call

When placing or receiving a Relay call, if you are not satisfied with the CA for any reason, you may ask for another CA. You also may ask to speak to a supervisor. You do not have to offer any explanation for the request. Whenever placing or receiving a Relay call it is helpful to write down the date and time of the call, and the CA's identification number. The CA handling the call should give you his/her identification number at the beginning and end of each call. In order to maintain confidentiality and transparency, the CA is not allowed to give you his/her name. By recording the CA's identification number, you will be able to provide us with valuable feedback if necessary.

## PBX (Private Branch Exchange) Systems and 7-1-1

You may not be able to dial 7-1-1 to make a Relay call if your business has a PBX system. If you encounter this difficulty, contact the telecommunications manager or PBX coordinator from your building and ask them to re-program the PBX switch software to allow 7-1-1 access.

## Long Distance Charges

The long distance carrier you have chosen for your business service is NOT automatically applied to Minnesota Relay calls. To make sure your long distance calls are carried and billed through your existing long distance service or calling plan, it is recommended that you submit a Minnesota Relay Customer Preference form. You also may inform the CA of your preferred carrier of choice prior to placing a long distance Relay call.

If no carrier is indicated, long distance Minnesota Relay calls will be carried and billed by Sprint.

## Customer Preference Form

By completing and submitting a Minnesota Relay Customer Preference form, the Relay is able to ensure that your preferred carrier is used for all long distance Relay calls.

Call 1-800-657-3775 to request a Customer Preference form, or download the form at [www.mnrelay.org](http://www.mnrelay.org).

## More Information

The Minnesota Relay Consumer Relations Office is available to provide additional training presentations, free of charge, for businesses and their employees. You may also contact them if you have any questions or would like additional information.

Phone: 1-800-657-3775

E-mail: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)

Minnesota Relay Business Partner information and materials are available at: [www.mnrelay.org](http://www.mnrelay.org).

# Employer's Guide

## Minnesota Relay Business Partner



Welcome to the Minnesota Relay Business Partner program. This guide is designed for employers: it includes an overview of Minnesota Relay, instructions on how to place and receive Minnesota Relay calls and information to help you become comfortable with Relay calls. We also have an Employee's Guide, which you can duplicate and distribute to new and existing employees as part of your employee training program. The Employee's Guide provides your employees with an overview of what Minnesota Relay is and how to use it to serve customers who are deaf, hard of hearing or speech disabled.

## Background Information

For persons with a hearing or speech disability, the standard telephone is often a barrier to communication. In 1990, Title IV of the Americans With Disabilities Act required that Telecommunications Relay Services (TRS) be established in each state to remove this barrier. Minnesota Relay, a public service administered by the Minnesota Department of Commerce-Telecommunications Access Minnesota, satisfies this mandate. The State of Minnesota has contracted with Communication Service for the Deaf to provide Minnesota Relay.

Minnesota Relay is a free service providing full telephone accessibility to persons who are deaf, hard of hearing or speech disabled. A specially trained Minnesota Relay communication assistant (CA) facilitates the telephone conversation between a person who has hearing loss or a speech disability and a hearing person. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year, with no restrictions on the number, length or type of calls.

Minnesota Relay makes your business accessible to people with hearing loss or a speech disability. Relay also provides an opportunity for you to re-establish contact with customers who have stopped using the telephone due to progressive hearing loss. Either you or your customer may initiate a Relay call. Receiving a Relay call is as simple as answering your telephone.

## Call Confidentiality

All Minnesota Relay CAs abide by a strict code of ethics. A federal requirement mandates that all Relay calls are kept confidential and information cannot be used by the CA for personal gain. CAs must remain impartial and no record of calls are kept.

## Receiving Calls From Relay Customers

1. When answering your telephone at work, it may be a call placed through Minnesota Relay. If it is a Relay call, you will hear “Hello, a person is calling you through Minnesota Relay. This is CA XXXX. Have you received a Relay call before?”
2. If you are not familiar with Relay say “No,” and the CA will explain how Relay works. If you have any questions, you can ask them at this time.
3. If you feel comfortable with a Relay call, say “Yes, go ahead,” and the call will begin.
4. Remember to say “Go ahead” or “GA” after each time you are finished speaking. When the CA says “Go ahead” back to you, it is your turn to speak.
5. See section on *Tips For Successful Calls* for smooth call handling.

