

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

■ 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

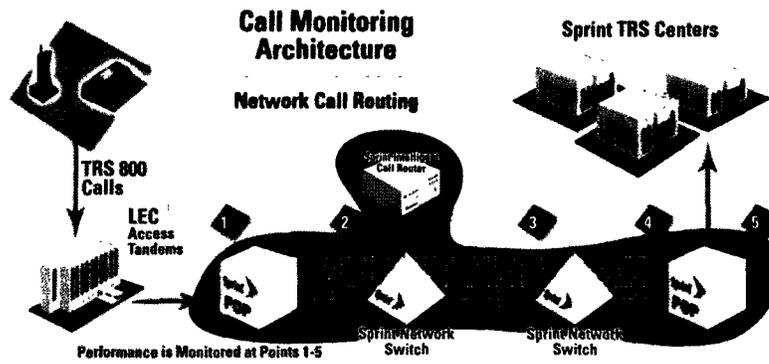
Surveillance for the Sprint network is managed by the Network Operations Center located in Overland Park Kansas. In the event of a network problem causing customer degradation of service, Network Operations will notify the Service Assurance Management Center (SAMC) of Sprint's TRS Group. SAMC will then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

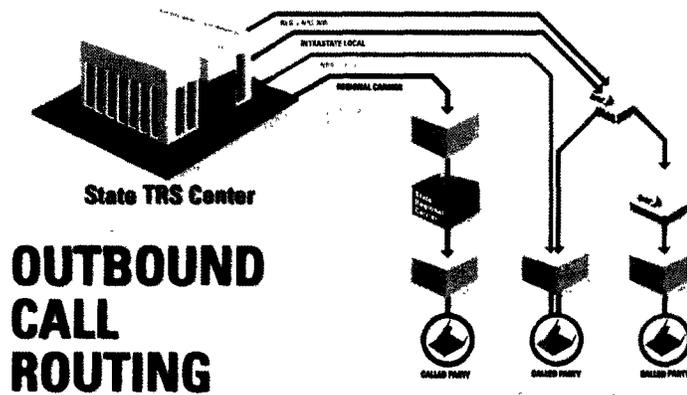
Sprint's inbound configuration ensures that if an issue is identified anywhere in the network, it will be promptly addressed and reported.

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		913-231-7776 Dennis A. Selznick@sprint.com After Hours: getdennis@gmail.com (pager) 913-231-1386 (cell) (608) 441-8800 Pam.Frazier@captelmail.com
2	Captioned Telephone Inc 's (CTI) Call Center Director	Pam Frazier Call Center Director	After Hours: 608-516-7517 (cell) 608-832-6233 (home) (608) 441-8800 Jayne.Turner@ultratec.com
3	Captioned Telephone Inc.'s (CTI) Call Center Vice President		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		P: (925) 904-4014 M: (925) 895-9176 H: 925-968-1418 E: John.E.Moore@sprint.com Pgr: jmoore45@sprintps.com
2	Angela Officer	Relay Program Manager	P: (703) 689-5654 E: Angela.Officer@sprint.com
3	Assigned On-Call 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

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

■ 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.

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		(888) 269-7477 captel@captelmail.com
2	CapTel Customer Service Supervisor	Pam Holmes	(888)-269-7477 Pam.Holmes@captelmail.com
3	Captioned Telephone Inc.'s (CTI) Call Center Director		(608) 441-8800 Pam.Frazier@captelmail.com
4	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 Jayne.Turner@ultratec.com

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 F:
TRS Information in Telephone
Directories

DSL QUICK TROUBLESHOOTING TIPS

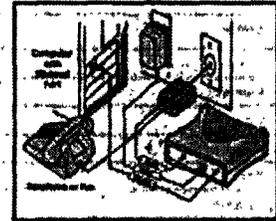
Having trouble with your DSL connection? Before you call for assistance, try these quick troubleshooting tips. These easy steps often resolve common connection issues and may help you get your DSL service working again in the shortest amount of time.

Check the telephone line. If you don't have dial tone or are without telephone service, the problem is with the telephone line, and you will most likely not be able to connect to the Internet.

