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October 10, 2012

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

Re: CG Docket 03-123: South Carolina TRS Certification Renewal

Dear Ms. Dortch:

In reference to the Public Notice released July 25, 2012, the State of South Carolina Office of Regulatory Staff on behalf of the State of South Carolina submits the attached application for renewal of Relay South Carolina. The State of South Carolina is meeting all FCC minimum requirements and all of the required information is included in this filing.

Should you have any questions regarding this filing, please contact me at 803/737-0814.

Sincerely,

Dawn Hipp  
Director

Enclosures



## Relay South Carolina FCC Certification Renewal and Supporting Documents

### Introduction

Relay South Carolina, a program under the Office of Regulatory Staff (ORS), State of South Carolina, has prepared the following narrative and attached appendices to comply with the FCC TRS Certification Renewal Application, specifically in response to the **FCC Public Notice DA 12-1187, CG Docket No. 03-123** released on July 25, 2012. Included in the Public Notice are the minimum mandatory FCC TRS requirements under **47 C.F.R. §64.604 and §64.606**. A copy of this Public Notice and these mandatory requirements is attached as **Appendix A**. Relay South Carolina prepared this TRS Certification Renewal Application with the assistance of Sprint Relay.

The Office of Regulatory Staff (ORS) contracted with Sprint to provide Telecommunications Relay Service effective type in January 1, 2009 to provide operational, technical, and functional standards pertinent to the FCC mandates as specified in 47 C.F.R. §64.604 and §64.606. Included with this TRS Certification Renewal Application is a copy of the RFP that was issued February 2008. All of the minimum mandatory TRS requirements for are listed in the RFP and is attached as **Appendix B**. Please note that although Sprint Relay provides Internet Protocol (IP) and Captioned telephone web-based services, the ORS does not contract to provide these services in South Carolina, nor is the ORS responsible for oversight of IP and VRS or other Internet or web-based relay services.

The FCC has requested that each FCC TRS Certification Renewal application respond to the minimum mandatory FCC TRS requirements for providing telecommunication relay services and that each state includes procedures and remedies for enforcing any requirements imposed by state programs. Additionally, the FCC requested that several exhibits such as outreach presentations, promotional items, consumer training materials, and consumer complaint logs be included with the information provided.

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## **Operational Standards**

### **A.1 Communication Assistants (CAs)**

***§64.604 (a)(1) (i) TRS Providers are responsible for requiring that all CAs be sufficiently trained to effectively meet the specialized communication needs of individuals with hearing and speech disabilities***

#### **CA Employment Standards**

The Office of Regulatory Staff (ORS) contracts with Sprint to provide the hiring, training and oversight of Communication Assistants for Relay South Carolina. Sprint has established a successful procedure to attract qualified applicants for TRS CA positions. Sprint's Quality Assurance team has developed comprehensive hiring and training programs that prepare employees for the challenging position as a CA and ensures all communications are of the highest quality. Employees continue to expand their knowledge of Relay and the importance of providing quality services to the consumers they serve throughout their employment as a CA. CAs are required to have a high school diploma or GED, which ensures that the applicant has at least a twelfth-grade level of English grammar and spelling skills, the ability to type 60 words-per-minute on an auditory-based test, clear articulation and an intelligible, pleasant speaking voice.

Preference is given to CA applicants with TRS experience, knowledge of American Sign Language, or experience working with individuals who are deaf, hard of hearing or have a speech disability.

All applicants for CA positions are required to submit an employment application that details the applicant's educational and employment history.

After an applicant's educational history, employment history and typing test results are reviewed; a determination is made as to whether the applicant meets the minimum CA requirements.

A human resources representative will then screen potential candidates through face-to-face and telephone interviews to evaluate the applicant's communication skills, including English grammar, diction and speech clarity, sensitivity to issues of customer service, integrity and confidentiality, and overall suitability for the job. Those applicants who do not pass the HR screening interview will not be considered for employment.

Sprint TRS CA applicants are required to pass a valid and unbiased 12th grade level spelling test to be considered for employment.

Sprint TRS CA applicants must pass a valid unbiased 12th grade level grammar test to be considered for employment.

Once the applicant passes the HR screening interview, he/she is interviewed in person by an Operations Supervisor for specific job dimensions that relate to the success of a CA. These dimensions include sensitivity to customers and issues of confidentiality.

If the Supervisor recommends the applicant for employment, the applicant must pass a drug screen and a background investigation of educational, work and criminal histories.

This process ensures that only qualified applicants are hired to work at Sprint Relay centers as a CA.

Sprint provides an enhanced VCO service called Captioned Telephone (CapTel) Services. Sprint requires that all *CapTel* CAs have a high school graduate equivalency as a minimum qualification for the job. Sprint ensures that all CapTel Operators are sufficiently trained to meet the needs of CapTel users. Trainees must demonstrate adequate skill level in all aspects of call processing prior to graduation from training. CapTel Relay Trainees must also demonstrate a strong proficiency in the primary required skill-set of re-voicing for CapTel calls.

- CapTel Operator Trainees spend 2 to 3 weeks training in a classroom setting.
- There is a final proficiency exam that must be passed in order to move into a live call environment.
- Upon completion of classroom training, CapTel Operators are scheduled for one-week of transition training, while being monitored and supported by another CapTel Operator or an Instructor.
- All CapTel Operators must continue to qualify for live call handling each month.
- Sprint CapTel Operators are routinely coached on Call Center ergonomics, call handling procedures, and confidentiality.
- Each CapTel Operator is evaluated on a minimum of one call each shift.
- There is also a monthly test that each CapTel Operator must pass in order to remain qualified to caption live calls.

***§64.604 (a)(1)(ii) CAs must have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.***

The Office of Regulatory Staff (ORS), through their contract with Sprint, has shown that that Sprint CAs have competent skills in typing, grammar, spelling, interpretation of written ASL and familiarity with hearing and speech disability cultures, languages and etiquette. Sprint requires all CAs to possess clear and articulate voice communications. CAs are given five (5) written and three (3) hands-on performance evaluations demonstrating the ability to process calls. Sprint CAs must demonstrate Relay skill level in all aspects of call processing prior to graduation from training. CAs must demonstrate their ability to:

- Sprint CAs must type 60 WPM prior to taking live calls and post training must demonstrate the ability to maintain a minimum typing speed of 60 wpm on an auditory test.
- Sprint's diversified culture training program provides the CA with information about understanding TRS users including deaf users and their culture, history and communication needs. Sprint's diversified culture program incorporates training includes

the characteristics and of hard-of-hearing and late deafened users, deaf/blind and speech disabled users.

- Demonstrate a professional and courteous phone image
- Process calls using live training terminals in an efficient and knowledgeable manner
- Role-play scenarios written in varying levels of ASL

Sprint provides an extensive process for hiring CAs who provide Speech to Speech (STS). CA applicants must successfully achieve the following:

- Six months of employment as a CA
- Recommendation and/or approval from supervisor or manager
- Attend and complete speech to speech specialized Speech to Speech training program including a written evaluation.
- Proficiency in all areas of Relay call processing including grammar, enunciation and vocabulary
- Hearing acuity test administered by an audiologist using calibrated equipment to perform a speech recognition test and pure tone test.

STS applicants who meet these qualifications receive additional training specifically on STS. Sprint's STS training is delivered by individuals with professional experience related to Speech Disabilities and/or consumer experts and is based on adult learning theories.

STS applicants who meet all qualifications for the STS training program receive eight hours of classroom training specifically on Speech-to-Speech Services. Sprint's STS training program has been developed based on direct experience and consultation with Dr. Bob Segalman obtained during the initial STS trial conducted along with eight years of experience processing STS calls.

The STS training outline includes specific strategies used to facilitate communication without interfering with the STS user's control over the call including retention of information at the user's request and verification of what is said to verify accuracy.

The STS training outline is displayed in the following figure:

<b>STS TRAINING OUTLINE</b>	
<b>Sprint Values and Goals</b>	
<b>• Training Agenda</b>	<b>•</b>
<ul style="list-style-type: none"> <li>▪ Objectives / Training Outline</li> <li>▪ Introduction and History</li> <li>▪ Video</li> <li>▪ Service Description</li> <li>▪ Characteristics of Customers</li> <li>▪ Stereotypes</li> </ul>	<ul style="list-style-type: none"> <li>▪ Speech-Disabilities</li> <li>▪ Attributes of Speech-to-Speech Relay CAs</li> <li>▪ Speech-to-Speech versus Traditional Relay</li> <li>▪ FCC Requirements</li> <li>▪ Speech-to-Speech Variations</li> <li>▪ Assessment</li> </ul>
<b>• Work Performance Components</b>	<b>•</b>
<ul style="list-style-type: none"> <li>▪ Basic Call Processing</li> </ul>	<ul style="list-style-type: none"> <li>▪ Confidentiality</li> </ul>

STS TRAINING OUTLINE	
Sprint Values and Goals	
<ul style="list-style-type: none"> <li>▪ Call set up</li> <li>▪ Customer Database</li> <li>▪ Frequently Dialed Numbers</li> <li>▪ Customer Requests</li> <li>▪ Emergency Call Processing</li> </ul>	<ul style="list-style-type: none"> <li>▪ Transparency</li> <li>▪ Personal Conversations</li> <li>▪ Developmental Skill Practice</li> <li>▪ Audio</li> <li>▪ Observation</li> </ul>
<b>• Participation</b>	
<ul style="list-style-type: none"> <li>▪ CA training</li> <li>▪ Taking over calls – 15 minute</li> <li>▪ CA work performance</li> </ul>	<ul style="list-style-type: none"> <li>▪ Call Focus</li> <li>▪ Teamwork – support peer</li> </ul>
<b>• Confidentiality and Transparency</b>	
<ul style="list-style-type: none"> <li>▪ Discuss call speech patterns</li> <li>▪ Discuss techniques customer uses</li> <li>▪ Have two CAs on one call, if necessary or customer requests.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Unacceptable to:</li> <li>▪ Have conversation regarding information discussed on calls</li> <li>▪ Discuss customers in general</li> </ul>
<b>• Scheduling</b>	

All CapTel Operators are tested and competent in typing, grammar, and spelling to ensure skills meet the following FCC Guidelines. CapTel Operator training provides familiarity with hearing, deaf, and speech-disabled cultures.

Personnel supporting CapTel have the requisite experience, expertise, skills, knowledge, training, and education to perform CapTel Services in a professional manner. CapTel Operator Trainees are screened on several skill-sets to be considered for hire. Several tests are administered to evaluate for skills in the following:

- Spelling
- Pronunciation
- Enunciation
- Reading Ability
- Vocabulary
- Error Recognition - CapTel Operators must be able to recognize a mistake in voice-recognition and be able to appropriately correct errors while on a call.

A captioned telephone user does not type during CapTel calls; therefore it is not necessary for the Operator to interpret typewritten ASL.

Please review the Sprint TRS, STS and CapTel Training outlines in **Appendix B** for more information on CA training requirements.

### **CA Quality Assurance Programs**

Sprint Relay Quality Assurance Managers coordinate all training curriculum and policies with the call center Quality Team Leaders and Assistant Trainers to ensure that consistent quality is

maintained throughout the TRS network of Relay centers. The Sprint Quality Assurance Managers and the call center training teams meet weekly to receive updates, discuss changes and discuss concerns and how to address them. The training team is located in seven (7) Relay Centers across the country. This team along with the support of the Location Managers, Supervisors and CAs has just one goal: to provide excellent service to our customers. In addition, Sprint listens to customer's feedback and takes proactive steps to implement suggestions and feedback. Sprint Relay does not develop training and consumer education programs for the telecommunications Relay service alone. Sprint Relay contracts with members of the deaf, hard of hearing, deaf-blind and speech-disabled communities to jointly develop and present training all TRS programs.

***§64.604 (a)(1)(iii) CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed.***

### **Transmission of 60 WPM**

Relay South Carolina contracts with Sprint to provide a comprehensive Quality Assurance program focusing strictly on typing speed and accuracy. As a part of this program, Sprint conducts pre-employment testing and internal testing (quarterly) using a five-minute oral-to-type test that simulates actual working conditions and the Relay environment. Internal testing on typing speeds demonstrated that Sprint's CAs typed an average of 83.9 words per minute (wpm), with at least 95% accuracy. In fact almost a third of Sprint's CAs type over 90 wpm!

***§64.604 (a)(1)(iv) TRS providers are responsible for requiring that VRS CAs are qualified interpreters. A "qualified interpreter" is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.***

### **Qualified VRS interpreters**

The Office of Regulatory Staff (ORS) does not contract to provide VRS services, nor is the state responsible for the oversight of VRS. As of January 2012, Sprint no longer provides VRS services.

***§64.604 (a)(1) (v) CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.***

### **In-Call Replacement of CAs**

Through their contract with Sprint, Relay South Carolina exceeds all FCC minimum requirements regarding changing CAs during a call. As a matter of practice at Sprint, calls are not taken-over unless it is absolutely necessary to do so. Sprint CAs are trained to use on screen clocks to identify the total amount of time since the call arrived at the CA position. After 10 minutes with the TRS (15 minutes with STS) inbound customer, a CA may be relieved if it is appropriate. The only situations in which a CA would transition during a call prior to the FCC minimum standard of ten minutes include:

- The customer requests a CA of the opposite gender or different CA,

- End user verbal abuse or obscenity towards the CA
- Call requires a specialist (STS, Spanish, etc)
- CA illness
- At the request of the customer for any reason, and/or
- CA becomes aware of a conflict of interest such as identifying callers as friends or family.

In addition, there are situations which may require a CA to transition the call to a different CA, which is only approved after the CA has remained on the call longer than the FCC minimum standard of ten or fifteen minutes (for STS calls). These include:

- Shift change, and/or
- CA fatigue normally as a result of a call in progress more than 30 minutes with difficult call content or speed or 60 minutes or more of an average call.
- If transition of CAs is unavoidable, the change occurs with minimal disruption to either Relay participant including the following:
  - Sprint attempts to honor any requests for a specific gender during call transitions.
  - The second CA silently observes the call long enough to learn the spirit of the call as well as reviewing any customer call handling preferences provided during the call and as a part of the Customer Profile.