## Making Relay Calls To Customers

1. Dial 7-1-1\* or 1-800-627-3529.
2. When a CA answers, give him/her the 10 digit telephone number of the customer you want to call.
3. Once the customer answers, proceed with the call as you would a regular phone call.
4. Remember to say “Go ahead” or “GA” after each time you are finished speaking. When the CA says “Go ahead” back to you, it is your turn to speak.
5. See section on *Tips For Successful Calls* for smooth call handling.

\*See PBX systems and 7-1-1 on page 4.

## Tips For Successful Calls

### • When Minnesota Relay calls, don't hang up.

If you answer the phone and hear “Hello, a person is calling you through Minnesota Relay,” don't hang up; that's a customer on the line. The person calling is deaf, hard of hearing or speech disabled and is using Minnesota Relay to contact your business by telephone. This is not a telemarketing call and it is very important that you do not hang up on the caller.

### • Say “Go Ahead” or “GA” each time you have finished speaking.

The term “Go ahead” or “GA” is important for Relay calls for turn taking purposes. “GA” insures that you (the standard phone user) and the Relay user do not respond at the same time and miss each other's communication. Say “Go ahead” or “GA” each time you have finished speaking and are ready for a response. When you hear the CA say “GA” it is your turn to speak again.

### • Speak directly to the person calling, not the CA.

Talk in the first person and pretend the CA is not on the call. The CA is not part of the conversation and will not acknowledge you if you speak to him/her.

### • Asking the Relay user questions.

If you need to ask the Relay user a series of questions, please ask them one at a time, wait for a response, and then ask the next question. This will give the Relay user a chance to respond to each question and will reduce misunderstandings.

### • The CA will type everything that is heard.

To ensure that Relay calls are functionally equivalent to standard telephone calls, CAs type everything they hear, including background noises and voice intonations. Your words will be typed exactly as you say them.

### • Be patient, and speak slowly.

Minnesota Relay calls take longer than regular telephone calls. Because the CA must type everything you say verbatim, please speak slowly. If you are speaking too fast, the CA may ask you to slow down or repeat yourself. There may be a pause before the CA begins relaying the response back to you.

## Forms Of Relay Services Available To Meet Specific Needs

Many people think Minnesota Relay is a telephone service that connects a TTY user (deaf person) with a standard phone user (hearing person). This is only partially true. There are a variety of reasons a person cannot use a standard telephone. Minnesota Relay has many forms of services available to make telecommunications available to all, regardless of their communication needs. Minnesota Relay allows your business to have contact with ALL consumers in Minnesota.

### Traditional Relay:

This service allows telephone calls between a TTY (text-telephone) user and a hearing person (standard phone user). A Minnesota Relay communication assistant (CA) reads the TTY user's words to you, and types your words for the TTY user to read.

### Hearing Carry Over (HCO):

HCO allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. Using HCO relay and a specially designed telephone with a text display, an HCO user can listen directly to your voice and type his/her response to the CA, who voices the response to you.

### Voice Carry Over (VCO):

VCO is an option for people who can speak clearly, but have hearing loss significant enough to prevent them from hearing and understanding conversations over the telephone. Using VCO relay and a specially designed telephone with a text display, a VCO user speaks directly to you. The CA types what is spoken by you for the VCO user to read.

### Speech-to-Speech (STS):

STS allows a person who has difficulty speaking or being understood on the telephone to communicate using his or her own voice or voice synthesizer. The CA revoices the words of the person with a speech disability so that you can understand him or her. The STS user will hear your responses.

For questions please call 1-800-657-3375.

# Employee's Guide

## Minnesota Relay Business Partner



There are over half a million consumers in Minnesota who are deaf, hard of hearing or speech disabled, and they use a specialized telecommunications service – called Minnesota Relay – to contact businesses and organizations like yours. However, many businesses unknowingly hang-up when they receive a Minnesota Relay call because they think it is a telemarketer, or because they don't understand how a telephone call through Minnesota Relay works.

