

4. What is your level of satisfaction with hard-copy materials produced by the vendor?  
\_\_\_\_\_ (3 = Excellent; 2 = Satisfactory; 1 = Unsatisfactory; 0 = Unacceptable)  
COMMENTS:

5. How would you rate the dynamics/interaction between the vendor and your staff?  
\_\_\_\_\_ (3 = Excellent; 2 = Satisfactory; 1 = Unsatisfactory; 0 = Unacceptable)  
COMMENTS:

6. Who were the vendor's principal representatives involved in your project and how would you rate them individually? Would you comment on the skills, knowledge, behaviors or other factors on which you based the rating?  
(3 = Excellent; 2 = Satisfactory; 1 = Unsatisfactory; 0 = Unacceptable)

Name: \_\_\_\_\_ Rating: \_\_\_\_\_

Name: \_\_\_\_\_ Rating: \_\_\_\_\_

Name: \_\_\_\_\_ Rating: \_\_\_\_\_

Name: \_\_\_\_\_ Rating: \_\_\_\_\_

COMMENTS:

7. How satisfied are you with the products developed by the vendor?  
\_\_\_\_\_ (3 = Excellent; 2 = Satisfactory; 1 = Unsatisfactory; 0 = Unacceptable)  
COMMENTS:

8. With which aspect(s) of this vendor's services are you most satisfied?  
COMMENTS:

9. With which aspect(s) of this vendor's services are you least satisfied?  
COMMENTS:

10. Would you recommend this vendor's services to your organization again?  
COMMENTS:

**Attachment E**  
**FEDERAL CLAUSES**

**Clean Air and Clean Water (April, 1996)**

(a) Definitions:

(1) Air Act, as used in this clause, means the Clean Air Act (42 U.S.C. 7401 et seq.).

(2) Clean air standards, as used in this clause, means--

(i) Any enforceable rules, regulations, guidelines, standards, limitations, orders, controls, prohibitions, work practices, or other requirements contained in, issued under, or otherwise adopted under the Air Act or Executive Order 11738;

(ii) An applicable implementation plan as described in section 110(d) of the Air Act (42 U.S.C. 7410(d));

(iii) An approved implementation procedure or plan under section 111(c) or section 111(d) of the Air Act (42 U.S.C. 7411(c) or (d)); or

(iv) An approved implementation procedure under section 112(d) of the Air Act (42 U.S.C. 7412(d)).

(3) Clean water standards, as used in this clause, means any enforceable limitation, control, condition, prohibition, standard, or other requirement promulgated under the Water Act or contained in a permit issued to a discharger by the Environmental Protection Agency (EPA) or by a State under an approved program, as authorized by section 402 of the Water Act (33 U.S.C. 1342), or by local government to ensure compliance with pretreatment regulations as required by section 307 of the Water Act (33 U.S.C. 1317).

(4) Compliance, as used in this clause, means compliance with--

(i) Clean air or water standards; or

(ii) A schedule or plan ordered or approved by a court of competent jurisdiction, the Environmental Protection Agency (EPA), or an air or water pollution control agency under the requirements of the Air Act or Water Act and related regulations.

(5) Facility, as used in this clause, means any building, plant, installation, structure, mine, vessel or other floating craft, location, or site of operations, owned, leased, or supervised by a Contractor or subcontractor, used in the performance of a contract or subcontract. When a location or site of operations includes more than one building, plant, installation, or structure, the entire location or site shall be deemed a facility except when the Administrator, or a designee, of the Environmental Protection Agency (EPA) determines that independent facilities are collocated in one geographical area.

(6) Water Act, as used in this clause, means Clean Water Act (33 U.S.C. 1251 et seq.).