Check cable connections. Loose cables and connections are a common cause of service interruption and can be easily fixed. Ensure all cables are connected securely and properly. All telephone cables and devices, filters, and networking cables will usually have an audible "click" when they are firmly connected.

Reset power on both the DSL equipment and computer equipment. Shut down your computer, being sure to save all your work and close any open applications beforehand. Turn off or unplug the power to the DSL equipment and wait for 30 seconds and re-apply power. If you are using 3rd-party routers, hubs or other networking devices, turn off or unplug these devices. Reconnect cables and restore power to all DSL equipment and any 3rd-party devices. Now, restart your computer.

If the problem persists, you should contact your DSL service provider.



Information For Customers With Disabilities

OPERATOR/DIRECTORY ASSISTANCE

Call 1-800-855-4000. (TTY* only. Nationwide service is provided by Sprint.)

MISSISSIPPI TELECOMMUNICATIONS RELAY SERVICE

This service allows customers who use text telephones to communicate with others. A special operator, called a Communication Assistant (CA), translates text messages into speech for non-text telephone users and vice versa.

Customers may place a call through the relay center by calling toll free 7-1-1, 1-800-855-1000 (Voice), 1-800-582-2233 (TTY) or 1-800-855-1234 [ASCII (PC)] and providing the Communication Assistant the necessary information to set up the call, including the carrier of choice on calls outside the Calling Zone.

PUBLIC TELEPHONE CALLS USING RELAY SERVICES

People who use relay services to make long distance calls on pay telephones may pay for these calls with a calling card. A calling card allows you to have calls billed to your telephone or to your card account. Calling cards may be used at coin telephones as well as any other telephone. The calls are billed at the same rate as long distance calling card calls that do not use relay services.

Local calls through a relay service from a pay telephone are free of charge.

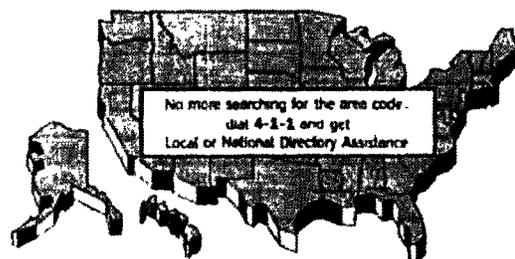
Directory Assistance & Operator Services

DIAL 4-1-1 FOR LOCAL AND NATIONAL DIRECTORY ASSISTANCE

Dial 4-1-1 to obtain a listed telephone number, or the name and address for a telephone number, anywhere in the United States.

Local and Nationwide Numbers: 4-1-1

(Charges apply, rates will vary. Two listings are allowed per call.)



* Text Telephone

DSL Quick Troubleshooting Tips

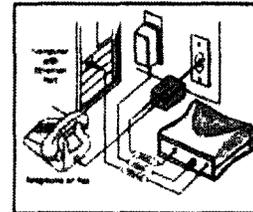
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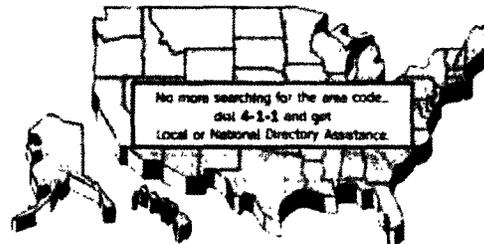
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* Text Telephone

Appendix G:
Mississippi Relay Annual Reports

Mississippi Relay

2007



Annual 2008
Report

Report provided by
Sprint
Relay



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Sprint Relay
1025 North Park Dr
Suite C
Ridgeland, MS 39157

Rex Moers
Consumer Sales Manager
mitchell.r.moers@sprint.com

Dear Mississippi Public Service Commission,

The fiscal year **July 2007 to June 2008** underwent several changes within TRS and CapTel® services, addition of new services such as WebCapTel® and E-911, and platform upgrades. Throughout it all, Sprint Mississippi Relay continued to deliver quality and functionally equivalent Telecommunications Relay Services (TRS) to satisfy our customers' communication needs.