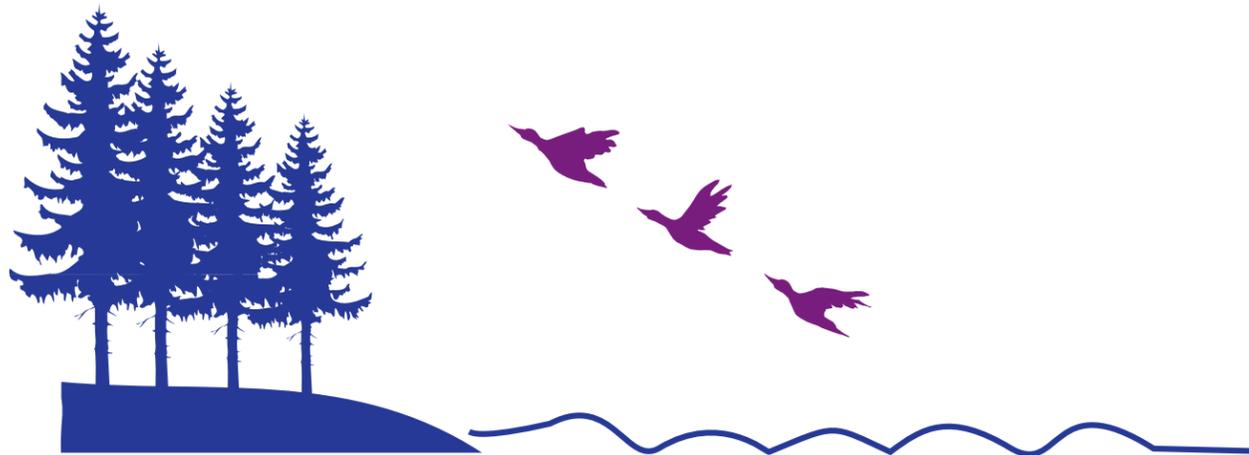
Minnesota Relay is a free service that provides full telephone accessibility to persons who are deaf, hard of hearing or speech disabled. A specially trained Minnesota Relay communication assistant (CA) facilitates the telephone conversation between a person who has hearing loss or a speech disability and a hearing person.

### Call Confidentiality

All Minnesota Relay CAs abide by a strict code of ethics. A federal requirement mandates that all Relay calls are kept confidential and information cannot be used by the CA for personal gain. CAs must remain impartial and no record of calls are kept.

### Receiving Calls From Relay Customers

1. When answering your telephone at work, it may be a call placed through Minnesota Relay. If it is a Relay call, you will hear “Hello, a person is calling you through Minnesota Relay. This is CA XXXX. Have you received a Relay call before?”
2. If you are not familiar with Relay say “No,” and the CA will explain how Relay works. If you have any questions, you can ask them at this time.
3. If you feel comfortable with a Relay call, say “Yes, go ahead,” and the call will begin.
4. Remember to say “Go ahead” or “GA” after each time you are finished speaking. When the CA says “Go ahead” back to you, it is your turn to speak.
5. See section on *Tips For Successful Calls* for smooth call handling.



## Making Relay Calls To Customers

1. Dial 7-1-1 or 1-800-627-3529.
2. When a CA answers, give him/her the 10 digit telephone number of the customer you want to call.
3. Once the customer answers, proceed with the call as you would a regular phone call.
4. Remember to say “Go ahead” or “GA” after each time you are finished speaking. When the CA says “Go ahead” back to you, it is your turn to speak.
5. See section on *Tips For Successful Calls* for smooth call handling.