***§64.604 (a)(1)(vi) TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.***

*As stated in the section above (§64.604 (a)(1) (v)) Relay South Carolina honors the requests of all callers when they request a specific CA gender. Relay users may request a specific CA gender through the Customer Profile or a per-call basis directly with the CA. The transfer of the CA to the requested gender occurs as soon as one is available. This requirement has been waived by the FCC for CapTel CAs.*

***§64.604(a)(1)(vii) TRS shall transmit conversations between TTY and voice callers in real time.***

All conversations relayed between voice and TTY callers are transmitted in real-time. Relay South Carolina uses Sprint's Phoenix software, which provides tools and enhancements designed to allow conversations to be transmitted in real time, including the following:

- Automated answer
- CA-initiated macros (44 macros)
- Function Keys (85 separate function keys)
- System-initiated macros
- On-line help panel
- Tone of voice pre-approved descriptions (almost 100)
- Automatic Error Correction Library (615 words)
- Background descriptions (over 250)

All of these features are available in all languages including English and Spanish.

*CapTel* is a transparent service. *CapTel* CAs transmit audio and captioned text conversations from the voice caller to the *CapTel* user in real time. Since the *CapTel* user utilizes their own voice to transmit, no transmission occurs from the CA to the voice caller.

## **A.2 Confidentiality and Conversation Context**

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

### **Confidentiality Policies and Procedures**

As stated earlier, Relay South Carolina contracts with Sprint to oversee all TRS CAs, including *CapTel* CAs for the State of South Carolina.

In accordance with the FCC regulations, all information provided for the call set-up, including customer database records remain confidential and cannot be used for any other purpose. Once the inbound party disconnects, CAs lose the ability to view or access any information pertaining to that call. No written or taped information regarding the call is kept once the call is released from the Relay position. Billing information is transferred to billing files after the call has been terminated and is no longer available except for billing purposes.

The only exception to this policy relates to STS calls. Relay South Carolina STS Relay Agents may retain information from one inbound call for use in a subsequent outbound call, with the caller's permission. Such information will only be retained for the duration of the inbound call.

Relay South Carolina confidentiality expectations are strictly enforced and employees are expected to comply with this policy during and after their period of employment. Sprint strictly enforces confidentiality policies in the Center, which include the following:

- Prospective CAs undergo a thorough background investigation and screening.
- During initial training, CAs are presented with examples of potential breaches of confidentiality.
- Stress can be a factor in maintaining confidentiality. CAs receive training on healthy detachment.
- Breach of confidentiality will result in disciplinary action up to and including termination of employment.
- CAs perform their work in cubicles that are bordered by high sound-absorption acoustic tiles and wear special noise reducing headsets.
- All Sprint Relay Centers have security key access.
- Visitors are not allowed in Relay work areas.
- Supervisors are present in the work area to observe behavior.
- All Relay Center personnel are required to sign and abide by the Sprint Relay Center's Agreement Regarding Confidential Customer Information.
- All employees attend annual confidentiality meetings wherein the confidentiality agreement is reviewed and re-signed.

Sprint Relay Center's Agreement Regarding Confidential Customer Information requires CAs to:

- Keep all call information confidential.
- Not edit or omit any content from the conversation.
- Not add or interject anything into the content or spirit of the conversation.
- Assure maximum user control.
- Continuously improve their skills.

Relay South Carolina CapTel CAs must comply with the same rules that TRS follows regarding confidentiality. The CapTel confidentiality form is similar to TRS. Below is an explanation of confidentiality as it pertains to CapTel CAs.

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 CapTel agent may have 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.

The success of *CapTel* depends on quality and complete confidentiality. Since consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence, all Captionists understand and abide by the confidentiality policy. Any Captionist who breaks this policy will be disciplined, up to and including termination. Please see **Appendix C** for the TRS pledge of confidentiality.

### **STS Limited Exception of Retention of Information**

At the request of a caller, Relay South Carolina Speech-to-Speech (STS) CAs will retain information from a call in order to facilitate the completion of consecutive calls. STS CAs may utilize the TRS system designed electronic scratchpad to aid the CA during the processing to a call or subsequent calls. No information is kept after the inbound call is released from the CA position. Please see **Appendix C** for the TRS Pledge of Confidentiality form.

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

### **Verbatim Relay and the Translation of ASL**

Relay South Carolina CAs type to the TTY user or verbalize to the non-TTY user exactly what is said, verbatim, when the call is first answered, and at all times during the conversation, unless either relay user specifically requests summarization or ASL interpretation.

**STS and TRS Training:** Sprint puts control of the call with the users.

- CAs accept their being involved only to the point of facilitating communication as a “human telephone wire.”
- CAs understand the relay user is to remain in control of the call.
- CAs do not make decisions or comments on behalf relay users.
- The user controls the call progress and content of the conversation.
- CAs re-voice/relay verbatim what is spoken, typed or heard.

At the request of the relay user, Relay South Carolina CAs will translate written ASL into conversational English. Training is provided on various levels of interpretation of typewritten American Sign Language (“ASL”) during initial training as well as throughout a CA’s employment. In order to successfully complete initial training, the CA must demonstrate competent skills to

accurately reflect the TTY user's intent and the CA's role in the Relay process. CA trainees are required to pass a valid and unbiased written test to demonstrate that they can correctly interpret typewritten ASL phrases. Trainees must achieve a score of 80% or better before being allowed to complete training and process Relay calls. After initial training, each CA is provided with an ASL workbook. This workbook is completed by the CA and returned to the Supervisor. The Supervisor and CA together review the workbook and the CA's ability to translate ASL to conversational English. The CA keeps this manual for future reference. A CA continues to be evaluated on translation skills through individualized monthly surveys.

Relay South Carolina CapTel CAs are prohibited from intentionally altering a relayed conversation and will relay all conversation verbatim. The State of South Carolina does not have oversight of VRS services and does not contract with providers to process VRS calls, and is therefore exempt from ensuring VRS interpreters maintain confidentiality.

### **STS Facilitation of Communication**

Relay South Carolina STS CAs will facilitate communication without interfering with a caller's independence. They do not counsel, advise or interject personal opinions. Relay South Carolina STS CAs have received training on many techniques to clarify the STS user's message if the meaning or context is unclear. Sprint understands that each STS user may also find one technique to be most comfortable. Sprint STS CAs will follow these customer preferences to clarify while providing as smooth of a call flow as possible.

Relay South Carolina STS CAs will not guess what the STS user is saying and will request clarification when unsure. When unsure of the meaning or context, the STS CAs will ask the speech disabled caller to repeat or clarify – especially if the meaning or context is unclear. Emphasis is placed on the intent and spirit of the message.

When necessary, STS CAs respectfully engage in open dialogue with the STS user while maintaining focus on the intent of the call. STS CAs may use many multiple tactics to clarify a STS user's message. Many times STS users have a preference on which tactic works best for him or her. When the STS user has a preference, the STS CA will use that tactic. Otherwise the STS CA may clarify unsure including the following:

- STS CAs may simply ask STS user to repeat the word or phrase
- STS CAs may ask "yes" or "no" questions
- STS CAs may ask the STS user to use the word in another sentence
- STS CA may ask the STS user to provide a word that rhymes with the misunderstood word
- STS CA may ask the user to spell the word

To ensure that STS CAs follow established call processing procedures, STS CAs are evaluated through individualized monthly surveys, tested randomly through the test call process, provided with customer feedback when available and observed by supervisors who are available in the STS CA work area to monitor performance. If a development area is identified in any area of call

processing the STS CA will receive specific feedback and additional training. If the STS CA performance does not demonstrate improvement, progressive discipline up to and including termination may occur.

### **A.3 Types of Calls**

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

Relay South Carolina provides 24 hour, 7 day-a-week Telecommunication Relay Service (TRS) for standard (voice), Text Telephone (TTY), wireless, or personal computers (PC) users to place local, intrastate, interstate, and international calls. Relay South Carolina also processes calls to directory assistance and to toll free numbers. There are no restrictions on the duration or number of calls placed by any relay user. All relay users accessing Relay South Carolina retain full control of the length and number of calls placed anytime through relay.

Relay South Carolina CapTel CAs are currently waived by the FCC for outbound calls because the *CapTel* CA is not involved in the call set up and cannot refuse the call *CapTel* users dial sequential calls directly therefore it is not possible for a *CapTel* CA to refuse sequential calls or limit length of calls.

Relay South Carolina CapTel CAs are not waived by the FCC for inbound calls to a *CapTel* user made through a TRS facility. However, if a call is made directly to the captioned telephone access number, no set up is involved and the *CapTel* CA cannot refuse to call.

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

The Office of Regulatory Staff (ORS), through Sprint, works in conjunction with the Local Exchange Enhanced Services to provide additional functionality for users of TRS. Sprint processes collect and person-to-person calls and calls charged to a third-party as well as calls billed to prepaid and non-proprietary calling cards offered by the local or any other interexchange carrier. Relay South Carolina will also process calls to or from restricted lines e.g. hotel rooms and pay telephones.

All TRS and CapTel users will be billed in the same manner that a non-relay user would be billed. The relay user will only be billed for conversation time, (which does not include call setup time, time in between calls and wrap-up time) on toll calls. Billing will occur within 60 days of the call date. Relay South Carolina gives users the option of billing their calls to a non-proprietary LEC (local) or IXC (long distance) calling cards. The Office of Regulatory Staff (ORS) works with the LECs and IXCs to compile and make available to all TTY or CapTel users a list of acceptable calling cards. The user's carrier of choice is responsible for providing call types and available billing options, and will also handle the rating and invoicing of toll calls placed through the relay.

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

If a long-distance provider declines to complete a call because credit authorization is denied, Sprint will relay the message verbatim to the relay user and follow the user's instructions.

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

Sprint was the first provider to process pay-per-calls, beginning in 1996. Callers to Relay South Carolina access 900 services by dialing a free 900 number to access relay. Use of a toll-free 900 number inbound to the relay center provides functionally equivalent access to the telecommunications network while preventing unauthorized end users from circumnavigating the LEC restrictions. This process ensures that the LEC will only complete those calls into the relay service that do not have a 900 number block added to their phone lines. The 900 service provider and the 900 number carrier(s) will rate and bill the user as if the call was dialed directly from the originating user's telephone. Currently, Relay South Carolina users may make 900 calls through 1-900-230-3326.

Because 900 blocking information is not available with CapTel phones, CapTel users who wish to place pay-per-calls from the CapTel phone must update their Customer Profile form to allow these calls.

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

Relay South Carolina provides access to all available relay call types. Through the state's contact with Sprint, the state meets and in some cases exceeds the requirements for text-to-voice, voice-to-text, VCO, two-line VCO, VCO-to-TTY, VCO-to-VCO, HCO, two-line HCO, HCO-to-TTY, and HCO-to-HCO. Below is a list of standard services that are provided by Relay South Carolina:

- Text-to-Voice (TTY to Voice)
- Voice-to-Text (Voice to TTY)
- VCO Attribute-Based Routing
- VCO with Privacy/No GA
- VCO Branding
- Standardized or personalized VCO call announcement and explanation
- Two-Line VCO
- VCO-to-HCO

- VCO-to-TTY
- VCO-to-VCO
- Reverse Two-Line VCO
- Voice Call Progression
- HCO with Privacy
- HCO Branding
- Standardized or personalized HCO call announcement and explanation
- Two-Line HCO
- Reverse Two-Line HCO
- HCO-to-VCO
- HCO to TTY

Except where waived by the FCC, Relay South Carolina *CapTel* users are able to access all types of TRS calls. The requirement to provide 711 dialing is waived for outbound calls made from a *CapTel* phone. STS and HCO calls are also waived.

***§64.604(3)(vi) TRS providers are required to provide the following features: (1) Call release functionality; (2) speed dialing functionality; and (3) three-way calling functionality.***

### **Call Release Functionality**

Relay South Carolina's TTY Call Release, also known as TTY-to-TTY call set-up, is fully in compliance with FCC standards. Once the CA has both TTY parties on line, the CA releases the call and the conversation is removed from the CA's screen, ensuring confidentiality. TTY callers are then able to conduct a conversation with their called party (TTY) without an intermediary remaining on the line.

Relay South Carolina adheres to the FCC's 2nd Report and Order rule, and when the call is signed off or 'released' by the CA, the call ceases to be a Relay call and is no longer subject to the per-minute reimbursement. With 2-Line *CapTel* service, a *CapTel* user can release or receive captions at any time during a call.

### **Speed Dialing Functionality**

Relay South Carolina speed dialing functionality (also known as frequently dialed numbers) allows Relay users to store up to 30 frequently called telephone numbers in their TRS customer profile. Customers who wish to store more numbers can simply register multiple Customer profiles, which translates to an unlimited number of entries. When the customer calls into the center, the customer

can simply provide the CA the “short-hand” name or code associated with that number instead of the entire 10-digit number. For example, a caller can simply request, “Please call mom,” and the CA will dial the associated ten-digit telephone number without delay. The frequently dialed number entry can be sorted by name or number. The CapTel Consumer Premises Equipment (CPE, or *CapTel* phone) is equipped with the ability to program in 3 speed dial numbers, and a recently dialed number.

### **Three-Way Calling**

Relay South Carolina provides three-way calling capability, in which the voice or STS Relay users through TRS (if the customer has purchased this feature from his/her LEC) can use this feature to either tie the third party directly into the conversation or to tie the third party in by making a second call to the Relay center. Relay users who have purchased Three-Way calling or conference calling capability from his/her Local Exchange Carriers (LECs) can use this feature when placing a call through Relay South Carolina. This feature allows the user to place the call to the Relay and then conferences in the voice-called party. This is also known as the Two-Line VCO method.