Traditional TRS session minutes continued to decline each month due to the rise in Internet-supported relay calls, video relay services, and wireless communication. Compared to FY 2007 TRS total session minutes to FY 2008 minutes, there was a 24% decrease. However, on a positive note, the total CapTel® session minutes climbed steadily each month, with 107,958 total minutes at year end. This reflects a **44.8%** increase in usage rate comparing FY 2007 with FY 2008

Sprint demonstrated its commitment to provide the best customer care by presenting to the Mississippi Public Service Commission a proposed boilerplate of over 100 pages to complete the Federal Communications Commission-mandated TRS re-certification application. Also, as with every year, Sprint closed and completed customer comments for the FCC filing.

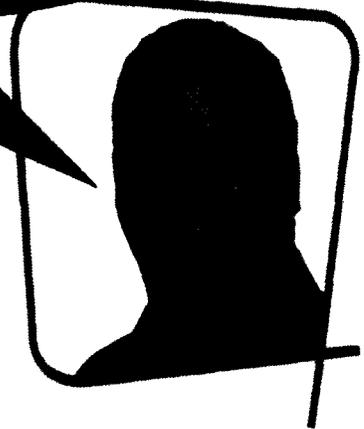
Sprint is glad to be given the opportunity to provide Mississippi Relay consumers with quality telecommunications relay services and looks forward to continuing its quality services for the next fiscal year.

Sincerely,

Rex Moers
Consumer Sales Manager
Mississippi Relay

Other notables include implementation of:

- *The new WebCapTel® service in March 2008, which is an IP-based service geared towards hard of hearing professionals who are comfortable using computers; however, it will not replace the traditional CapTel® phone.*
- *Platform upgrades in May 2008, which resulted in fewer VCO complaints.*
- *New E-911 services via IP-based products in 2008, which will ensure that customers receive more than "functionally equivalent" services.*



MISSISSIPPI RELAY OUTREACH AND MARKETING

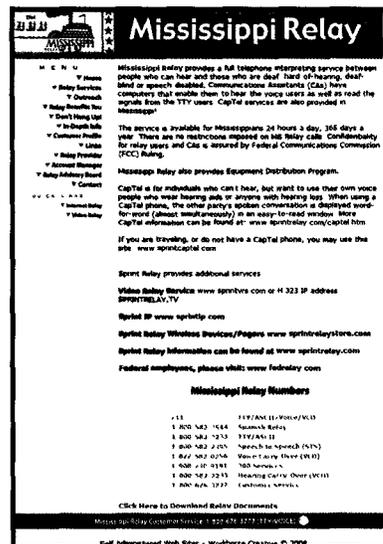
Mississippi Relay Website

To meet the needs of customers who use the Internet, Mississippi Relay provides relay information at their fingertips at:

www.mississippirelay.com

The Mississippi Relay Website not only provides information on Mississippi Relay products and services, but also includes other essential information such as:

- How relay services benefit society
- Explanation to businesses not to hang up on relay calls
- Question-and-answer section
- Links to IP-based products and services



Outreach Education

Mississippi Relay, in collaboration with outreach vendors, promoted relay service awareness by providing demonstrations, exhibits, presentations and materials to various groups between July 2007 and June 2008. Products included all aspects of TRS as well as CapTel®, VRS, IP, and wireless relay.