### Tips For Successful Calls

- **When Minnesota Relay calls, don't hang up.**  
If you answer the phone and hear “Hello, a person is calling you through Minnesota Relay,” don't hang up; that's a customer on the line. The person calling is deaf, hard of hearing or speech disabled and is using Minnesota Relay to contact your business by telephone. This is not a telemarketing call and it is very important that you do not hang up on the caller.
- **Say “Go Ahead” or “GA” each time you have finished speaking.**  
The term “Go ahead” or “GA” is important for Relay calls for turn taking purposes. “GA” insures that you (the standard phone user) and the Relay user do not respond at the same time and miss each other's communication. Say “Go ahead” or “GA” each time you have finished speaking and are ready for a response. When you hear the CA say “GA” it is your turn to speak again.
- **Speak directly to the person calling, not the CA.**  
Talk in the first person and pretend the CA is not on the call. The CA is not part of the conversation and will not acknowledge you if you speak to him/her.
- **Asking the Relay user questions.**  
If you need to ask the Relay user a series of questions, please ask them one at a time, wait for a response, and then ask the next question. This will give the Relay user a chance to respond to each question and will reduce misunderstandings.
- **The CA will type everything that is heard.**  
To ensure that Relay calls are functionally equivalent to standard telephone calls, CAs type everything they hear, including background noises and voice intonations. Your words will be typed exactly as you say them.
- **Be patient, and speak slowly.**  
Minnesota Relay calls take longer than regular telephone calls. Because the CA must type everything you say verbatim, please speak slowly. If you are speaking too fast, the CA may ask you to slow down or repeat yourself. There may be a pause before the CA begins relaying the response back to you.

## Control Of The Call

When placing or receiving a Relay call, if you are not satisfied with the CA for any reason, you may ask for another CA. You also may ask to speak to a supervisor. You do not have to offer any explanation for the request. Whenever placing or receiving a Relay call it is helpful to write down the date and time of the call, and the CA's identification number. The CA handling the call should give you his/her identification number at the beginning and end of each call. In order to maintain confidentiality and transparency, the CA is not allowed to give you his/her name. By recording the CA's identification number, you will be able to provide us with valuable feedback if necessary.

## Forms Of Relay Services Available To Meet Specific Needs

Many people think Minnesota Relay is a telephone service that connects a TTY user (deaf person) with a standard phone user (hearing person). This is only partially true. There are a variety of reasons a person cannot use a standard telephone. Minnesota Relay has many forms of services available to make telecommunications available to all, regardless of their communication needs.

### Traditional Relay:

This service allows telephone calls between a TTY (text-telephone) user and a hearing person (standard phone user). A Minnesota Relay communication assistant (CA) reads the TTY user's words to you, and types your words for the TTY user to read.

### Hearing Carry Over (HCO):

HCO allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. Using HCO relay and a specially designed telephone with a text display, an HCO user can listen directly to your voice and type his/her response to the CA, who voices the response to you.

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### Speech-to-Speech (STS):

STS allows a person who has difficulty speaking or being understood on the telephone to communicate using his or her own voice or voice synthesizer. The CA revoices the words of the person with a speech disability so that you can understand him or her. The STS user will hear your responses.

**If you answer the phone and hear “Hello, a person is calling you through Minnesota Relay,” Don’t Hang Up! That’s a customer on the line.**

## **Receiving Calls From Relay Customers**

1. If you receive a Relay call, you will hear “Hello, a person is calling you through Minnesota Relay. This is CA XXXX. Have you received a Relay call before?”
2. If you are not familiar with Relay, say “No,” and the communication assistant (CA) will explain how Relay works. If you have any questions, you can ask them at this time.
3. If you feel comfortable with a Relay call, say “Yes, go ahead,” and the call will begin.

## **Making Relay Calls To Customers**

1. Dial 7-1-1 or 1-800-627-3529.
2. When a CA answers, give him/her the 10 digit telephone number of the customer you want to call.

## **Tips For Successful Relay Calls**

- When Minnesota Relay calls, don’t hang up.
- Say “Go ahead” or “GA” each time you have finished speaking.
- Speak directly to the person calling, not to the CA.
- When asking the Relay user a question, wait for the response and then ask the next question.