TTY users may also use the relay to conference in another TTY user on the line. The original TTY user requests to place a call to the voice-called party. It then becomes a conversation between two TTY customers and one Voice customer. This process also would apply if there were two voice customers and one TTY user on the line.

Relay South Carolina provides three-way calling for CapTel users that is in full compliance with FCC requirements. Two-line CapTel users are able to host, join or be added to any three-way call in the same manner as traditional telephone users. One-line CapTel users are able to join any three-way call in progress. In order to be added on, the host of the three-party call would simply dial the national CapTel number and enter the CapTel user’s telephone number. CapTel users are also able to participate in a conference bridge to speak to three or more individuals.

***§64.604(3)(vii) Voice mail and interactive menus. CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages.***

Relay South Carolina, through Sprint, provides an advanced Phoenix platform which contains CA-generated macros (e.g., pre-programmed phrases) which allow the CA to press a “hot key” to alert TRS users of the presence of a recorded message and/or interactive menu. Sprint’s hot key sends text to the user which says “(RECORDING).” Sprint’s hot keys are available in all supported languages, including English and Spanish.

Relay South Carolina has the ability to electronically capture recorded messages and retain them for the length of the call. All information provided during the call to the CA to assist in processing the call is considered customer-sensitive information and is deleted from the CA’s screen, after the

call has ended. The only information that is retained is information in the Call Detail Record necessary to bill the call.

Relay South Carolina does not impose additional charges for any calls which must be made in order to process calls involving recorded or interactive messages. Sprint's sophisticated Phoenix feature incorporates "function keys" allowing the CA to complete standard tasks with a combination of two-keys (or mouse clicks). As a result, many calls involving recordings can be completed without having to redial using Sprint's recording functionality. If a CA needs to redial to process these calls, the CA can quickly redial, using a specific redial hot key for answering machine, voice mail and recordings which redials the call over an ultra-watts line so the end user is not imposed charges for additional calls.

Relay South Carolina CapTel users are able to hear and interact directly with the recorded message and make the selections as requested by the interactive menu. The CapTel user is alerted to the presence of a recording by hearing the recording and seeing the captions of the recording as the message is played.

CapTel users can replay messages as required until the message is both heard and read as captions. The user can stay on the line as long as desired until the message is heard in its entirety or replayed. This is requested by the user directly. The CapTel user interacts with the recorded message system directly. This is treated as one call.

***§64.604 (a) (3)(viii) TRS providers shall provide, as TRS features, answering machine and voice mail retrieval.***

### **Retrieving Answering Machine and Voice Mail Messages**

Relay South Carolina has the ability to retrieve messages from any voice processing system that can be accessed via the telephone. Through Sprint's Phoenix platforms, CAs are able to retrieve and relay voice messages for TTY users and TTY messages for voice users.

When a user requests the CA to retrieve messages from a voice mail system or PBX mailbox, the CA will follow the following process:

- The CA will inform the caller that an answering machine has been reached.
- If the caller has provided instructions, such as access codes will follow the user's instructions. Sprint will use the touch-tone capability embedded in Sprint's Phoenix software to enter access codes or system commands to retrieve new messages, play all messages, save messages, and/or delete messages (depending on customer instructions).
- If necessary, Relay South Carolina CAs uses advanced recording technology to slow down the playback of the messages. If a CA needs to redial to process these calls, the CA can quickly redial, using a specific redial hot key for answering machine, voice mail and recordings which redials the call so the end user is not imposed charges for additional

calls. If the CA needs to redial local calls are free, if the call is long distance the customer is only charged long distance calls for the first call.

- Sprint's platform provides the technology necessary to retrieve voice mail or answering machine messages including enabling and disabling touch-tone capability through hot keys (i.e. DTMF).
- Once all customer instructions have been followed and the caller disconnects, all information including caller's personal information is automatically deleted from the CA's position to ensure that the customer's information is kept confidential.

Like TRS users, Relay South Carolina CapTel users can retrieve answering machine messages from an answering machine that is near the CapTel phone. However, the CapTel user will need to follow instructions that are slightly different than TRS users including the following:

- Press the CapTel menu button that until the option, "Caption External Answering Machine Messages" is displayed. (Please note that the handset must be hung up to do this.)
- Press the "OK" button.
- Pick up the handset and place it near the answering machine.
- Watch the CapTel display to see when the CapTel CA is connected.
- Press the "play" button on the answering machine.
- View the captions on the CapTel display.
- Save, delete or navigate to the next message using the answering machine controls.
- When done, simply hang up the handset and the phone will be ready for the next call.

With other voicemail systems, the CapTel user can both hear and interact directly with the recorded message and make the selections as requested by the interactive menu. The *CapTel* user is alerted to the presence of a recording by hearing the recording and seeing the captions of the recording as the message is played.

#### **A.4 Handling of Emergency Calls**

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

Relay South Carolina accepts incoming emergency calls, and automatically and immediately transfers a call to an appropriate Public Safety Answering Point (PSAP). Through its contract with Sprint, Relay South Carolina has access to the following:

- The largest footprint of coverage across the U.S. to terminate a 9-1-1 call
- A web interface with complete API and a branded end-user portal for address changes for internet calls.

**Call Processing Procedures**

Relay South Carolina uses the following procedures to ensure that TRS users needing emergency services receive prompt assistance with their call.

1.	Relay South Carolina CAs act upon the word “emergency”. Calls placed to fire, police, ambulance and rescue squad are considered emergency calls.
2.	The CA hits a Phoenix function key (i.e., “hot key”) which designates the call as an Emergency. This key also prompts the system to use the caller’s NPA/NXX to automatically route the call to the E-911 center which is closest to the caller’s rate center. This hot-key also “freezes” the screen with an emergency banner so that the call information remains displayed. If the customer hangs up, the caller’s information is available to be shared with the 911 Center.
3.	Simultaneously, the CA presses a key to notify the Supervisor. The Supervisor will assist the CA in processing the call, if needed. The Supervisor does not take over the CA function unless requested or necessary to complete the call.
4.	The caller’s Automatic Number Identification (i.e., telephone number) is passed to the E-911 as Caller ID.
5.	The CA identifies the call to the authorities, using the phrase: “This is an emergency. I am calling for a deaf (or hard of hearing or Speech Disabled) person through the Relay South Carolina Service. They are calling from (caller’s telephone number). This is CA # 1234, one moment please.”
6.	The CA advises the inbound caller that the emergency services is on the line. For example, “(POLICE ON LINE NOW)” and then types the way the 911 operator answered the phone.
7.	The CA relays the call. Unlike other Relay calls, CAs may step outside of their neutral role to more actively facilitate communication, as needed.
8.	Upon request, the CA connects the TTY caller directly to the PSAP (TTY).
9.	The CA fills out an “Emergency Incident Form” which documents the call.
10.	In the rare case of an E911 routing error, the CA will fill out a technical “trouble ticket” for additional investigation.

**Back up Procedures**

Through their contract with Sprint, Relay South Carolina has access to an upgraded PSAP solution that has proven extremely accurate, resulting in few instances of PSAP routing errors. In many instances, two numbers are provided for each rate center. If one of the numbers fails, the second number is dialed. In the event that a valid number is not available, the CA will contact Directory Assistance for support.

## **CapTel Emergency Calling**

When calling 911 using a one-line CapTel phone, the call is processed in the same way as a 911 call processed when using a standard telephone.

- The CapTel phone automatically converts to a Voice-Carry-Over (VCO) phone and dials 911 directly. (The CapTel Call Center is not engaged in processing 911 calls.)
- The CapTel phone will display the typed responses from the PSAP and the caller will use their voice to communicate with the PSAP.
- The user will be connected to the proper 911 Center in the least amount of time and the telephone number (ANI) will automatically be passed to the 911 Center.
- The 911 system renders the appropriate emergency response.

## **Two-Line CapTel Emergency Calling**

Because Two-Line CapTel uses separate voice and data connections, it offers the most efficient way to access Emergency Services via 911 response Centers. The Two-Line CapTel user is connected directly to 911 on a standard voice connection. The captions are connected on the second line. This procedure means that the call is connected in the fastest time, to the most appropriate 911 Center every time, with a reliable voice grade connection and with full speed captions.

## **Training and Support Materials**

Relay South Carolina CAs and Supervisors receive in-depth training on all emergency processes and procedures. This training is reinforced through on-going refresher training where Call Center staff must demonstrate knowledge and proficiency of Emergency processes and procedures.

Supervisors or Operations Administrators are available 24/7/365 to assist CAs when an emergency call occurs. CAs also have immediate access to call processing steps via an online help screen and position reference guide.

## **Variations**

There are many things that can happen during an emergency call, which require immediate action outside traditional call processing. The following processes were established for many of these “variations” to guide CAs and the Call Center staff on how to proceed:

### ***Caller Disconnects Before Connecting to the 911 Center***

If the inbound caller disconnects prior to being connected to 911, the Phoenix system will continue dialing to the PSAP/emergency call center. The CA or Supervisor will notify the PSAP Call Center of the premature disconnect and will provide any customer information that may assist the PSAP center in resolving the emergency.

If a customer calls into the TRS center, types “HELP GA” and hangs up, we will treat this as an Emergency call. Since the customer does not give an emergency service name, Sprint ALWAYS connects the caller to the POLICE. The CA will notify the Supervisor who, in turn, calls the police and passes on all known information about the call. The CA will also fill out an Emergency Incident

Form as a record. The police will make the determination as to what kind of emergency it is and will dispatch the required emergency service.

### **Voice Emergency Calls**

If a voice customer misdials 711 when actually they require assistance through 911, the CA will say to the inbound voice: ***“You have connected to a telephone relay service for the deaf and hard-of-hearing. If possible, you should hang up and dial 911. If not, we can attempt to connect you to a 911 center near your assigned telephone number, but there could be significant delay in getting assistance.”***

When the voice caller does not disconnect, requests further assistance, and/or remains online for more than 5 seconds after the notification phrase is read the CA will attempt to complete the call to connect the caller to emergency services. The CA will inform the caller, "I am connecting your call to Emergency Services, one moment please."

### **A.5 STS Called Numbers**

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

Relay South Carolina offers the ability for STS users to maintain a record of regularly called names and telephone numbers. Relay South Carolina's speed dialing functionality (also known as frequently dialed numbers) allows Relay users to store up to 30 frequently called telephone numbers in their Customer Profile. This information, along with other preferences described below, will be transferred to any new STS provider.

When the STS user calls into the center, the user can simply provide the CA the "short-hand" name or code associated with that number instead of the entire 10-digit number. For example, a caller can simply request, "Please call mom," the STS CA will repeat the name and state the telephone number and then dial the associated ten-digit telephone number without delay.

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

Relay South Carolina does not provide, contract to provide, or oversee VRS services and is exempt from this section.

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

Relay South Carolina does not provide, contract to provide, or oversee VRS services and is exempt from this section.

## **Technical Standards**

### **B.1 ASCII and Baudot**

***§64.604 (b) Technical standards—(1) ASCII and Baudot. TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.***

Relay South Carolina contracts with Sprint to provide Baudot (45.5 and 50), Turbocode, Enhanced Turbocode (E-Turbo) and all ASCII rates generally in use.

Upon a call being received at the CA position, TTY signals are automatically identified as Baudot, Turbocode or ASCII; if ASCII, the Baud rate is detected.

Outbound calls are dialed out in voice mode so that both the CA and hearing user (if applicable) can hear the progress of the call. If the phone is answered by a modem, the software will automatically switch to the appropriate mode of Baudot or ASCII based on the tone heard without intervention from the CA. If the call is answered by a voice person, the CA will request the text device if a voice user originated the call.

### **B.2 Speed of Answer**

***§64.604 (2) Speed of answer. (i) TRS providers shall ensure adequate TRS facility staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.***

Relay South Carolina contracts with Sprint, who currently has ten (10) TRS and CapTel centers across the U.S. Having access to this number of centers ensures adequate staffing for TRS and CapTel calls. Sprint samples the average answer time a minimum of every 15 minutes for each 24-hour period. Their Traffic Management Control Center (TMCC) is staffed with workforce analysts who understand call processes, call volumes, distribution patterns, contract requirements and call routing, thus ensuring exemplary service.

Sprint's Workforce Analysts develop staffing requirements for each center monthly, daily and in 15-minute increments. These center staffing lines are a management tool, which provides Workforce Analysts and each center with the following:

- Initial CA requirement for each 15-minute period of the day
- Total number of CAs scheduled for each-15 minute period
- The number of CAs over or under the requirement needed to meet forecast call volumes
- Daily, weekly, and monthly performance reports detailing speed-of-answer for each CA group and the CA utilization (occupancy) percentage. These reports are reviewed to ensure that Sprint is routing calls as efficiently as possible while meeting or exceeding customer expectations.
- Adjustments to the minimum staffing requirements can be made as needed to the 15-minute scheduling requirements based on unforeseen increases or decreases in call volumes.

***§64.604 (b) (2) ((ii) TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS facility's network. A TRS facility shall ensure that adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.***

A requirement of the Office of Regulatory Staff contract with Sprint is that 85% of all calls be placed within ten (10) seconds. "Speed of answer" identifies the number of seconds required to answer a call. Relay South Carolina's CapTel speed of answer meets or exceeds the FCC's requirement to answer 85% of all calls within ten (10) seconds.

The Office of Regulatory Staff (ORS) expects that Sprint will continue to review TRS and CapTel data to determine trends, taking into account any call affecting issues such as weather, holidays or technical problems. Utilizing this information, Sprint develops a Network forecast for each upcoming scheduling week.

Sprint also reviews each center's results for the previous six-weeks, as well as anticipated changes in staffing levels to determine each center's capacity to handle forecasted calls. Once the forecast has been determined, Sprint ensures that total network traffic is accounted for by each of the centers.

By continually monitoring current capacity with regards to trunking, CA workstations, staffing and equipment lag time between anticipated need and actual need will be minimized.