- Mississippi School for the Deaf, Jackson, MS (Homecoming Day); (Mason Dixie Tourney)
- Mississippi School for the Deaf Alumni, Jackson, MS
- All Mississippi Hearing Aids, 2657 Lakeland Dr., Flowood, MS (601-420-4001)
- All Mississippi Hearing Aids, 5560 I-55 S., Jackson, MS (601-373-4383)
- Balance & Hearing Center at CMMC, Jackson, MS (601-376-2151)
- Beltone Hearing Aid Center, Jackson, MS (601-352-4613)
- Capital Hearing Services, Flowood, MS (601-939-9595)
- Hearing & Balance Center, Jackson, MS (601-969-1910)
- Hearing & Balance Center, Gulfport, MS (318-798-4440)
- The Hearing Center, Jackson, MS (601-668-6478)
- Heritage Hearing Center, Pearl, MS (601-933-0038)
- Jackson Ear Clinic, Jackson, MS (601-981-2825)
- Jackson Ear Nose & Throat Clinic, Jackson, MS (601-352-7655)
- Miracle Ear, Ridgeland, MS (601-991-9661)
- Mississippi Ear Nose & Throat Surgical, Jackson, MS (601-709-7700)
- Mississippi Dept. of Rehab. Services, Olive Branch, MS (662-895-0397)
- Mississippi Dept. of Rehab. Services, Gulfport, MS (228-897-7601)
- Mississippi Dept. of Reb. Services, Gulfport, MS (228-575-3791)
- Infusia Care, Inc., Ridgeland, MS (601-956-5272)
- Chateau Retirement Home, Ridgeland, MS
- Jackson Associates of the Deaf/Mississippi Relay for the Movies Time (it was held at MSD)
- Jackson Associates of the Deaf Clubhouse, Jackson, MS
- Fannin Lanes, Brandon, MS (Deaf Bowling Tourney)
- Mississippi Deaf Senior Citizens, Jackson, MS
- Ear, Nose & Throat Clinic, Jackson, MS (601-982-7823)
- Baptist Hospital (Social/Case workers), Jackson, MS (Dot Fisher)
- (NAD) National Association of the Deaf, New Orleans, LA
- Communicative Disorder Laboratory – UMMC, Jackson, MS (601-815-6064)
- Rush Patricia, AmCD, Flowood, MS (601-936-5831)
- Brookhaven Ear, Nose & Throat Clinic, Brookhaven, MS (601-835-0077)

Equipment Distribution Program (EDP)

Mississippi Relay is one of the few states that has the distinction of handling two programs simultaneously: the Sprint Mississippi Relay program and the Equipment Distribution Program (EDP). The purpose of the EDP is to loan special telephone devices to qualifying Mississippi citizens.

Eligible applicants are loaned one device and a telephone ringing light flasher. To qualify for this program, one must:

- **Be a resident of Mississippi.**
- **Be deaf, hard of hearing, or have a speech disability as certified by a physician, audiologist or speech-language pathologist, and**
- **Have a residential phone line or high-speed Internet access.**

Customers can complete an application in person at the relay office or request that an application be mailed to them.

Between July 2007 and June 2008, the total number of pieces distributed were:	
Ameriphone XL/ Crystallone:	5
TTY:	5
CapTel®:	64
Phone flasher:	73

MISSISSIPPI RELAY TRS

What is Relay?

Relay is a free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, deafblind, and speech-disabled. This service allows hearing callers to communicate with text-telephone (TTY) users and vice-versa through specially trained relay operators. Calls can be made to anywhere in the world, 24/7/365 with no restrictions on the number, length, or type of calls. All calls are strictly confidential and no records of any conversations are maintained.

Anyone wishing to use Mississippi Relay service simply dials 711 to connect with a relay operator. The relay operator then dials the requested number and relay the conversation between the two callers.

TRS Enhancements

Relay Platform

During 3Q2006, Sprint began to provide Sprint Relay accounts a new state-of-the-art Relay platform. Our improved platform incorporated the latest in telephone-switching and data-transport technology. This investment and platform plan will virtually replace the entire existing TRS platform with the best technology available for a Relay application. When combined with upgraded operator terminals and a new desktop call-processing application, the results are state-of-the-art, highly flexible, easily modified combination to support Sprint's relay services using cutting-edge IP-based technology.

This new Relay platform was successfully completed by mid-April 2008 for all 13 call centers and these new changes have greatly improved the customer experience when using Sprint Relay.

FCC Re-Certification Project

On June 22, 2007, the Federal Communications Commission (FCC) issued a Public Notice that required all relay states to complete the FCC's CapTel® re-certification application by October 1, 2007. This re-certification determination must indicate that the relay state program:

- met or exceeded all operational, technical, and functional minimum standards;
- had adequate procedures and remedies to enforce the requirements of the state program;
- had informational materials available to TRS users explaining state and commission procedures for filing complaints;
- and if that relay state program exceeded mandatory minimum standards, it must indicate that it in no way conflicted with federal law.