(b) The Contractor agrees:

(1) To comply with all the requirements of section 114 of the Clean Air Act (42 U.S.C. 7414) and section 308 of the Clean Water Act (33 U.S.C. 1318) relating to inspection, monitoring, entry, reports,

and information, as well as other requirements specified in section 114 and section 308 of the Air Act and the Water Act, and all regulations and guidelines issued to implement those acts before the award of this contract;

(2) That no portion of the work required by this prime contract will be performed in a facility listed on the EPA List of Violating Facilities on the date when this contract was awarded unless and until the EPA eliminates the name of the facility from the listing;

(3) To use best efforts to comply with clean air standards and clean water standards at the facility in which the contract is being performed; and

(4) To insert the substance of this clause into any nonexempt subcontract, including this subparagraph (b)(4).

### **EQUAL OPPORTUNITY CLAUSE**

(The following clause is applicable unless this contract is exempt under the rules and regulations of the Secretary of Labor issued pursuant to Executive Order No. 11246 of September 24, 1965 (30 FR 12319), as amended.)

During the performance of this contract, the contractor agrees as follows:

(1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or natural origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, or national origin. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the contracting officer setting for the provisions of this nondiscrimination clause.

(2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin.

(3) The contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer, advising the labor union or workers' representative of the contractor's commitments under Section 202 of Executive Order No. 11246 of September 24, 1965, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

(4) The contractor will comply with all provisions of Executive Order No. 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.

(5) The contractor will furnish all information and reports required by Executive Order No. 11246 of September 24, 1965, and by the rules, regulations and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the contracting agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.

(6) In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of such rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts in accordance with the procedures authorized in Executive Order No. 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order No. 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

(7) The contractor will include the provisions of paragraphs (1) through (7) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to Section 204 of Executive Order No. 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as may be directed by the Secretary of Labor as a means of enforcing such provisions including sanctions for noncompliance: Provided, however, that in the event the contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

**Attachment F**

**CERTIFICATION REGARDING LOBBYING**

CERTIFICATION REGARDING LOBBYING

**Certification for Contracts, Grants, Loans, and Cooperative Agreements**

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and contracts under grants, loans, and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

By: \_\_\_\_\_ Date: \_\_\_\_\_  
(Signature of Official Authorized to Sign Application)

For: \_\_\_\_\_  
Name of Independent Contractor

\_\_\_\_\_  
Title of Project

This document must be submitted in the "State Documents" section/tab of vendors' technical proposal

**Attachment G**  
**SCORESHEETS**

Received & Inspected

SEP 25 2012

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STATE OF NEVADA, PURCHASING DIVISION  
RFP 1693  
CAPTEL/TELECOMMUNICATIONS  
Proposal Opening Date: January 12<sup>th</sup>, 2009 @ 2:00PM

VENDOR NAME: \_\_\_\_\_

Evaluator Initials: \_\_\_\_\_

Item	Evaluation Criteria	Weight	Score (1-10)	Revised Score (1-10)
1.	Demonstrated Competence/System Operations and Service Quality			
2.	Experience in performance of comparable engagements			
3.	References/ Experience of Key personnel			
4.	Conformance with the terms of this RFP			
5.	Reasonableness of cost			
	Total			

After reading vendor proposals, assign a score for each criterion above between 1 and 10, with 1=Poor and 10=Excellent, per the *Evaluation Guidelines* included in your packet. The Revised Score column should be left blank until the scheduled evaluation meeting.

Below is a brief description of the issues related to each factor.

**1. Demonstrated competence/ Systems Operations and Service Quality:** Did the vendor provide sufficient data to convince you that it will do a good job for the State? Was the proof compelling? Are you confident that this vendor has the knowledge, skills and abilities to perform all its tasks well? Will the vendor's resources be adequate to serve the State's needs? Does the vendor suggest new ways to enhance performance? Does the vendor have the flexible capacity to handle all the needs of the State as they continue to change? Did the vendor present sufficient performance history to convince you of its ability? Has the vendor been in business long enough to provide good stability? Has the vendor experienced ownership changes that would impact its services? Has there been any censure or litigation history?