***§64.604 (b) (ii) (A) The call is considered delivered when the TRS facility's equipment accepts the call from the local exchange carrier (LEC) and the public switched network actually delivers the call to the TRS facility.***

Relay South Carolina considers the call delivered when the Relay Center's equipment accepts the call from the LEC, and the public switched network actually delivers the call to the TRS Center.

Sprint furnishes the necessary telecommunications equipment, facilities, and system software for the complete TRS operation. Sprint is a certified Interexchange Carrier (IXC) in all 50 states.

Sprint's transmission circuits meet, and in most cases, exceed the ANSI T1.506-1990 Network Performance – Transmission Specifications for Switched Exchange Access Network standards.

**§64.604 (b) (ii) (B) Abandoned calls shall be included in the speed-of-answer calculation.**

Through its contract with Sprint, Relay South Carolina includes abandoned calls in its daily speed-of-answer performance calculations. **§64.604 (b) (ii) (C) A TRS provider's compliance with this rule shall be measured on a daily basis.**

Sprint measures its compliance with average speed-of-answer times on a daily basis and reports this information to the Office of Regulatory Staff (ORS) on a monthly basis.

**§64.604 (b) (ii) (D) The system shall be designed to a P.01 standard.**

Relay South Carolina, through its TRS contract with Sprint, ensures that all relay call centers are provided with sufficient facilities and staffing to provide a Grade of Service (GOS) of P.01 or better for calls entering the call center switch equipment during the busiest hour. Sprint's Relay system ensures that an excess of 99.99 percent of all calls reach the call center and are answered or receive a ringing signal.

**§64.604 (b) (ii) (E) A LEC shall provide the call attempt rates and the rates of calls blocked between the LEC and the TRS facility to relay administrators and TRS providers upon request.**

Performance of inbound traffic on each South Carolina relay toll-free number where it enters the Sprint network or relay center facility is measured continuously and reported both daily and monthly. These measurements, which include traffic volume and blockage data, are compiled into a monthly report available to the state.

**§64.604 (b) (iii) Speed of answer requirements for VRS providers are phased-in as follows: by January 1, 2006, VRS providers must answer 80% of all calls within 180 seconds, measured on a monthly basis; by July 1, 2006, VRS providers must answer 80% of all calls within 150 seconds, measured on a monthly basis; and by January 1, 2007, VRS providers must answer 80% of all calls within 120 seconds, measured on a monthly basis. Abandoned calls shall be included in the VRS speed of answer calculation.**

The Office of Regulatory Staff (ORS) does not oversee VRS services, does not contract with a VRS provider to provide VRS services to customers, and is exempt from this section.

### **B.3 Equal Access to Interexchange Carriers**

**§64.604 (b) (3) Equal access to interexchange carriers. 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.**

Relay South Carolina TRS and CapTel users have equal access to their chosen inter-exchange carrier through Relay to the same extent access is provided to voice users.

TRS and CapTel users are encouraged to register their preferred Carrier-of-Choice with Customer Service. Users who have not registered their preferred Carrier-of-Choice are encouraged to contact the toll-free telephone support (Customer Service) to complete their registration. All new CapTel phones come with a Carrier-of-Choice card packaged with the equipment. Users are responsible for filling out the card or contacting CapTel Customer Service to receive the benefits of registering their Carrier-of-Choice preferences for CapTel calls.

Voice-in users calling CapTel users are also notified that their call may incur long distance charges. After connecting to the CapTel voice-in Voice Response Unit (VRU) and entering the phone number of the CapTel user they wish to call, they may receive a verbal announcement stating that their call may include long distance charges.

The Office of Regulatory Staff (ORS) relies on Sprint to provide its Relay customers with both the technical and operational capability to send and receive COC calls to and from other providers. Sprint's network has the capability to permit users to select the IXC or LEC of their choice in accordance with State and Federal law.

Sprint provides the necessary network connections and signaling information in compliance with the standards accepted by the Alliance for Telecommunications Industry Solutions (ATIS) titled "ATIS-0300084, Telecommunications Relay Service" (July 2006) for carriers to accurately bill and rate Relay calls. Sprint routes calls to the designated carrier in as efficient a manner as possible. Sprint includes the identification of the call as a Relay call, the end user calling number, the called number, and additional information describing the nature of the calling line (e.g., payphone, etc.) Calls not requiring operator assistance are routed to the carrier's non-operator switch. Calls involving alternate billing (e.g., card, collect, third party) involve the operator services position of the carrier. Again, Sprint provides as much information as possible to the operator services position of the transport carrier through network signaling. Efficient provision of routing to the carrier minimizes the call set-up time associated with the Relay call.

Sprint encourages all Carriers to participate in its Carrier of Choice ("COC") program. When the requested Carrier is not a COC participant, Sprint Relay has established a procedure where the Carrier is notified, verbally and in writing, of its obligation to provide access to relay users and encourage their participation.

Outlined below is the process used by CAs to process Carrier-of-Choice calls and subsequent instructions to relay callers:

- Sprint Relay CA answers the call
- The caller provides the toll-call information.
- The caller provides preferred Carrier information either registered in the user database or for a specific call.
- If the preferred Carrier is not available through the Relay, the CA informs the caller with the standard phrase:

"I AM SORRY (carrier) DOES NOT ALLOW (billing method) CALLS OVER THEIR NETWORK."

- The user may choose to have another Carrier handle the call. Sprint Relay then informs the unavailable Carrier of its obligation to provide access through the Relay Service.
- The CA outdials the call utilizing the preferred Carrier. If no Carrier is specified, the call will be carried over the Sprint network.
- The called-party answers the call. The CA relays the COC call between the caller and the called-party.

Sprint currently has 240 carriers participating in the Sprint Relay's TRS Carrier-of-Choice program. Participation of Carriers in South Carolina is dependent on whether carrier is authorized to provide service in South Carolina and connectivity to the Sprint Access Tandem. Currently the list of providers in South Carolina include:

360networks (USA) Inc.  
 800 Response Information Services, LLC  
 AboveNet Communications, Inc.  
 Absolute Home Phones, Inc.  
 Access Communications, LLC  
 Access One, Inc  
 Access Point, Inc.  
 AccessLine Communications Corporation  
 ACN Communications Services, Inc.  
 Advanced Communications Solutions, LLC  
 Aero Communications, LLC  
 Affinity Network, Inc.  
 Airespring, Inc.  
 ALEC, LLC  
 Alliance Global Networks, LLC  
 Alliance Group Services, Inc.  
 American Broadband, Inc.  
 American Phone Services, Corp.  
 American Telecommunications Systems, Inc.  
 Americatel Corporation  
 AmeriVision Communications, Inc.  
 ANPI, LLC  
 Applewood Communications Corporation  
 Association Administrators, Inc.  
 AT&T Communications of the Southern States, LLC  
 ATC Outdoor DAS, LLC  
 ATN, Inc.  
 Bandwidth.com CLEC, LLC  
 BCN Telecom, Incorporated f/k/a NUI Telecom, Inc.  
 BellSouth Long Distance, Inc.  
 BellSouth Telecommunications, LLC (BellSouth)  
 Berkeley Cable  
 Big River Telephone Company, LLC  
 Birch Communications, Inc.

Birch Telecom of the South, Inc.  
Broadband Dynamics, LLC  
BroadPlex, LLC  
Broadview Networks, Inc.  
Broadvox-CLEC, LLC  
Broadwing Communications, LLC  
BT Communications Sales, LLC  
Budget PrePay, Inc.  
Buehner-Fry, Inc.  
BullsEye Telecom, Inc.  
Business Discount Plan, Inc.  
Business Telecom, Inc.  
Capital Communications Consultants, Inc.  
Central Telecom Long Distance, Inc.  
Charter Fiberlink South Carolina CCO, LLC  
Chesnee Long Distance, Inc.  
Chester Long Distance Services, Inc.  
Cincinnati Bell Any Distance, Inc.  
Coast International, Inc.  
Comcast Phone of South Carolina, Inc.  
Common Point, LLC  
Communication Telefonicas Latinas Corporation  
Community Long Distance  
ComTech21, LLC  
Convergia, Inc.  
Covista, Inc.  
CTC Communications Corporation  
Custom Network Solutions, Inc.  
Custom Tel, LLC  
Custom TeleConnect, Inc.  
Cypress Communications Operating Company, LLC  
D.D.D. Calling, Inc.  
DCT Telecom Group, Inc.  
DeltaCom, Inc.  
Dieca Communications, Inc.  
dishNET Wireline, L.L.C.  
DukeNet Communications, LLC  
Easton Telecom Services, LLC  
Electric Lightwave, LLC  
Embarq Communications, Inc.  
Encompass Communications, LLC  
Enhanced Communications Group, LLC  
Enhanced Communications Network, Inc.  
EnTelegent Solutions, Inc.  
Entrix Telecom, Inc.  
EveryCall Communications, Inc.  
First Choice Technology, Inc.

First Communications, LLC  
France Telecom Corporate Solutions, LLC  
FRC, LLC  
Frontier Communications of America, Inc.  
Frontier Communications Online and Long Distance, Inc.  
FTC Communications, LLC  
FTC Diversified Services, LLC  
GC Pivotal, LLC  
Genesis Telecommunications Company, LLC  
Georgia Business Net Telecommunications, LLC  
Global Connection Inc. of America  
Global Crossing Telecommunications, Inc.  
Global NAPS South Carolina, Inc.  
Global Tel\*Link Corporation  
Go-Solo Technologies, Inc.  
Gold Line Telemanagement, Inc.  
Granite Telecommunications, LLC  
Grasshopper Group, LLC  
Gulf Long Distance, Inc.  
Hargray, Inc.  
Horry Telephone Cooperative, Inc.  
Hotwire Communications, Ltd.  
Hypercube Telecom, LLC  
iBasis Retail, Inc.  
IDT America Corporation  
Image Access, Inc.  
Impact Telecom, Inc.  
inContact, Inc.  
iNetworks Group, Inc.  
Inmate Calling Solutions, LLC  
Inmate Communications Corporation  
Intellicall Operator Services, Inc.  
Intellifiber Networks, Inc.  
International Telcom, Ltd.  
Interstate Fibernet, Inc.  
Intrado Communications, Inc.  
IPC Network Services, Inc.  
KDDI America, Inc.  
Kentucky Data Link, Inc.  
Knology of South Carolina, Inc.  
LCR Telecommunications, LLC  
Legacy Long Distance International, Inc.  
Legent Communications Corporation  
Level 3 Communications, LLC  
Lightyear Network Solutions, LLC  
LMK Communications, LLC  
Long Distance Consolidated Billing Company

Low Country Carriers, Inc.  
Managed Services, Inc.  
Matrix Telecom, Inc.  
MCI Communications Services, Inc.  
McLeod USA Telecommunication Services, LLC  
Metropolitan Telecommunications of South Carolina, Inc.  
Mitel NetSolutions, Inc.  
Mobilitie, LLC  
Momentum Telecom, Inc.  
National Access Long Distance, Inc.  
National Directory Assistance, LLC  
Navacore, LLC  
Navigator Telecommunications, LLC  
NECC Telecom, Inc.  
Net One International, Inc.  
Network Billing Systems, Inc.  
Network Communications International Corporation  
Network Innovations, Inc.  
Network Operator Services, Inc.  
Network Telephone Corporation  
NetworkIP, LLC  
Neutral Tandem-South Carolina, LLC  
New Edge Network, Inc.  
NextG Networks of NY, Inc.  
Nextlink Wireless, LLC  
NobelTel, LLC  
Norlight Telecommunications, Inc.  
NOS Communications, Inc.  
NOSVA, Limited Partnership  
OneLink Communications, Inc.  
OneTone Telecom, Inc.  
Operator Service Company, LLC  
Opex Communications, Inc.  
Optic Internet Protocol, Inc.  
Pac-West Telecomm, Inc.  
Paetec Communications, Inc.  
Palmetto Net, Inc.  
Palmetto Telephone Communications, LLC  
Pay Tel Communications, Inc.  
PBT Communications, Inc.  
PNG Telecommunications, Inc.  
Primus Telecommunications, Inc.  
PRT Communications, LLC  
Public Communications Services, Inc.  
Pulse Telecom, LLC  
Quad Comm, LLC  
Quantumshift Communications, Inc.

Qwest Communications Company, LLC  
Reduced Rate Long Distance, LLC  
Reliant Communications, Inc.  
Reunion Communications, Inc.  
Roman, LD, Inc.  
Rosebud Telephone, LLC  
RRV Enterprises, Inc.  
Safari Communications, Inc.  
Sage Telecom, Inc.  
Sandhill Communications, LLC  
Sandhill Telephone Cooperative, Inc.  
SBC Long Distance, LLC  
SCANA Communications, Inc.  
Securus Technologies, Inc.  
Snap Telecommunications, Inc.  
SNET America, Inc.  
South Carolina Net, Inc.  
Spectrotel, Inc.  
Sprint Communications Company LP  
STi Prepaid, LLC  
T-Netix Telecommunications Services, Inc.  
T-Netix, Inc.  
Talk America, Inc.  
TC Systems, Inc.  
TDS Long Distance Corporation  
TelCove Operations, LLC  
Tele Circuit Network Corporation  
Telecom Management, Inc.  
Telecom North America, Inc.  
Telecom Services of the Low Country, LLC  
Telmex USA, LLC  
Telrite Corporation  
Tennessee Telephone Service, LLC  
The Other Phone Company, Inc.  
Time Warner Cable Information Services (South Carolina)  
LLC  
Total Call International, Inc.  
Total Holdings, Inc.  
Touch Tone Communications  
Tower Cloud, Inc.  
TQC Communications Corporation  
Trans National Communications International, Inc.  
Tri-M Communications  
TTI National, Inc.  
tw telecom of south carolina llc  
Twin City Capital, LLC  
U.S. South Communications, Inc.