This re-certification must be completed by relay states every five years since current certifications expire July 26, 2008. One year prior to expiration, a state may apply for renewal. Sprint took the initiative to assist all of its Sprint Relay states by developing a boilerplate of these TRS-required features. Sprint responded to most of the directives, leaving the states—including Mississippi—with fewer questions to answer. In addition, Sprint provided further answers and support when asked by the states.

Sprint is pleased to show Mississippi Relay its commitment to provide quality customer care services.

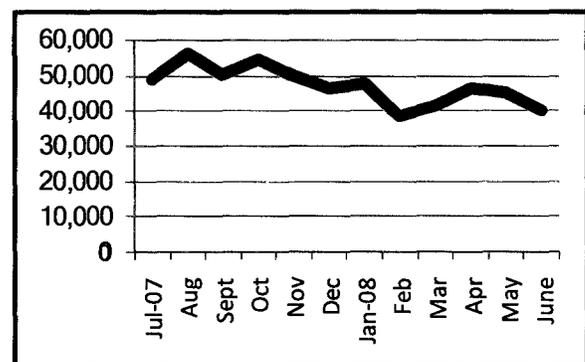
TRS Statistics

The following charts indicate the trends of our annual total number of session minutes, speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (e.g.: TTY, Voice, TTY and Voice Spanish, VCO, TeleBraille, STS, and a few others) that are currently provided by Mississippi Relay. The session minutes continue to show a drop in calls over the past several years, with this fiscal year showing an all-time low, due to the latest technology such as email, video relay services, wireless pagers, and other technological advancements. See Appendix for Mississippi Relay TRS Statistics.

Session Minutes

The chart indicates the monthly session minutes Mississippi Relay generated, not including Speech-to-Speech. The total for this fiscal year amounted to 564,295 minutes.

As indicated on the chart, there has been a steady decline in session minutes. Compared



with July 2007 to June 2008, there was a decrease of 18% between those two months during this FY.

Average Speed of Answer and Service Level

The charts illustrate that Sprint has exceeded the speed of answer requirement throughout the year. "Speed of answer" identifies the number of seconds required to answer a call. The daily requirement is 85% of all calls being answered within 10 seconds. The Average Speed of Answer (ASA) for July 2007 to June 2008 was 1.88 seconds and the Service Level (SVL) was that 93.3% of calls were answered within 10 seconds..

Average Speed of Answer and Service Level					
July 2007	Aug	Sept	Oct	Nov	Dec
2.3	2.5	2.5	1.9	1.9	2.1
91%	90%	91%	93%	92%	92%
Jan 2008	Feb	Mar	Apr	May	June
2.1	1.8	1.3	1.1	1.5	1.5
92%	94%	96%	97%	96%	95%

Customer Service Contact Data

Sprint Customer Service is responsible for handling customer requests such as:

- Registering Customer Database profiles
- Responding to reports of technical issues
- Sending relay information materials
- Receiving customer suggestions, commendations and complaints

Each request from a relay user is given full attention and every effort is made to satisfy the customer. The following chart illustrates the number and call types that were received from customer requests including commendations and complaints.

Call Types Received						
	July 2007	Aug	Sept	Oct	Nov	Dec
Commendations	0	0	0	0	0	0
Complaints	0	0	2	3	0	1
	Jan 2008	Feb	Mar	Apr	May	June
Commendations	0	0	4	1	0	0
Complaints	0	0	0	0	0	0

As with every year, Sprint closed and completed customer comments for the "FCC Annual Report" filing.

Total Commendations: **5**; Total Complaints: **6**

MISSISSIPPI RELAY CAPTEL®

What is CapTel®?

CapTel® phone users place a call in the same manner they would when using a traditional phone—by dialing the number directly. The CapTel® phone automatically connects to Sprint's captioning relay service as the user dials. When the other party answers, the CapTel® user can hear as well as read the other person's spoken words on the CapTel® phone display screen.

CapTel® with True Caller ID and Spanish-language captions are available through Sprint in 32 states, including Federal Relay and Mississippi.