**2. Experience in performance of comparable engagements.** Does the vendor have prior experience that will ensure all the skills necessary to perform tasks well? Did the vendor have success

in other work for a private or governmental entity? Does the vendor's previous work convince you of its successful completion of these duties? Has the vendor provided adequate references? (During the evaluation meeting, State Purchasing shall provide reference responses to questionnaires.)

**3. References/ Expertise of key personnel.** Is the staff that will be assigned to this project by the vendor the best qualified to complete the tasks? Will they be available to insure completion of the project? Will they be available for follow-up issues? Is sufficient staff assigned to handle these duties? Is there a Nevada office or contact person? Will assigned staff respond to issues within a reasonable amount of time?

**4. Conformance with the terms of this RFP.** Did the vendor's proposal provide all the necessary information requested in the RFP in a professional manner? Did the proposal cause doubt regarding its ability to complete the necessary tasks? Was the proposal easy to understand and did it provide answers to questions, or create more questions?

**5. Reasonableness of cost.** Has the vendor established a cost that is reasonable for the project? Is the State of Nevada receiving good value for its dollars? Does the fee appear cost-effective? Are the costs reasonable compared to the competition? Will there be any additional costs or other ongoing expenses?

**RFP 1693**  
**CAPTEL/TELECOMMUNICATIONS**  
**Proposal Opening Date: January 12<sup>th</sup>, 2009**

Vendor \_\_\_\_\_

<b><u>STRENGTHS</u></b>	<b><u>WEAKNESSES</u></b>

Evaluator's Initials \_\_\_\_\_

**Attachment H**  
**PRICING RESPONSE**  
**RFP 1693**

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PRICING RESPONSE RFP 1693

Vendor Name: \_\_\_\_\_

Basic cost. A fixed rate per session minute shall be submitted covering each individual year of the contract for the services identified in Proposal Requirements, sections 3.1 through 3.6. Thus, a vendor could offer the same rate in each of the years, or a rate that changes from year to year. If vendor charges a different fee for two-line CapTel/TRS, this should be clearly indicated.

Rate per session minute:

Year 1: \_\_\_\_\_

Year 2: \_\_\_\_\_

Year 3: \_\_\_\_\_

Year 4: \_\_\_\_\_

Year 5: \_\_\_\_\_

List changes in rate (if any) for two-line Cap/Tel: \_\_\_\_\_

List changes in rate (if any) for TRS: \_\_\_\_\_

Based billable sessions as stated in Section 1 of this RFP, i.e., 1,420 for Cap/Tel and 99,000 for TRS per month, what is your expected cost per month for these billable sessions?

\_\_\_\_\_

**Appendix L:**  
**Copy of Legislation or Other  
Establishing TRS in the State**

**NRS 427A.750 Subcommittee on Communication Services for Persons Who Are Deaf or Hard of Hearing and Persons With Speech Disabilities: Creation; membership; terms; vacancies; quorum; compensation; members holding public office or employed by governmental entity; powers and duties.**

1. The Subcommittee on Communication Services for Persons Who Are Deaf or Hard of Hearing and Persons With Speech Disabilities of the Nevada Commission on Services for Persons with Disabilities is hereby created. The Subcommittee consists of 11 members appointed by the Administrator. The Administrator shall consider recommendations made by the Nevada Commission on Services for Persons with Disabilities and appoint to the Subcommittee:

(a) One member who is employed by the Division and who participates in the administration of the program of this State that provides services to persons with communications disabilities which affect their ability to communicate;

(b) One person who is a member of the Nevada Association of the Deaf;

(c) One member who is professionally qualified in the field of deafness;

(d) The Executive Director of the Nevada Telecommunications Association or, in the event of its dissolution, a member who represents the telecommunications industry;

(e) One member who is a consumer of telecommunications relay services;

(f) One member who is a consumer of Communication Access Realtime Translation or realtime captioning;