U.S. Telecom Long Distance, Inc.  
United Telephone Company of the Carolinas  
US LEC of South Carolina, LLC  
USA Digital Communications, Inc.  
USCarrier Telecom, LLC  
Value-Added Communications, Inc.  
Velocity The Greatest Phone Company Ever, Inc.  
Verizon Enterprise Solutions, LLC  
Verizon Long Distance, LLC  
Verizon Select Services, Inc.  
Voicecom Telecommunications, LLC  
West Carolina Communications  
Wholesale Carrier Services, Inc.  
WiTel Communications, LLC  
WiMacTel, Inc.  
Windstream Communications, Inc.  
Windstream NuVox, Inc.  
Working Assets Funding Service, Inc.  
XO Communications Services, LLC  
Yak Communications (America) Inc.  
YMax Communications Corporation  
Zone Telecom, LLC.

Please see **Appendix D** for a copy of the COC invitational letter sent to carriers.

#### **B.4 TRS Facilities**

***§64.604 (b)(4) TRS facilities. (i) TRS shall operate every day, 24 hours a day. Relay services that are not mandated by this Commission need not be provided every day, 24 hours a day, except VRS.***

Relay South Carolina and Sprint Relay Customer Service are both available 24 hours a day, every day of the year for all TRS services. Relay South Carolina, through Sprint, utilizes both Uninterruptible Power Supply (UPS) and backup power generators to ensure that the relay centers have uninterrupted power even in the event of a power outage. UPS is used only long enough for the backup power generators to come on line – a matter of minutes. The backup power generators are supplied with sufficient fuel to maintain operations for at least 24 hours. CapTel Relay Services are also available 24 hours a day, seven days a week.

***§64.604 (b)(4) (ii) TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.***

Relay South Carolina contracts with Sprint's Relay centers, which are equipped with an Uninterruptible Power Supply (UPS), generator, and sufficient fuel to provide power for 24-hours following a power failure. These back-up power systems can continue to provide power beyond 24-hours as long as fuel is readily available.

Working in parallel with the UPS is Sprint's Intelligent Call Router, which instantly recognizes a problem anywhere in the Sprint Relay system and routes the calls to other operating call centers. Relay South Carolina customers will be unaware of any system fault.

In the event of a power outage, the UPS provides seamless power transition while the emergency generator is brought on line. During this transition of less than a minute, power to all the basic equipment and facilities for the center operation is maintained. This includes the switch system and its peripherals, switch room environment (air conditioning and heating in the computer room), CA positions (including consoles/terminals), emergency lighting, system alarms and Call Detail Record (CDR) recording. As a safety precaution, the fire suppression system is not electrically powered in case of a fire during a power failure. Once the back-up generator is on line, stable power to all relay system equipment and facility environmental control is established and maintained until commercial power is restored..

All of the system preventive maintenance functions can be performed on-line, with no effect on call processing. In addition, on-line and off-line diagnostic routines will identify system faults or failures to the individual board level. Diagnostic procedures are continually processed by the switching system software to detect defective components before they are used. Manual on-line diagnostics can be launched at any time from the maintenance and administrative terminal located with the unit without affecting call processing, calls in progress or calls waiting to be answered. The maintenance and administrative terminal includes keyboard, screen and printer capabilities.

Please see Sprint's Disaster Recovery Plan and the Network Support Plan in **Appendix E**.

***§64.604 (b)(4)(iii) A VRS CA may not relay calls from a location primarily used as his or her home.***

Relay South Carolina does not oversee VRS services, does not contract with a VRS provider to provide VRS services to customers, and is exempt from this section.

***§64.604 (b)(4)(iv) A VRS provider leasing or licensing an automatic call distribution (ACD) platform must have a written lease or license agreement. Such lease or license agreement may not include any revenue sharing agreement or compensation based upon minutes of use. In addition, if any such lease is between two eligible VRS providers, the lessee or licensee must locate the ACD platform on its own premises and must utilize its own employees to manage the ACD platform.***

Relay South Carolina does not oversee VRS services, does not contract with a VRS provider to provide VRS services to customers, and is exempt from this section.

## **B.5 Technology**

***§64.604 (b)(5) Technology. No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to person with disabilities. TRS facilities are permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of TRS. TRS facilities that utilize SS7 technology shall be subject to the Calling Party Telephone Number rules set forth at 47 CFR 64.1600 et seq.***

Relay South Carolina through Sprint, is in full compliance with 47 CFR §64.1600 et seq. of the FCC's Rules for providing SS7 capability.

In order to achieve functional equivalence, Relay South Carolina will continue to provide Caller ID service through SS7 signaling where the 10-digit number of the calling party is passed through to the called-party for local and long-distance calls. Relay South Carolina receives calling party identifying information including blocking information, from all relay users. Sprint's Caller ID SS7 solution includes receiving the privacy bit information from the inbound Relay caller as well as other SS7 call information elements such as:

- Calling Party Number
- Charge Number
- Originating Line Information
- Sprint passes through the calling party information (rather than 711 or the number of the Relay Center)

### **State-of-the-Art Technology**

As the provider of relay services for the State of South Carolina, Sprint offers several enhanced features to improve the telecommunications access of STS relay users. These advanced features include:

- Message Retention (up to 24 hours)
- STS Called Numbers
- Privacy Option
- STS Contact Information
- STS Email Call Set-up
- STS with Voice Carry Over
- Specialized STS Customer Service (including Training Line)
- Wireless Access - STS (\*787)

### **Wireless Access – STS (\*787)**

Sprint is excited to announce the first wireless short-code solution for STS users. Since early 2012, Sprint wireless customers have been able to dial \*STS (i.e., \*787) to reach a Speech to Speech CA quickly and easily from anywhere in the nation. All callers who are physically located within the state will automatically be connected to a Speech-to-Speech CA. This service is available to both callers with and without a speech disability, who need to place a STS call. Voice callers needing to place a call to a STS user may also use this service.

When South Carolina TRS customers travel outside of the state, callers will automatically be connected to STS based on their physical location. If they are in a state where Sprint is the Relay provider, the caller is connected to the State's STS service. If not, callers are automatically transferred to Sprint's interstate STS service, where they will be able to place interstate calls only. This exciting new enhancement grants additional mobility and flexibility for STS users.

## STS Message Retention

In addition, Sprint has expanded its Customer Profile to allow STS users to retain messages for up to 24 hours. The STS user may dictate the first message to be read to the called party. This feature allows the STS user to request that this initial message be retained in the Relay system for up to 24 hours. This is especially helpful if the STS user needs to leave a message and the line is busy. If the called party is unavailable (e.g. busy signal, no answer), the STS user may request that the STS message be retained. Over the next 24 hours, the STS user can redial their state STS and request that the call be attempted without delay. At the end of 24 hours, the message is automatically deleted from the Customer's Profile.

## STS Called Numbers

Sprint will continue to offer the ability for STS users to maintain a record of regularly called names and telephone numbers. Sprint's speed dialing functionality (also known as frequently dialed numbers) allows Relay users to store up to 30 frequently called telephone numbers in their Customer Profile. This information, along with other preferences described below, will be transferred to any new STS provider.

When the STS user calls into the center, the user can simply provide the CA the "short-hand" name or code associated with that number instead of the entire 10-digit number. For example, a caller can simply request, "Please call mom," and the STS CA will dial the associated ten-digit telephone number without delay.

Please see the graphic below for the written Customer Profile form, which encourages STS users to register speed dial entries.

**Frequently Dialed Numbers (Speed Dial for Non-Emergency Calls):**  
*Note: Limit 30 characters per name*

	Name	Area Code & Phone Number
1	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>

*If you need to add more information, go to the **Additional Information** section on the page 3.*

### **STS with Privacy Option**

Sprint offers STS users the ability to communicate without the CA hearing the voice party. If this option is selected, the CA simply listens to the voice of the STS user and repeats messages according to the STS users' preference.

### **STS Contact Information**

Communicating telephone numbers may be difficult for some STS users. This feature allows STS users to simply advise friends, family and others to dial 7-1-1 to reach them. Once connected, the person can simply provide the STS user's name to the STS CA. The STS CA will use the STS user's profile information provided for this purpose to connect to the STS user based on the registered STS user's hours and days of availability. In this manner the inbound caller can be connected with the STS user at their location.

### **Emergency Numbers**

In most emergency situations, STS callers dial 9-1-1 first for emergency help. However, this may be especially challenging for STS users. STS users also have the ability to list up to ten additional emergency phone numbers in their Customer Profile. Contacts such as a doctor's office, the local/state poison control center and the local hospital are used for this purpose.

## **B.6 Caller ID**

***§64.604 (b) (6) Caller ID. When a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party.***

Relay South Carolina, through their contract with Sprint, provides true Caller ID service through SS7 signaling where the 10-digit number of the calling party is passed through to the called-party for local and long distance calls. Sprint will receive calling party identifying information including blocking information, from all TRS users.

### **Customer Control**

With Sprint's TRS Caller ID, the Relay user is in control. Relay users with this feature are able to disable or block their Caller ID information from being transmitted with their LEC on either a 'per-call' or a 'per-line' basis.

The TRS user can view the calling party's information before picking up the phone. The Relay user can then decide whether or not to answer the call based on the name and number displayed on the Caller ID unit or their telephone display screen.

With Sprint's Caller ID, there are numerous benefits for TRS users, including:

- Increased privacy
- Documentation of calls received
- A count of incoming calls on the display screen
- Phone numbers of hang-up callers
- Prompt emergency call processing

When Caller ID information is not passed through, as with standard telecommunications, the call recipient will receive a message such as “Out of Area” or “Caller Unknown.”

## **Technology**

Sprint Relay offers True Caller ID for all local and long distance calls to Carriers who have SS7 connectivity with Sprint. Sprint’s SS7 network interfaces with all national long-distance Carriers and major LECs, CLECs, and ILECs.

Sprint’s Caller ID SS7 solution includes receiving the privacy bit information from the inbound Relay caller as well as other SS7 call information elements such as: the Calling Party Number, Charge Number and Originating Line Information. Sprint passes through the calling party information (rather than 711 or the number of the TRS Center).

## **Caller ID Enhancements**

Many Caller ID enhancements are compatible with the Relay service and can be accessed by TRS users.

### **Selective Call Acceptance**

Selective Call Acceptance allows a user to create a list of phone numbers so that the user will receive only calls from numbers on that list. All other callers will be directed to an announcement that says “The number you have dialed is not accepting calls at this time.” If this recording is reached by Relay, it will be typed or spoken to the inbound caller. When Selective Call Acceptance is in effect, it supersedes all other enhanced features.

### **Selective Call Rejection**

Selective Call Rejection enables the user to create a list of special phone numbers so that when a call is received from that number, the call will be rejected. If this recording is reached by Relay, it will be typed or spoken to the inbound caller.

### **Selective Call Forward**

Selective Call Forward enables the user to create a list of special phone numbers so that when a call is received from someone on that list, the call will be forwarded to a designated number.

## Privacy ID (Anonymous Call Rejection)

Privacy ID, also known as Anonymous Call Rejection, allows users to restrict incoming calls from parties who have blocked their Caller ID information. If the name or number of the person that calls you is unknown, the caller hears a recorded message, such as:

“The person you are calling does not accept blocked or unknown calls. At the tone, please say your name or company name and your call will be connected.”

This information will be typed or voiced to the originating caller. If the calling party wishes to leave their name, it will be left by the CA. The called party, if hearing, may listen to the recording and choose an option to answer, block or send to voice mail. Realizing that not all users will be able to hear this recording by the calling party, some companies have implemented additional enhancements outlined below:

## Instant Access List (Preferred Caller List)

Users may designate a list of up to 10 numbers that can bypass the Sprint Privacy ID function. If a caller's number displays while their name doesn't, adding their number to this list will let their calls through.

## Caller's Access Code

Caller's Access Code allows a user to designate an override code for Privacy ID. The user may share this code with friends and family, as desired. When the calling party calls, they may choose to enter a code during the intercept greeting to bypass the Privacy ID screening so their call will go through. This works great for friends and family who frequently call from areas where Caller ID is not available.

## Functional Standards

### C.1 Consumer Complaint Logs

***§64.604 (c)(1)(i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution. (ii) Beginning July 1, 2008, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2012 shall indicate the number of complaints received from the date of OMB approval through May 31, 2012.***

Relay South Carolina has established policies regarding complaints, inquiries, comments and commendations related to Relay Services and personnel. Upon receipt of a direct complaint filed by a customer, a designated representative will accept the complaint, provide the customer with information regarding the process for resolution and will offer to follow-up with the customer. Sprint ensures that all records will include the name and/or address of the complainant (when offered),

the date received, the CA identification number, the nature of the complaint, and the result of any investigation and the date of resolution.

Relay South Carolina works closely with their TRS provider (Sprint) to identify contact particulars such as: consumer type (TTY, VCO, HCO, Voice or Speech-to-Speech), customer contact information (when given), CA identification numbers, the call handling center and over forty-five contact categories including: complaints, inquires and unsolicited commendations.

Sprint submits reports detailing the information above. Each report will include the following information:

- Name of the complainant or commendation
- The date of the contact, complaint or compliment
- The nature of the complaint or comment
- The action taken i.e. technical support, service explanation, CA development area, preparation of commendation

All contacts and complaints received by Customer Service, Supervisors, and Account Management will be documented in Sprint's customer contact database.

### **Customer Contacts Online Database (CCOD)**

To further support the complaint resolution process, Sprint has developed a Customer Contact Online Database (CCOD), which serves as a seamless and timesaving device for documenting customer contacts.

The CCOD will automatically notify the TRS Sprint program manager assigned to the State of South Carolina via email of any complaint entry, ensuring that they receive timely notification of consumer concerns. The CCOD will track consumer contact information as required by the FCC.

By approximately June 15th of each calendar year, Sprint submits a copy of 12-month complaint log report for the period of June 1 - May 31 to the State relay administrators. The Office of Regulatory Staff (ORS) reviews the log and then passes the complaint log to the FCC by July 1<sup>st</sup> of each year.