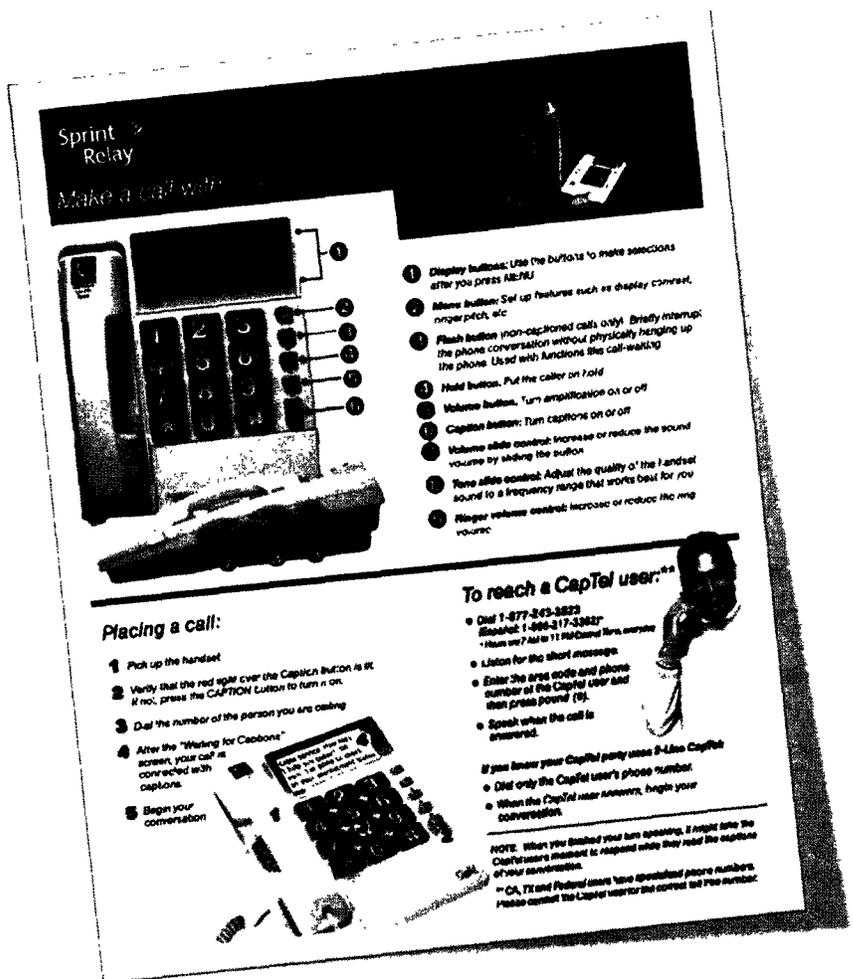
CapTel® Literature

Instructions

To promote CapTel® services, Sprint developed an instruction sheet that explains how to use the CapTel® phone.

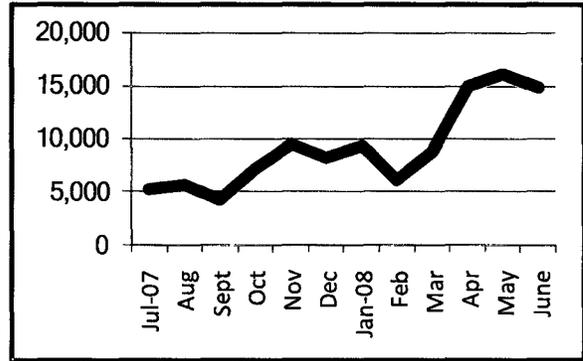
Newsletter

Approximately two times a year, a newsletter on CapTel® tips, announcements, and other helpful information are available to those who sign up to receive it. See appendix for the Spring 2008 issue.



CapTel® Statistics

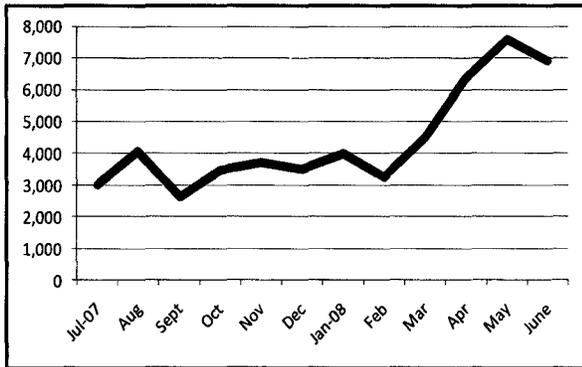
The following charts indicate the trends of our annual total number of session minutes, call volume, and contacts with customers. The overall total continues to show an increase since the beginning of this fiscal year. See Appendix for Mississippi Relay CapTel® Statistics.