(g) One member who is a consumer of services provided by a person engaged in the practice of interpreting;

(h) One nonvoting member who is registered with the Division pursuant to NRS 656A.100 to engage in the practice of interpreting in a community setting and holds a certificate issued by the Registry of Interpreters for the Deaf, Inc., or its successor organization;

(i) One nonvoting member who is registered with the Division pursuant to NRS 656A.100 to engage in the practice of interpreting in an educational setting and has completed the Educational Interpreter Performance Assessment administered by the Boys Town National Research Hospital, or its successor organization, and received a rating of his or her level of proficiency in providing interpreting services at level 4 or 5;

(j) One nonvoting member who is registered with the Division pursuant to NRS 656A.400 to engage in the practice of realtime captioning; and

(k) One member who represents educators in this State and has knowledge concerning the provision of communication services to persons with communications disabilities in elementary, secondary and postsecondary schools and the laws concerning the provision of those services.

2. After the initial term, the term of each member is 3 years. A member may be reappointed.

3. If a vacancy occurs during the term of a member, the Administrator shall appoint a person similarly qualified to replace that member for the remainder of the unexpired term.

4. The Subcommittee shall:

(a) At its first meeting and annually thereafter, elect a Chair from among its voting members; and

(b) Meet at the call of the Administrator, the Chair of the Nevada Commission on Services for Persons with Disabilities, the Chair of the Subcommittee or a majority of its members as is necessary to carry out its responsibilities.

5. A majority of the voting members of the Subcommittee constitutes a quorum for the transaction of business, and a majority of the voting members of a quorum present at any meeting is sufficient for any official action taken by the Subcommittee.

6. Members of the Subcommittee serve without compensation, except that each member is entitled, while engaged in the business of the Subcommittee, to the per diem allowance and travel expenses provided for state officers and employees generally if funding is available for this purpose.

7. A member of the Subcommittee who is an officer or employee of this State or a political subdivision of this State must be relieved from his or her duties without loss of regular compensation so that the person may prepare for and attend meetings of the Subcommittee and perform any work necessary to carry out the duties of the Subcommittee in the most timely manner practicable. A state agency or political subdivision of this State shall not require an officer or employee who is a member of the Subcommittee to make up the time he or she is absent from work to carry out his or her duties as a member of the Subcommittee or use annual vacation or compensatory time for the absence.

8. The Subcommittee may:

(a) Make recommendations to the Nevada Commission on Services for Persons with Disabilities concerning the establishment and operation of programs for persons with communications disabilities which affect their ability to communicate;

(b) Recommend to the Nevada Commission on Services for Persons with Disabilities any proposed legislation concerning persons with communications disabilities which affect their ability to communicate; and

(c) Collect information concerning persons with communications disabilities which affect their ability to communicate.

9. The Subcommittee shall make recommendations to the Nevada Commission on Services for Persons with Disabilities concerning the practice of interpreting and the practice of realtime captioning, including, without limitation, the adoption of regulations to carry out the provisions of chapter 656A of NRS.

10. As used in this section:

(a) "Nevada Commission on Services for Persons with Disabilities" means the Nevada Commission on Services for Persons with Disabilities created by NRS 427A.1211.

(b) "Practice of interpreting" has the meaning ascribed to it in NRS 656A.060.

(c) "Practice of realtime captioning" has the meaning ascribed to it in NRS 656A.062.

(d) "Telecommunications relay services" has the meaning ascribed to it in 47 C.F.R. § 64.601.