See **Appendix F** for copies of the last five years of Relay South Carolina complaints that have been submitted to the FCC.

### **C.2 Contact Persons**

***§64.604 (c)(2) Contact persons. Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following: (i) The name and address of the office that receives complaints, grievances, inquiries, and suggestions;***

- (ii) Voice and TTY telephone numbers, fax number, e-mail address, and web address; and**
- (iii) The physical address to which correspondence should be sent.**

Relay South Carolina callers may file intrastate complaints and commendations regarding Relay South Carolina services through the following contacts:

Account Manager Name	Missy McManus
Address	411 Huger Street; Columbia, SC 29201
Web Address	www.relaysouthcarolina.com
E-mail	Melissa.mcmanus@sprint.com
TTY	803-951-1660
Fax	803-403-8354
Voicemail	803-403-9763
Contract Administrator Name	Dawn Hipp, Director
Address	Office of Regulatory Staff 1401 Main St.; Suite 900; Columbia, SC 29201
E-mail	dhipp@regstaff.sc.gov
Web Address	www.regulatorystaff.sc.gov
TTY	800-334-2217
Fax	803-737-0801
Voice	803-737-0814

### **C.3 Public Access to Information**

**§64.604 (3) Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible.**

Outreach education is a significant method to inform relay and non-relay users about the varied free relay services available to them. A substantial amount of the funds are used on activities that publicize and educate the public at large regarding what services are available and how to access and properly use the available variety of relay services. The outreach plan is expanded monthly, dependent on the availability of community events and other advertising mechanisms. A variety of outreach promotional channels are exemplified in the following appendices:

- Appendix G Relay South Carolina TRS Information in Directories
- Appendix H Relay South Carolina Annual Reports
- Appendix I Relay South Carolina Website Screenshots

### **TRS Information in Directories**

Placing Relay South Carolina TRS numbers in directories throughout the state makes relay information visible and available to consumers. **Appendix G** contains selected examples of such information.

### **Relay South Carolina Annual Reports**

After the end of each fiscal year, an annual report is developed which outlines Relay South Carolina trends in each relay service, explains enhancements made to the Relay South Carolina TRS and CapTel services, describes outreach activities performed, and showcases marketing materials developed or broadcast. All this information is found in **Appendix H**.

### **Websites**

The Relay South Carolina website, [www.relaysouthcarolina.com](http://www.relaysouthcarolina.com), provides information on the various relay services, explains how each relay call is handled, offers consumers an online form to note their personal preferences, and more. The Relay Program Manager monitors trends on the website through regular reports identifying the most accessed pages. **Appendix I** indicates the specific relay service explained on that webpage accessed.

Relay South Carolina information is on the website of various resource agencies, including but not limited to:

- a) <http://scaaid.org/links.asp>
- b) <https://scaccess.communityos.org/sys/profile.taf?profiletype=program&textonly=&recordid=82396>
- c) [http://www.sctax.org/NR/rdonlyres/10CE7BD2-29A9-4026-9830-A575E2DDD6DA/0/2011IITPacket\\_10032011web.pdf](http://www.sctax.org/NR/rdonlyres/10CE7BD2-29A9-4026-9830-A575E2DDD6DA/0/2011IITPacket_10032011web.pdf)
- d) <http://www.regulatorystaff.sc.gov/Pages/TelecomRelayService.aspx>
- e) [http://www.sc211.org/index.php?option=com\\_cpx&task=services.code&code=PH-3500.8500](http://www.sc211.org/index.php?option=com_cpx&task=services.code&code=PH-3500.8500)
- f) [http://www.education.com/reference/article/Ref\\_South\\_Carolina\\_State/](http://www.education.com/reference/article/Ref_South_Carolina_State/)
- g) <http://www.citadel.edu/root/telecommunications-whatweoffer>
- h) And numerous other agencies' websites

### **Literature**

Relay South Carolina products and services continued to be promoted via outreach activities, brochures, instructional and marketing flyers, literature advertised in various publications, mass e-mails, and in one-on-one settings.

During the past fiscal year, two one-page flyers were developed, one about the Relay South Carolina TRS service and one about the CapTel service. The TRS flyer lists the numbers for the various relay services. The CapTel flyer briefly explains how the phone works and how to obtain one. These are found in **Appendix J**.

### Public Service Announcements

Nearly each fiscal year, Relay South Carolina promoted TRS and CapTel products and services by broadcasting public service announcements (PSA) about relay services. During the recent fiscal year, the PSAs were broadcast a total of 1,264 times during two time periods:

- The TRS PSA was aired 216 times December 12–31, 2011, in the Columbia and Charleston markets
- The CapTel PSA was aired 1,048 times June 18–August 24, 2012, in the Midlands to Coastal area markets



These PSAs are voiced, open-captioned, and contain onscreen info such as the Relay South Carolina logo, phone number, and website address.

The PSA was aired during high-visibility programs such as:

- Good Morning Charleston
- Good Morning America
- Rachael Ray Show

- The Dr. Oz Show
- WIS Sunrise News
- The View
- 2 News
- Live 5 News
- Judge Joe Brown
- The Price is Right
- WLTX News
- Good Morning Carolina
- News 13
- Dr. Phil

#### C.4 Rates

**§64.604 (4) Rates.** *TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination*

Relay South Carolina users are not charged more for services than for those charges paid by standard “voice” telephone users. TRS users, who select Sprint as their interstate carrier, will be rated and invoiced by Sprint. The caller will only be billed for conversation time. Those users, who select a preferred interstate carrier via the Relay South Carolina COC list, will be rated and invoiced by the selected interstate carrier.

By FCC jurisdiction, Sprint has two separate Message Telephone Service rates – one for interstate and one for intrastate. The table below exhibits the discounted rates off Sprint’s Message Telephone System (MTS) rates.

	Intrastate	Interstate
<b>Day</b> (7 AM – 6:59 PM)	35%	50%
<b>Evening</b> (7 PM – 10:59 PM)	25%	50%
<b>Night/weekend</b> (11 PM – 6:59 AM; all day Saturday & Sunday)	10%	50%

#### C.5 Jurisdictional Separation of Costs

**§64.604 (5) Jurisdictional separation of costs—(i) General.** *Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended (ii) Cost recovery.* *Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this*

***paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under §64.605, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.***

All Relay South Carolina relay intrastate and interstate minutes are reported separately to the state on the Sprint invoice. The interstate and international minutes are reimbursed by the TRS Interstate Fund. The local and intrastate minutes are reimbursed by the State. On individual customer invoices, Sprint deducts minutes for which the Rolka Loube Saltzer Associates (RLSA), the Interstate Telecommunications Relay Services (TRS) Fund (Fund) administrator, reimburses. These deductible minutes are associated with these call types: Interstate, International, Interstate Directory Assistance, Toll Free and 900. In accordance with FCC rules, states only receive a 51% deduction for Toll Free and 900 minutes for which RLSA reimburses. For RSLA reimbursement, Sprint uses a cumulative report of eligible customers to calculate its monthly reimbursement request. An invoice and supporting documents are sent monthly to RSLA for reimbursement.

### **ADA Requires TRS Services**

In July 1990, the Americans with Disabilities Act (ADA) was passed by the United States Congress. Title IV of the ADA requires that all states provide relay services to deaf and hard of hearing people 24 hours a day, 7 days a week, 365 days a year.

### **Relay South Carolina History**

An estimated 410,000 South Carolinians are deaf, hard-of-hearing, deaf-blind, or speech-disabled. These citizens interact daily with South Carolina businesses and hearing individuals. The State of South Carolina has long recognized the special telecommunication needs of these citizens and has been at the forefront of providing functionally equivalent telecommunications through the TRS.

In 1992, the South Carolina Public Service Commission selected Sprint to be its national relay provider to offer Telecommunications Relay Service (TRS) in the State of South Carolina. Partnering with the South Carolina Office of Regulatory Staff (ORS), who now oversees the Relay South Carolina (RSC) contract, Sprint has provided TRS to the State for the past 20 years and is privileged to have worked together with the South Carolina Public Service Commission, Office of Regulatory Staff, and TRS Advisory Board. Our provision of TRS for the State of South Carolina has been the result of several separate competitive solicitations. We look forward to the continuation of exceptional services to South Carolina citizens for four more years.

### **Collecting Costs**

The Legislature established a Dual Party Fund to operate the statewide TRS, telecommunications equipment distribution program (SC EDP) and other related telecommunications access programs. The current monthly surcharge rate is \$0.15 per line and is reviewed and adjusted by the SC Public Service Commission. The original Order on February 18, 1992, established a directive for LECs to collect relay surcharges. The full text can be found in **Appendix K**.

Through an updated statute which can be found in **Appendix L**, number SECTION 58-9-2530 titled "Funding; telephone surcharge; relay service user charges", Relay South Carolina is able to collect relay costs. The summary is as follows:

- 1) The Public Service Commission of South Carolina may require all local exchange telephone companies to impose a monthly charge not to exceed twenty-five cents on all residential and business local exchange access facilities as necessary.
- 2) Monies in the operating fund must also include appropriations made by the General Assembly for the purpose of this chapter, grants from other governmental or private entities, and contributions or donations received by the commission for the dual party relay service.
- 3) The users of the relay service must be charged for telephone services, including any authorized commission charge, without additional charges for the use of the relay service.

The full text of this SECTION 58-9-2530 statute is as follows:

(A) The commission may require all local exchange telephone companies operating in this State to impose a monthly charge not to exceed twenty-five cents on all residential and business local exchange access facilities as necessary to fund the establishment and operation of a dual party relay system and a distribution system of TTY's and other related telecommunications devices in this State. The amount of the charge must be determined by the commission based upon the amount of funding necessary to accomplish the purposes of this article and provide dual party telephone relay services on a continuous basis. If assessed, the local exchange companies shall collect the charge from their customers and transfer the monies collected to the operating fund, which must be administered by the Office of Regulatory Staff. The charge collected and remitted by the local exchange companies is not subject to any tax, fee, or assessment, nor may it be considered revenue of the local exchange companies. The commission may provide for the funding of the dual party relay system through contributions from other sources. The fund must be established, invested, and managed for the exclusive purpose of implementing the provisions of this article according to regulations promulgated by the commission.

(B) Monies in the operating fund must also include appropriations made by the General Assembly for the purpose of this chapter, grants from other governmental or private entities, and contributions or donations received by the commission for the dual party relay service. All monies in the operating fund must be used solely for the administration and operation of a statewide program to provide telecommunications access to persons who are speech and hearing impaired or similarly impaired.

(C) The users of the relay service must be charged for telephone services, including any authorized commission charge, without additional charges for the use of the relay service. The calling or called party shall bear an expense for making intrastate nonlocal calls considered approved by the commission as being equitable in comparison with non-TDD or DPR service customers.

HISTORY: 1990 Act No. 488, Section 2, eff May 30, 1990; 1996 Act No. 426, Section 16, eff June 18, 1996; 2006 Act No. 318, Section 71, eff May 24, 2006.

## Telecommunications Relay Fund

***§64.604 (c)(5)(iii) through §64.604 (c)(iii)(M) does not pertain to State programs. However, the state of South Carolina contracts with Sprint who contribute and collect interstate funds through RLSA. It is the State's understanding that Sprint complies with the appropriate mandates under this section.***

***§64.604 (c) (7) (N) (1-4) pertain to VRS providers. The State of South Carolina does not provide VRS services, does not contract to provide VRS services and is exempt from this section.***

### C.6 Complaints

***§64.604 (6) (i) Referral of complaint. If a complaint to the Commission alleges a violation of this subpart with respect to intrastate TRS within a state and certification of the program of such state under §64.605 is in effect, the Commission shall refer such complaint to such state expeditiously. (ii) Intrastate complaints shall be resolved by the state within 180 days after the complaint is first filed with a state entity, regardless of whether it is filed with the state relay administrator, a state PUC, the relay provider, or with any other state entity.***

Relay South Carolina works in conjunction with the TRS provider, Sprint, to establish a complaint resolution procedure to ensure complaints are resolved within 180 days of filing. If the complaint concerns a specific CA, an Operations Supervisor follows up and resolves the complaint. The role of the supervisor is to:

- Accept all types of complaints, issues and comments.
- Handle all service type complaints.
- Resolve complaints with Communication Assistants.
- Follow up with customers if requested by the customers.

If the complaint concerns a specific technical issue, a trouble ticket is filed and the ticket number is documented on the customer contact form. The ticket will be investigated and resolved by an on-site technician. The state-assigned Relay Program Manager is responsible for tracking all technical complaints and following-up with customers on resolutions.

If a miscellaneous complaint is filed with customer service, a copy is faxed to the appropriate Relay Program Manager for resolution and follow-up with the customer. South Carolina customers also have the option of calling Sprint's 24-hour Customer Service department (1-800-676-3777), the Sprint Relay Program Manager or the Office of Regulatory Staff (ORS) to file complaints or commendations.

Consumers' complaints can be filed with the Office of Regulatory Staff (ORS) electronically, via phone or fax.

ORS Consumer Services  
1401 Main Street, Suite 800  
Columbia, SC 29201

Toll-Free: 1-800-922-1531  
TTY: 1-800-334-2217  
Fax: 803-737-4750  
[www.regulatorystaff.sc.gov](http://www.regulatorystaff.sc.gov)

ORS has adopted the informal FCC procedure of closing all customer complaints, complete with a satisfactory resolution, within 180 days of the date the complaint was filed with the ORS. Complaint Log Summaries filed by the ORS are found in **Appendix F**.

### **C.7 Treatment of TRS Customer Info**

***(7) Treatment of TRS customer information. Beginning on July 21, 2000, all future contracts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service provision. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.***

Relay South Carolina, through Sprint's Customer Preference Database, includes type of call, billing information, speed dialing, slow typing, carrier of choice, emergency numbers, blocked outbound numbers, language type (English, Spanish, ASL) and call notes in customers' profiles. At the end of the ensuing contract(s) Sprint will transfer all TRS database records to the next incoming relay provider, at least 60 days prior to the last day of service, in a usable format.