Session Minutes

This fiscal year generated a total of 107,958 CapTel® session minutes. A breakdown of monthly minutes is indicated below:

As indicated on the chart, there has been a steady increase in session minutes from July 2007 to March 2008, then the minutes doubled to that of March's. Compared with July 2007 to June 2008, there was an increase of 65% between those two months during this FY.



Call Volume

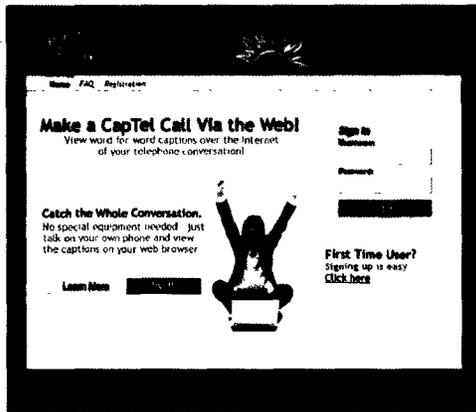
This fiscal year generated a total of 52,771 CapTel® calls. A breakdown of monthly call volume is indicated on the left:

Customer Service Contact Data

The chart on the right illustrates the number and call types that were received from customer requests including commendations and complaints.

	Call Types Received					
	July 2007	Aug	Sept	Oct	Nov	Dec
Commendations	2	0	0	0	0	0
Complaints	0	0	0	0	0	0
	Jan 2008	Feb	Mar	Apr	May	June
Commendations	0	0	0	0	1	1
Complaints	0	0	0	0	0	0

Total Commendations: 4; Total Complaints: 0

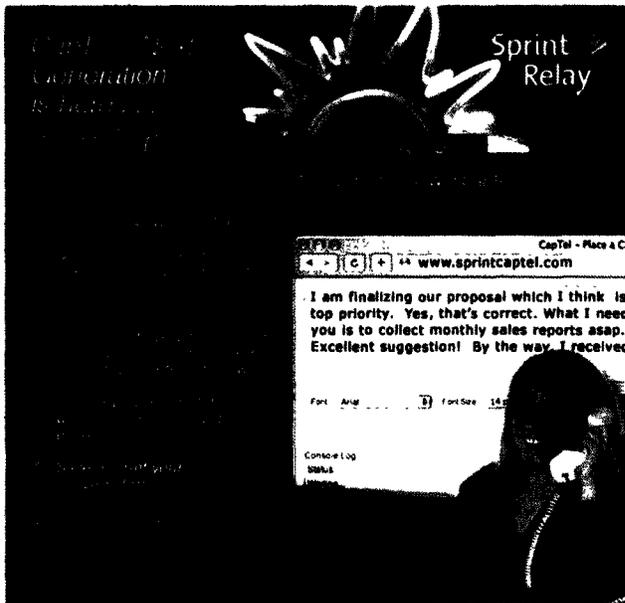


WEBCAPTEL®

What is WebCapTel®?

Implemented on March 5, 2008, WebCapTel® is the ability to use CapTel® via a personal computer. Users can use a phone (cell, desk, cordless, or amplified) and view captions on their Web browser. Features of Web-CapTel® include:

- **User friendliness**
- **Font types, sizes and colors**
- **Background colors**
- **Save settings**
- **"End call" button**
- **Password reset**
- **Spanish-to-Spanish**
- **Print/Save**
- **Recently dialed numbers**
- **Contact list**
- **Profile**



Special equipment or downloads are not required, users simply register for free at www.sprintCapTel.com, then calls can be made. Users only need a computer with a Web browser, an Internet connection to the computer, and a phone that can receive calls.

WebCapTel® is ideal for people who have lower vision, have Internet access, use their computers "9 to 5" and are comfortable using computers.