(Added to NRS by 2009, 2377)

**PROGRAM TO PROVIDE DEVICES FOR TELECOMMUNICATION TO PERSONS WITH  
IMPAIRED SPEECH OR HEARING**

**NRS 427A.797 Development and administration; surcharge; creation and use of Account for Services for Persons With Impaired Speech or Hearing.**

1. The Division shall develop and administer a program whereby:
  - (a) Any person who is a customer of a telephone company which provides service through a local exchange or a customer of a company that provides wireless phone service and who is certified by the Division to be deaf or to have severely impaired speech or hearing may obtain a device for telecommunication capable of serving the needs of such persons at no charge to the customer beyond the rate for basic service; and
  - (b) Any person who is deaf or has severely impaired speech or hearing may communicate by telephone, including, without limitation, a wireless phone, with other persons through a dual-party relay system.
    - ↪ The program must be approved by the Public Utilities Commission of Nevada.
  2. A surcharge is hereby imposed on each access line of each customer to the local exchange of any telephone company providing such lines in this State and on each personal wireless access line of each customer of any company that provides wireless phone services in this State which is sufficient to:
    - (a) Cover the costs of the program;
    - (b) Fund the centers for persons who are deaf or hard of hearing operated by this State; and
    - (c) Cover the costs incurred by the Division to carry out the provisions of chapter 656A of NRS that are not covered by the civil penalties received by the Division pursuant to NRS 656A.800.
      - ↪ The Commission shall establish by regulation the amount to be charged. Those companies shall collect the surcharge from their customers and transfer the money collected to the Commission pursuant to regulations adopted by the Commission.
3. The Account for Services for Persons With Impaired Speech or Hearing is hereby created within the State General Fund and must be administered by the Division. Any money collected from the surcharge imposed pursuant to subsection 2 must be deposited in the State Treasury for credit to the Account. The money in the Account may be used only:
  - (a) For the purchase, maintenance, repair and distribution of the devices for telecommunication, including the distribution of devices to state agencies and nonprofit organizations;
  - (b) To establish and maintain the dual-party relay system;
  - (c) To reimburse telephone companies and companies that provide wireless phone services for the expenses incurred in collecting and transferring to the Commission the surcharge imposed by the Commission;
  - (d) For the general administration of the program developed and administered pursuant to subsection 1;
  - (e) To train persons in the use of the devices;
  - (f) To fund the centers for persons who are deaf or hard of hearing operated by this State; and
  - (g) To cover the costs incurred by the Division to carry out the provisions of chapter 656A of NRS that are not covered by the civil penalties received by the Division pursuant to NRS 656A.800.
4. For the purposes of this section:
  - (a) "Device for telecommunication" means a device which is used to send messages through the telephone system, including, without limitation, the wireless phone system, which visually displays or prints messages received and which is compatible with the system of telecommunication with which it is being used.
  - (b) "Dual-party relay system" means a system whereby persons who have impaired speech or hearing, and who have been furnished with devices for telecommunication, may relay communications through third parties to persons who do not have access to such devices.
    - (Added to NRS by 2009, 2384)

**Appendix M:**  
**Copies of Phone Bill with Surcharge  
Rate or Legislative Order**

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**NAC 707.020 Surcharge for program to provide devices for telecommunication to persons with impaired speech or hearing. (NRS 426.295, 703.025)**

1. On or before June 1 of each year, the Commission, after an investigation and hearing, will notify each carrier of the amount of the surcharge to be assessed and collected for the period from July 1 of that year to June 30 of the next year from each of its customers for the program developed pursuant to NRS 426.295 by the Office of Disability Services within the Department of Human Resources. The surcharge will be assessed for each line of access and will be either a percentage of the basic charge for service to the customer or an equal amount for each customer in a class of customers. An intraexchange carrier may not list the surcharge as a separate item on the customer's bill unless the intraexchange carrier demonstrates to the Commission that it would be unduly burdensome to comply with this provision.

2. The Commission, upon its own motion or upon the petition of an interested person for good cause shown, will conduct a hearing to evaluate the reasonableness of the surcharge currently in effect.

3. The surcharge must be billed by each carrier to its customers on a monthly basis.

(Added to NAC by Pub. Service Comm'n, eff. 1-6-86; A by Pub. Utilities Comm'n by R010-04, 6-28-2004)



P.O. Box 2961  
Phoenix, AZ 85062-2961

Account Name: CECILIA ROSEN  
Account Number: 310359581

Page: 3 of 5  
Bill Date: Sep. 06, 2012

**Important Notices and Information :**

electronic fund transfer from your account or to process the payment as a check transaction.