Sprint does not use customer information for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Sprint will not sell, distribute, share or reveal in any other way by the relay center or its employees, unless compelled to do so by lawful order.

### **§64.606 State Certification**

***3(b)(1) Requirements for state certification. After review of state documentation, the Commission shall certify, by letter, or order, the state program if the Commission determines that the state certification documentation: (i) Establishes that the state program meets or exceeds all operational, technical, and functional minimum standards contained in §64.604; (ii) Establishes that the state program makes available adequate procedures and remedies for enforcing the requirements of the state program, including that it makes available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints; and (iii) Where a state program exceeds the mandatory minimum standards contained in §64.604, the state establishes that its program in no way conflicts with federal law.***

### **ADA Requires TRS Services**

In July 1990, the Americans with Disabilities Act (ADA) was passed by the United States Congress. Title IV of the ADA requires that all states provide relay services to deaf and hard of hearing people 24 hours a day, 7 days a week, 365 days a year.

### **Relay South Carolina History**

An estimated 410,000 South Carolinians are deaf, hard-of-hearing, deaf-blind, or speech-disabled. These citizens interact daily with South Carolina businesses and hearing individuals. The State of South Carolina has long recognized the special telecommunication needs of these citizens and has been at the forefront of providing functionally equivalent telecommunications through the TRS.

In 1992, the South Carolina Public Service Commission selected Sprint to be its national relay provider to offer Telecommunications Relay Service (TRS) in the State of South Carolina. Partnering with the South Carolina Office of Regulatory Staff (ORS), who now oversees the Relay South Carolina (RSC) contract, Sprint has provided TRS to the State for the past 20 years and is privileged to have worked together with the South Carolina Public Service Commission, Office of Regulatory Staff, and TRS Advisory Board. Our provision of TRS for the State of South Carolina has been the result of several separate competitive solicitations. We look forward to the continuation of exceptional services to South Carolina citizens for four more years.

### **Funding the Relay South Carolina TRS Services**

The Legislature established a Dual Party Fund to operate the statewide TRS, telecommunications equipment distribution program (SC EDP) and other related telecommunications access programs. The current monthly surcharge rate is \$0.15 per line and is reviewed and adjusted by the SC Public Service Commission.

The original Order on February 18, 1992, established a directive for LECs to collect relay surcharges. The full text can be found in **Appendix K**.

Through an updated statute which can be found in **Appendix L**, number SECTION 58-9-2530 titled "Funding; telephone surcharge; relay service user charges", Relay South Carolina is able to collect relay costs. The summary is as follows:

- 1) The Public Service Commission of South Carolina may require all local exchange telephone companies to impose a monthly charge not to exceed twenty-five cents on all residential and business local exchange access facilities as necessary.
- 2) Monies in the operating fund must also include appropriations made by the General Assembly for the purpose of this chapter, grants from other governmental or private entities, and contributions or donations received by the commission for the dual party relay service.
- 3) The users of the relay service must be charged for telephone services, including any authorized commission charge, without additional charges for the use of the relay service.

The full text of this SECTION 58-9-2530 statute is as follows:

(A) The commission may require all local exchange telephone companies operating in this State to impose a monthly charge not to exceed twenty-five cents on all residential and business local exchange access facilities as necessary to fund the establishment and operation of a dual party relay system and a distribution system of TTY's and other related telecommunications devices in this State. The amount of the charge must be determined by the commission based upon the

amount of funding necessary to accomplish the purposes of this article and provide dual party telephone relay services on a continuous basis. If assessed, the local exchange companies shall collect the charge from their customers and transfer the monies collected to the operating fund, which must be administered by the Office of Regulatory Staff. The charge collected and remitted by the local exchange companies is not subject to any tax, fee, or assessment, nor may it be considered revenue of the local exchange companies. The commission may provide for the funding of the dual party relay system through contributions from other sources. The fund must be established, invested, and managed for the exclusive purpose of implementing the provisions of this article according to regulations promulgated by the commission.

(B) Monies in the operating fund must also include appropriations made by the General Assembly for the purpose of this chapter, grants from other governmental or private entities, and contributions or donations received by the commission for the dual party relay service. All monies in the operating fund must be used solely for the administration and operation of a statewide program to provide telecommunications access to persons who are speech and hearing impaired or similarly impaired.

(C) The users of the relay service must be charged for telephone services, including any authorized commission charge, without additional charges for the use of the relay service. The calling or called party shall bear an expense for making intrastate nonlocal calls considered approved by the commission as being equitable in comparison with non-TDD or DPR service customers.

HISTORY: 1990 Act No. 488, Section 2, eff May 30, 1990; 1996 Act No. 426, Section 16, eff June 18, 1996; 2006 Act No. 318, Section 71, eff May 24, 2006.

### **Relay Surcharge on Phone Bills**

**Appendix M** contains several examples of various phone bills where the relay surcharge is indicated.

### **Relay South Carolina TRS Re-Certification Approval**

Relay South Carolina was approved for TRS Certification Renewal by the FCC in 2008. For a copy of this letter, please see **Appendix N**.

***§64.606(f) Notification of substantive change. (1) States must notify the Commission of substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal minimum standards after implementing the substantive change.***

ORS had one substantive change since 2008. This change was to update contact information for South Carolina. The change was made on the FCC website and communicated to the FCC via e-mail as well.

**Appendix A:**  
**FCC TRS Public Notice, July 25, 2012**

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# PUBLIC NOTICE

Federal Communications Commission  
445 12th St., S.W.  
Washington, D.C. 20554

News Media Information 202 / 418-0500  
Internet: <http://www.fcc.gov>  
TTY: 1-888-835-5322

DA 12-1187  
July 25, 2012

## CONSUMER AND GOVERNMENTAL AFFAIRS BUREAU REMINDS STATE TELECOMMUNICATIONS RELAY SERVICE PROGRAMS TO SEEK RECERTIFICATION

### CG Docket No. 03-123

This Public Notice alerts states and territories that the certifications that they now hold for the provision of telecommunications relay services (TRS) will expire on July 26, 2013.<sup>1</sup> Under the Federal Communications Commission's (Commission's) TRS regulations, each state or territory may file an application for "renewal" of its certification one year prior to expiration, *i.e.*, beginning on July 26, 2012.<sup>2</sup> Although there is no prescribed deadline for filing, we request that renewal applications be filed no later than October 1, 2012, to give the Commission sufficient time to review and rule on the applications prior to the expiration of the existing certifications.

Congress created the TRS program in Title IV of the Americans with Disabilities Act of 1990 (ADA),<sup>3</sup> codified at Section 225 of the Communications Act of 1934, as amended (Act).<sup>4</sup> TRS enables persons with hearing and speech disabilities to access the telephone system to communicate with other individuals.<sup>5</sup> Under the Act, the Commission must ensure the provision of TRS that is functionally

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<sup>1</sup> As amended by Section 103(a) of the Twenty-First Century Communications and Video Accessibility Act of 2010 (CVAA), TRS is defined as "telephone transmission services that provide the ability for an individual who is deaf, hard of hearing, deaf-blind, or who has a speech disability to engage in communication by wire or radio with one or more individuals, in a manner that is functionally equivalent to the ability of a hearing individual who does not have a speech disability to communicate using voice communication services by wire or radio." Pub. L. No. 111-260, 124 Stat. 2751, *technical amendments*, Pub. L. No. 111-265, 124 Stat. 2795 (Oct. 8, 2010) § 103(a), codified at 47 U.S.C. § 225(a)(3). *See also Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order, Order on Reconsideration, and Further Notice of Proposed Rulemaking, 19 FCC Rcd 12475, 12479, ¶ 3 n.18 (2004) (describing how a traditional TRS call works).

<sup>2</sup> 47 C.F.R. § 64.606(c)(1). Since 1993, the Commission has granted states certification to operate their own TRS programs in five year increments. The Consumer and Governmental Affairs Bureau, under delegated authority, issued its last round of certification grants in July 2008.

<sup>3</sup> Pub. L. No. 101-336, 104 Stat. 327 (July 26, 1990).

<sup>4</sup> 47 U.S.C. § 225.

<sup>5</sup> 47 U.S.C. § 225(a)(3).

equivalent to voice telephone service.<sup>6</sup> The Commission's TRS regulations set forth mandatory minimum standards that TRS providers must follow to meet this functional equivalency mandate.<sup>7</sup>

Under Section 225, states wishing to establish their own TRS programs for the provision of intrastate and interstate TRS over the public switched telephone network may receive Commission certification to do so.<sup>8</sup> All certified state TRS programs are required to provide traditional (TTY-based) TRS, interstate Spanish language traditional TRS, and Speech-to-Speech relay (STS) service.<sup>9</sup> States may also offer captioned telephone relay service (CTS). States seeking renewal of their certification must include information about each of these services in their applications so that the Commission can ensure that the provision of these services is consistent with its rules and that the state is exercising responsibility for oversight of these services.<sup>10</sup>

Specifically, in order to obtain certification, a state must submit documentation to the Commission that describes its relay program and include its procedures and remedies for enforcing any requirements that the program may impose.<sup>11</sup> In addition, a state must establish that its program makes available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints.<sup>12</sup> The Commission's TRS regulations explain that documentation should be submitted in narrative form, and that the Commission shall give the public notice of such applications.<sup>13</sup>

The state certification process is intended to ensure that TRS is provided in a uniform manner throughout the United States and territories. Applications for certification will be reviewed to determine whether each state TRS program has sufficiently documented that it meets or exceeds all of the applicable operational, technical and functional mandatory minimum standards set forth in section 64.604 of the Commission's rules.<sup>14</sup> If the program exceeds the mandatory minimum standards, the state must establish

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<sup>6</sup> 47 U.S.C. § 225(a)(3).

<sup>7</sup> See 47 C.F.R. §64.604.

<sup>8</sup> Although state TRS programs may offer interstate as well as intrastate TRS, only the costs associated with the provision of intrastate TRS are recovered from the state. See 47 U.S.C. §225(d)(3). States with certified TRS programs may allow TRS providers operating under their programs to recover such costs by a method consistent with the jurisdictional separation of costs requirements of Section 225. See *id.* Costs associated with the provision of interstate TRS are recovered from subscribers of interstate and Voice over Internet Protocol (VoIP) service, and such providers are reimbursed through the TRS Interstate Fund. *Id.* In October 2011, the Commission adopted rules to implement Section 103(b) of the CVAA, requiring interconnected and non-interconnected VoIP service providers to participate in and contribute to the TRS Fund. See CVAA § 715; 47 U.S.C. § 616; *Contributions to the Telecommunications Relay Service Fund*, CG Docket No. 11-47, Report and Order, 26 FCC Rcd 14532 (2011).

<sup>9</sup> See 47 C.F.R. § 64.603.

<sup>10</sup> Since 2003, CTS has been a non-mandatory type of TRS that is eligible for compensation from the states for intrastate calls and from the Interstate TRS Fund for interstate or IP-based CTS calls. *Telecommunications Relay Services, and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CC Docket No. 98-67, Declaratory Ruling, 18 FCC Rcd 16121 (2003). If a state does not offer CTS, it need not submit documentation in its certification application pertaining to this service.

<sup>11</sup> 47 U.S.C. § 225(f); 47 C.F.R. § 64.606(a).

<sup>12</sup> 47 C.F.R. § 64.606(b)(1)(ii).

<sup>13</sup> 47 C.F.R. § 64.606(a).

<sup>14</sup> 47 U.S.C. § 225(f)(2)(A). See 47 C.F.R. § 64.604.

that the program does not conflict with federal law.<sup>15</sup> In addition, applications will be reviewed to ensure that each state TRS program makes available adequate procedures and remedies for enforcing the requirements of each state's program.<sup>16</sup>

**PROCEDURES FOR FILING: All filings must reference CG Docket No. 03-123 and be captioned "TRS State Certification Application."**

**Electronic Filers:** Filings may be filed electronically using the Internet by accessing the Commission's electronic comment filing system (ECFS): <http://apps.fcc.gov/ecfs/>. Follow the instructions provided on the website for submitting electronic filings. For ECFS filers, in completing the transmittal screen, filers should include their full name, U.S. Postal service mailing address, and **CG Docket No. 03-123**.

**Paper Filers:** Parties who choose to submit by paper must submit an original and one copy of each filing. To expedite the processing of the applications, parties submitting by paper are encouraged to submit an additional copy to Attn: Dana Wilson, Federal Communications Commission, Consumer and Governmental Affairs Bureau, 445 12<sup>th</sup> Street, SW, Room 3-C418, Washington, DC 20554 or by email at [Dana.Wilson@fcc.gov](mailto:Dana.Wilson@fcc.gov). Parties should also submit electronic disk copies of their certification filing. The electronic media should be submitted in "read-only" mode and must be clearly labeled with the state's name, the filing date and captioned "TRS Certification Application."

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission. All hand-delivered or messenger-delivered paper filing for the Commission's Secretary must be delivered to FCC Headquarters at 445 12<sup>th</sup> Street, SW, Room TW-A325, Washington, DC 20554. The filings hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of *before* entering the building.

Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail must be addressed to 445 12<sup>th</sup> Street, SW, Washington, DC 20554.

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<sup>15</sup> See 47 C.F.R. § 64.606(b)(1)(iii).

<sup>16</sup> 47 U.S.C. § 225(f)(2)(B).

## SUMMARY OF STATE TRS PROGRAM CERTIFICATION TIMELINE

DATE	ITEM	FCC ACTION
Beginning July 2012	Commission issues Public Notices seeking comment on state TRS applications that have been filed.	Comments are due within 30 days of release of the Public Notices; reply comments are due within 15 days thereafter.
July 2012 – May 2013	Commission reviews applications for TRS recertification for compliance with 47 C.F.R. §§ 64.604 and 64.606.	If necessary, Commission sends deficiency letters requesting additional information from states to confirm compliance with the TRS mandatory minimum standards and other certification requirements.
May - July 2013		Commission issues Public Notices and Letter Orders of certification renewals.