# Minnesota Relay Business Partner Authorization Form

Thank you for participating in a Minnesota Relay Business Partner training presentation. If you would like your business's information listed online with other Minnesota Relay Business Partners, please complete the information below and mail or fax this form to:

Minnesota Department of Commerce

Attn: Minnesota Relay  
85 7<sup>th</sup> Place East, Suite 600  
St. Paul, MN 55101-3165

Fax: 651-297-7891

Business Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: MN Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Website: \_\_\_\_\_

Would you like us to add a link to your website?  Yes  No

E-mail address (for customer use): \_\_\_\_\_

Would you like us to add a link to this e-mail address?  Yes  No

Contact Name: \_\_\_\_\_

Include contact person's name on Business Partner listing?  Yes  No

Signature: \_\_\_\_\_

*Please check one box below that best describes your services:*

- Administrative Support
- Apartment Complexes
- Attorneys
- Automotive
- Banks, Loans, and Mortgage Services
- Beauty Salons
- Carpet & Flooring
- Computer & Internet Services
- Contractors & Home Improvement
- Deaf & Hard of Hearing Services
- Dentists
- Education
- Fitness Centers
- Florists
- Food Service
- Grocery
- Home Builders
- Home Care/Home Repair
- Hospice
- Hotels & Lodging
- Insurance & Financial Planning
- Interpreting (Sign Language)
- Job Placement
- Libraries
- Marketing, Advertising & Public Relations
- Medical Care
- Medical Equipment
- Non-Profit
- Pharmacy
- Photo & Digital Imaging
- Places of Worship
- Promotional Items
- Real Estate Agents
- Rehabilitation
- Rental Equipment
- Restaurants
- Retail
- Security
- Seniors
- State & County Governments
- Telecommunications
- Therapeutic Recreation
- Title & Settlement Services
- Transportation
- Travel Services
- Utilities
- Other: \_\_\_\_\_



# Business Hanging Up on Your Relay Call? Let us know. We can help.

Many businesses unknowingly hang up when they receive a Minnesota Relay call because they think it is a telemarketer, or because they don't understand how a telephone call through Minnesota Relay works.

If you have tried to contact a business through Minnesota Relay but the business hung up on your call, **let us know**. We will contact the business and provide them with information on how to accept and place a Relay call. By educating businesses, Relay users experience less hang ups on their calls.

Name of Business: \_\_\_\_\_

Business Phone Number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Business Address: \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If you would like us to follow-up with you once the above business has been contacted, please provide your name and your phone number, e-mail address, or mailing address.

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_



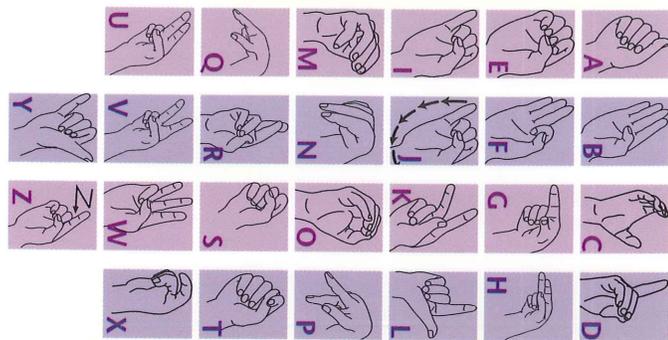
**Please mail or fax this form to:**

Minnesota Relay  
85 7th Place East, Suite 600  
St. Paul, MN 55101-3165

Fax: 651-297-7891



To call a person  
who is deaf,  
hard of hearing or  
speech disabled,  
just dial



- Learn more about Minnesota Relay services
  - Schedule a free presentation
  - Request brochures

Minnesota Relay Consumer Relations Office  
1-800-657-3775 (voice/TTY)  
Email: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)

## Have trouble using the phone?

Two free state services provide telephone access for people with a hearing loss, speech or physical disability.

Telephone Equipment Distribution Program provides amplified, captioned, Braille and speaker phones; TTYs; ring signalers; and more.

Minnesota Relay is a link between people using specialized phone equipment and standard phone users.