CenturyLink offers convenient alternatives to mailing your payment each month. Simply go to [centurylink.com/myaccount](http://centurylink.com/myaccount) to make a one-time payment or to set up recurring payments from your bank account.

**LATE FEE REMINDER:** Late fees may be charged each month for any eligible unpaid balances not paid in full by the due date listed on your bill. The methods for calculating late fee amounts vary by state and product. For more information you may access Terms and Conditions, and Tariff materials at <http://www.centurylink.com/Pages/AboutUs/Legal/Tariffs/displayTariffLandingPage.html?rid=tariffs>, or call CenturyLink customer service at the phone number indicated on this bill.

CenturyLink should be notified within 90 days after the CenturyLink Bill Date of any billing discrepancies on your statement.

**FREE Enrollment!** With CenturyLink's My Account service, you can update your billing information, view and pay your bill and much more. Visit us online at [www.centurylink.com/myaccount](http://www.centurylink.com/myaccount).

**Carrier Changes and Information**

LINE NUMBER	LOCAL TOLL CARRIER	LONG DISTANCE CARRIER
702-658-1872	CenturyLink LD ( 5046 )	CenturyLink LD ( 5046 )

**Payments and Adjustments**

**Payments**

Payment Received - Aug. 15, 2012 - Thank You

71.01 CR

**Total Payments and Adjustments**

**71.01 CR**

**Local Services Detail**

Local Service from SEP 06 to OCT 05

**Recurring Charges**

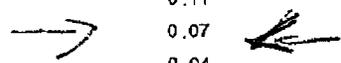
1 Pty Residence Line	11.39	
Federal Subscriber Line & Access Recovery Charge	4.09	
<b>Total Local Exchange Services</b>		<b>15.48</b>
Caller ID Number/Name-Res	10.00	
<b>Total Optional Features/Services</b>		<b>10.00</b>
<b>Total Recurring Charges</b>		<b>25.48</b>

**Total Current Charges For 702-658-1872**

**25.48**

**Taxes, Fees and Surcharges**

CLARK Statutory Gross Receipts Tax	1.08
Federal Excise Tax	0.01
NEVADA Modified Business Tax Surcharge	0.11
NEVADA State Telecommunications Relay Service Surcharge	0.07
NEVADA Universal Service Fund Surcharge	0.04



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**Appendix N:**  
**Copy of the letter notifying the FCC of  
substantive changes to the TRS  
program**



**BRIAN SANDOVAL**  
Governor

STATE OF NEVADA  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
AGING AND DISABILITY SERVICES DIVISION

3416 Goni Road, D-132  
Carson City, Nevada 89706

(775) 687-4210 • Fax (775) 687-0574  
[adsd@adsd.nv.gov](mailto:adsd@adsd.nv.gov)

**MICHAEL WILLDEN**  
Director

**MARY LIVERATTI**  
Administrator

September 7, 2012

Consumer Information Bureau  
Disability Rights Office  
445 12th Street, S.W., Suite 6-A207  
Washington, D.C. 20554

The FCC requires TRS agencies and providers to submit contact information for those individuals who handle complaints, suggestions, grievances, and inquiries for TRS in our state. Here is the updated information for Nevada:

Betty Hammond  
Relay Administrator  
3416 Goni Road, Bldg. D #132  
Carson City, NV 89706

Services provided: TRS and CapTel

Agency name change: from Office of Disability Services to **Aging and Disability Services Division**

775-687-0519 Voice  
775-400-1452 Video Phone  
TTY users dial 7-1-1  
775-687-0577 FAX

E-mail:  
[bahammond@adsd.nv.gov](mailto:bahammond@adsd.nv.gov)

Website:  
[www.relaynevada.com](http://www.relaynevada.com)

Thank you for your assistance in this matter.