**Know someone we can help?**

[www.tedprogram.org](http://www.tedprogram.org)

[www.mnrelay.org](http://www.mnrelay.org)

**Have trouble hearing  
on the phone?**

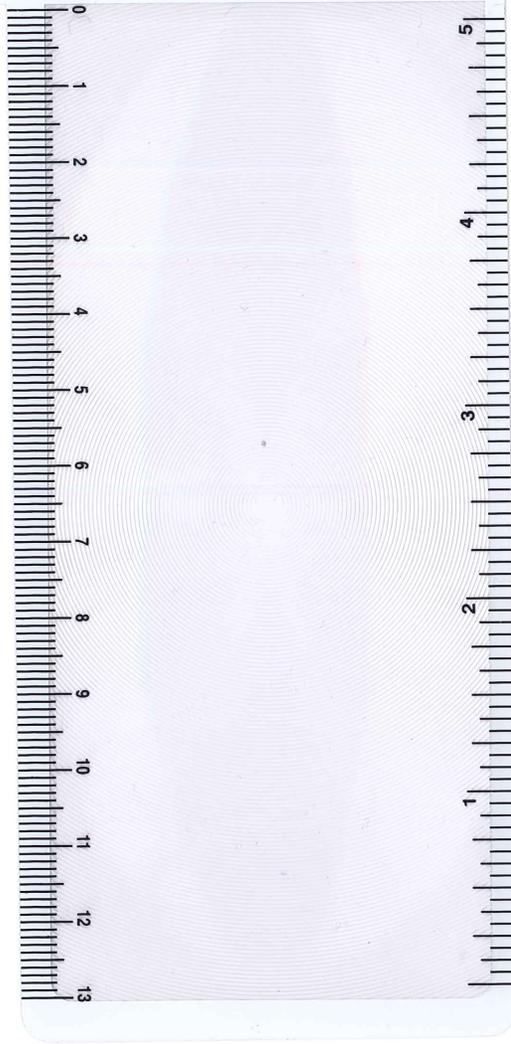
CapTel allows you to see  
word-for-word captions of  
your phone conversation.

Contact us for information.



1-800-657-3775

[cap.tel@state.mn.us](mailto:cap.tel@state.mn.us)



# Do you have trouble using the telephone?

The State of Minnesota offers two *free* programs that make it possible for people with a hearing loss, speech disability or physical disability to stay connected with friends, family and vital services over the telephone.



## Minnesota Relay

Minnesota Relay serves as a communication link between people who use specialized telephone equipment and people who use a standard telephone. There are many forms of relay services available, such as Voice Carry Over, Hearing Carry Over, Speech-to-Speech and Captioned Telephone, to meet a variety of communication needs.

## Telephone Equipment Distribution

The Telephone Equipment Distribution (TED) Program provides specialized telephone equipment, free of charge, to people who are hard of hearing, deaf, deaf/blind, speech disabled or physically disabled (eligibility requirements apply).

Available equipment includes amplified phones, captioned telephones, remote controlled speaker phones, TTYs, Braille phones, light flashing ring signalers and more.

**Interested? Know someone who could benefit from these services?**  
*We have a lot more information to share.*

For Minnesota Relay information: 1-800-657-3775 or [www.mnrelay.org](http://www.mnrelay.org).

For TED Program information: 1-800-657-3663 (voice) / 1-888-206-6555 (TTY), or [www.tedprogram.org](http://www.tedprogram.org).

Minnesota Relay and the TED Program are administered by the Minnesota Department of Commerce – Telecommunications Access Minnesota.



MINNESOTA  
DEPARTMENT OF  
COMMERCE



## **You'd be upset if a business you called kept hanging up on you.**

Now, think of the half a million Minnesotans who are deaf, hard of hearing or speech disabled who experience this frustration everyday...just because the business isn't familiar with how a call from Minnesota Relay works.

A free public service, Minnesota Relay connects people who have a hearing or speech disability to standard telephone users, like your business.

Minnesota Relay's Business Partner program will help you and your staff understand how to receive and place Relay calls.

No business should miss an opportunity to gain a new customer.

**Become a  
Minnesota Relay Business Partner . . .  
half a million customers  
are waiting for you to take their call.**

For information:  
1-800-657-3775  
[mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)

**Don't hang up. It's the law.**