Best Regards,

A handwritten signature in black ink, appearing to read "Betty Hammond".

Betty Hammond, Social Services Program Specialist II  
Administrator of Relay Nevada

---

Las Vegas Regional Office  
1860 E Sahara Ave  
Las Vegas, Nevada 89104  
(702) 486-3545  
(702) 486-3572 Fax

Reno Regional Office  
445 Apple St, Ste 104  
Reno, Nevada 89502  
(775) 688-2964  
(775) 688-2969 Fax

Elko Regional Office  
1010 Ruby Vista Dr., Ste 104  
Elko, Nevada 89801  
(775) 738-1966  
(775) 753-8543 Fax

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# **Appendix O: Copies of Relay Newsletters**

## **Appendix O**

Relay Nevada does not currently produce a newsletter. Our outreach campaign includes advertisements which can be viewed and heard by visiting our website at:

[www.relaynevada.com](http://www.relaynevada.com)

# **Appendix P:**

## **Giveaways/Promotional Items**

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**Appendix P.**

Relay Nevada also has produced other items such as mugs, car window shades, pens and other items we distribute at the various outreach activities so that Nevadans have reminders of the program.

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# **Appendix Q:**

## **Relay Nevada Outreach Specialists**

# Relay Nevada Offers Captioned Telephone Service



CapTel® will enhance your life!

With CapTel you hear your caller's voice,  
and read every word they say.

- No more misunderstanding
- More clarity with captions
- Available in English and Español
- More freedom in making phone calls!

relaynevada.com

relaynevada.com



NOW WITH  
BUILT IN  
ANSWERING  
MACHINE  
and WIFI  
COMPATIBLE

DeafNation

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**SEP 25 2012**

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# **Appendix R:**

## **Historical Overview of Relay Nevada**

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## Historical Overview of NV Relay

The State of Nevada Telecommunications Relay Service (TRS), also known as Relay Nevada, is part of the overall legislatively-authorized Assistance to Persons With Impaired Speech or Hearing program outlined in Nevada Revised Statutes (NRS) 707.360. Administrative authority for Relay Nevada was placed with the Office of Disability Services of the Department of Human Resources, which merged with the Aging Division to become the Aging and Disabilities Services Division with program budgets and operations must be approved by the Public Utilities Commission (PUC) of the State. Authority for the funding and provision of a dual-party relay system derives from Assembly Bill No. 881 dated May 30, 1989. When adopted on June 28, 1989, this bill expanded 1985 legislation that authorized the distribution of free TTYs to qualifying individuals and agencies. A surcharge also was authorized by Assembly Bill No. 881. As approved by the Public Utilities Commission, the access line surcharge rate was 5 cents until September 1, 1992, when the surcharge increased to 8 cents per access line. It was expanded by the 2003 Nevada Legislature to include wireless lines, and the current surcharge is 3 cents per line.

Requisite signatures for the TRS contract were obtained in September 1991 from State authorities and the TRS service provider, Sprint. The contract was written to replace the fractionalized dual-party relay service that had been authorized and established in 1985. In cooperation with Sprint, statewide TRS began on December 1, 1991, including intrastate and interstate calling capabilities. On September 1, 2005 Sprint began to contract with the state to provide CapTel. All RFP's moving forward were for both traditional relay and CapTel relay, with the option of differing providers for either Relay or CapTel.

Anecdotally, Sprint has remained the provider of services for Relay Nevada and continues to the present time. Nevada's current contract with Sprint is due to expire on June 30, 2014.

It is our belief that Relay Nevada meets or exceeds all operational, technical, and functional minimum standards contained in section 64-604 of the FCC's rules, 47 CFR. Furthermore, Relay Nevada is not in conflict with those rules and makes available adequate procedures and remedies for enforcing the requirements of our TRS and CapTel programs.