### ADDITIONAL INFORMATION

A copy of this *Public Notice* and related documents are available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12<sup>th</sup> Street, SW, Room CY-A257, Washington, DC 20554. These documents also may be purchased from the Commission's duplicating contractor, Best Copy and Printing, Inc. (BCPI), Portals II, 445 12<sup>th</sup> Street, SW, Room CY-B402, Washington, DC 20554. Customers may contact BCPI at their web site: [www.bcpweb.com](http://www.bcpweb.com) or by calling (202) 488-5300. Filings also may be found by searching on the Commission's Electronic Comment Filing System (ECFS) at <http://apps.fcc.gov/ecfs/> (insert CG Docket No. 03-123 into the Proceeding block).

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to [fcc504@fcc.gov](mailto:fcc504@fcc.gov) or call the Consumer and Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* also can be downloaded in Word or Portable Document Format (PDF) at: <http://transition.fcc.gov/cgb/dro/trs.html>.

**For further information regarding this *Public Notice*, please contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disability Rights Office, at (202) 418-2247 (voice), (202) 418-2297 (TTY), or e-mail at [Dana.Wilson@fcc.gov](mailto:Dana.Wilson@fcc.gov).**

**Appendix B:**  
**Sprint TRS, STS, CapTel Training Outlines**

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## Appendix B: Sprint TRS, STS, CapTel Training Outlines

TRS TRAINING SCHEDULE		
<b>DAY 1</b>	<p>Welcome Packet/Important Numbers/Confidentiality Forms</p> <p>Building Tour, Lockers, Keycard check, Login Numbers</p> <p>Training Goals and Expectations</p> <p>What is Relay?</p> <p>Video: Making the Right Connection</p> <p>How We Got Here – Orientation - Why we're here.</p> <p>Contract Information</p> <p>Introduction of Training Workbooks</p> <p>TTY Overview/Abbreviations, Descriptive Words/Background Noises</p>	<p>ASL Introduction – ASL Workbooks</p> <p>Overview of System and Equipment</p> <p>Skills i.e. Typing, talking, listening, reading</p> <p>Enter Tour Preferences: Admin Presentation</p> <p>Connecting to Relay</p> <p>Headset Orientation</p> <p>Basic Call Processing Procedures (TTY - Voice)</p> <p>Observe Calls</p> <p>*Typing Practice/Tests if necessary</p>
<b>DAY 2</b>	<p>(TTY – Voice) – continued</p> <p>Role Play Introduction</p> <p>Review (TTY - Voice)</p> <p>TTY - VOICE PRACTICE</p> <p>Phone Image/Rudeness</p> <p>Detachment</p> <p>Expressive Typing</p> <p>Variations</p> <p>Deaf Culture: Quiz about Deafness</p>	<p>Observe Calls</p> <p>Continue Call Processing (Voice - TTY)</p> <p>Administer Spelling Test</p> <p>VOICE - TTY PRACTICE</p> <p>HR – Orientation presentation</p> <p>Review for Test #1</p> <p>*Typing Practice/Tests if necessary</p>
<b>DAY 3</b>	<p>Review – Variations</p> <p>Branding</p> <p>Recording Feature</p> <p>Answering Machines/Answering Machine Retrieval (AMR)</p> <p>Control D Feature/ Pagers</p> <p>Voice Mail</p>	<p>Pagers/Beepers</p> <p>Deaf Culture: Deaf Timeline</p> <p>Practice Role Plays</p> <p>Observe</p> <p>Administer Test #1</p> <p>*Typing Practice/Tests if necessary</p>
<b>DAY 4</b>	<p>VCO - Non-Branded</p> <p>VCO - Branded</p> <p>Practice Role Plays</p> <p>Privacy Feature (VCO)</p> <p>VCO Answering Machines</p> <p>Voice to VCO</p> <p>Two Line VCO</p>	<p>Variations</p> <p>Practice Role Plays</p> <p>Desensitization</p> <p>Observe</p> <p>Review for Test #2</p> <p>Typing Practice/Tests if necessary</p>
<b>DAY 5</b>	<p>Review</p> <p>Surveys (TTY - Voice and Voice- TTY)/ Observe</p> <p>Billing/ Immediate Credit</p> <p>Prepaid Calling Cards</p> <p>Roaming</p>	<p>Deaf Culture: ASL Worksheets</p> <p>ASL Workbook</p> <p>Practice Role Plays</p> <p>Administer Test #2</p> <p>*Typing Practice/Tests if necessary</p>
<b>DAY 6</b>	<p>Review</p> <p>Changing CAs - Video and Call Takeover Process</p> <p>Directory Assistance</p> <p>Sprint International/ 900 calls</p> <p>HCO - Non Branded</p> <p>HCO - Branded</p> <p>Voice - HCO</p> <p>HCO Answering Machines</p>	<p>Practice Role Plays</p> <p>ASL Translation – Presentation by staff interpreter or individual with experience</p> <p>Observe - Type</p> <p>Review for Test #3</p> <p>HR - Benefits</p> <p>*Typing Practice/Tests if necessary</p>
<b>Day 7</b>	<p>Review</p> <p>Practice Role Plays</p> <p>Customer Service</p> <p>Operator Services for the Deaf (OSD)</p>	<p>Device to Device</p> <p>Administer Test #3</p> <p>Observe - Talk</p> <p>*Typing Practice/Tests if necessary</p>
<b>DAY 8</b>	<p>Review</p> <p>Practice Role Plays - VCO</p> <p>Final - VCO Surveys/ Observe</p> <p>ASL Translation</p> <p>Customer Database (CDB) Features</p>	<p>Emergency/ Threats</p> <p>Help Screen Review</p> <p>Take Calls - assisted</p> <p>Review for Test #4</p> <p>*Typing Practice/Tests if necessary</p>

TRS TRAINING SCHEDULE		
<b>DAY 9</b>	Review Variations Practice Role Plays Return ASL Workbooks and Discussion Adherence/Trades/OT - OA Presentation	Administer Test #4 Overview of Federal Relay Take FRS Calls - assisted Review for Test #5 *Typing Practice/Tests if necessary
<b>DAY 10</b>	Administer Test #5 Final Review/ Questions & Answers Detachment Life After Training Complete Typing Tests if necessary	Graduation Take Calls Take digital pictures for Sprint ID Badge

Figure 1 - TRS CA Training Schedule

### Topics Covered During Training

The following is a comprehensive list of all training topics covered by Sprint during initial training.

TRAINING TOPICS		
Orientation	Welcome and Introductions Introduction to Each Other Sprint Nextel Corporation (or Vendor Company) Sprint ahead Values Sprint Nextel Overview History of Sprint Corporation Founders Long Distance Local Telecommunications PCS	Internet Services Product Distribution The Sprint Campus The Sprint Nextel Merger Telecommunications Relay Service What is Relay? Relay Agent Training Relay- Connect to Your Future Video Observation Guidelines How a Call Reaches Sprint Nextel Relay
Connecting to Relay	The Role of a Relay Agent Connecting to Relay 711 Dedicated Toll-Free Numbers Equipment TTY TTY Basics TTY Etiquette Closing a Conversation Agent Responsibility Call Set Up Call Closing TTY to Voice Closing a Conversation Operator Role Closure Operator Close Protocol Guide: Disallowed Calls Glossary of Abbreviations and Terms TTY Practice Session Auto-Corrected Abbreviations Standard Abbreviations Typing Variations Internet Characters Non-Baudot Supported Characters Verbatim - Style Contraction Spelling Punctuation Agent/Operator Role SKSK Background Noises While TTY user is Typing Typing Monetary Units	Sprint IP User Connects to Agent but wants Customer Service Sprint IP Two Line VCO FRSO- Federal Relay Service Online FRSO call processing FRSO Reporting FRSO variations Sprint IP/FRSO International Calling Sprint IP/FRSO Variations Sprint IP/FRSO Fast Busy Sprint IP/FRSO Two Line VCO Sprint IP/FRSO Conversation Lag Time Sprint IP/FRSO Interrupts Voice to AIM (AOL) VM Greeting Voice to AIM procedures Voice to AIM variations Blocked screen names - suspect international locations. Cellular and Wireless Phones Video Relay Service Blackberry Devices and Pagers TTY Public Payphone Sprint National Relay Sprint International (SI) Inbound international calling Sprint International Variations Non-Standard TTY Outbound International calling Transfer Menu

**TRAINING TOPICS**

	<p>711          TTY Garble During Typing          XXX to Correct Typing Error          Other Communication Devices          Data Transmission Speed          Turbo Code          Turbo Code Interrupt          Enhanced Turbo Dial Through - (ETurbo)          Disable Turbo Code Mode          ASCII - American Standard Code Information Interchange          ASCII Interrupts          Sprint IP - Internet Relay          Sprint IP call processing          Internet Relay variations          Sprint IP RELAY: Internet &amp; IM access          'GA' is optional          Sprint IP Standard Service Explanation          Text Flow          Interruptions without garble          Conversational flow          ASL Emoticons – Smileys – Text Message Abbreviations          IP Acronyms          Sprint IP Variations          911 Emergency Calls          Spanish and French Language Service          International calling restrictions          Sprint IP          Correctional facilities/Jails          Info Digit list</p>	<p>Reseller call processing          CapTel          Relay to CapTel          CapTel to Relay          CapTel Transfers          Dedicated State CapTel Transfer          Alternate Languages          Spanish Language Customer Service          Relay Caller ID          True Caller ID          Per Call Block          Per Line Block          Permanent Call Blocking          Caller ID Blocking - True Caller ID – SS7          Connecting Variations          Misdialed Relay Phrase          Dialed 711 Instead of 911          711 Spanish          Request for Relay Numbers          Cellular/Wireless problem reaching 711          611/811 (LEC Service Access)          700          900 Numbers and Call Processing          Correctional Facility/Prison Calls          FAQs on the Use of Relay through Correctional Facilities:          Correctional Facility Call Processing          Relay Abuse</p>
<p>Overview of System and Equipment</p>	<p>System Overview          Login/Logout          Agent Profile          The Mouse          Clicking the Mouse          Dragging/Dropping          Copy/Paste          Drop Down Boxes          Lists          Radio Button          Scroll Bars          Sliders          Tables          Tables          Accessing a Program          Screen Displays          Call Handling Screen          Title Bar          Banner          Conversation Area          Disconnect Message Status          Color Scheme          Agent Text Transmission          Cancel Key          Information Bar          Profile          Help          Call Type</p>	<p>Dial Window          Scratch Pad          Transfer Panel          Headset Panel          Status Bar          Record Feature          Function Keys          Block          Ctrl-Switch          Switch          The Keyboard          Alpha Keys          Function Keys          Call Handling Keys          Numeric Keys          Cursor Movement Keys          Arrow Keys          Backspace          Error Correction Function          Single Word Edit Function          Word Substitution Feature          Macros Table          Function Keys          Ctrl-Function Keys          Glossary of Telephony Terms          Background Noises          Voice Tones/Descriptive Words          Standard Abbreviations</p>
<p>Phone Image</p>	<p>Professional Phone Image</p>	<p>Voice Person Speaking in 3rd Person</p>

TRAINING TOPICS		
(Tone of Voice)	<p>How phone image is created            Provide warm and friendly greeting            Conversational Tone            Voice Inflection            Audibility and breath control            Pitch            Quality            Operator Role            Relay Role            Relay Skills            Conversational Flow            Staying focused            Listening skills            Customer service skill            Coping skills            Phrases            Background Noises            Voice Tones/Descriptive Words            Transparency and Caller Control</p>	<p>Pacing the Voice Customer            Brief pacing phrases            Repeating information            Voice Customer does not say "GA"            Handling Interruptions            Voice Tone            How Phone Image is Created            Provide a Warm Greeting            Why Conversational Tone?            Transparency, Caller Control &amp; Confidentiality            Rudeness, Types of            Create an Exceptional Customer Experience            Greeting            Announce            Closing            Suggested Redirect Phrases</p>
TTY to Voice and Voice to TTY	<p>TTY to Voice Introduction            Connecting to the outbound customer            Announcement            Explanation of service            Deaf or hard of hearing Explanation            International Announcement            TTY to Voice Procedures            TTY to Voice Specific Person Request            Variations Specific Person Request            TTY to Voice Answered TTY            Voice Person Not Available            TTY to TTY Call Release            TTY to Voice Ans. TTY (TTY to TTY)            TTY to TTY Specific Person Request            TTY to Voice No Answer            Types of Busy Signals            Redialing</p>	<p>TTY to Voice Busy Signals            Regional 800            Voice to TTY            Voice to TTY Introduction            Connecting to the outbound customer            Voice Greeting            Vice call progress            Announcement            Voice to TTY call (Hearing Person Answer)            Explanation of service            Voice to TTY Procedures            Voice to TTY Specific Person Request            Voice to TTY Answered Voice            Voice to TTY No Answer            Voice to TTY Busy Signal</p>
Branding	<p>Inbound Answer Type Branding            Database Branding</p>	<p>Branding procedures</p>
Recordings, Answering Machines, Pagers and AMR	<p>Introduction            Recording Feature            Information Line Recording (TTY/Voice)            Touch Tone Dialing            Using Touch Tones (TTY/Voice)            Audio text interaction            Variations for Recordings            Record Feature Tips            TTY-Voice Recordings            TTY-Voice Recording Information            TTY-Voice Answering Machine            Variations: Ans Mach/Recording/Pagers            Voice Mail Retrieval</p>	<p>AMR (Answering Machine Retrieval)            TTY-Voice Pager/Beeper (known)            TTY-Voice Pager/Beeper (unknown)            Voice to TTY Pager            Voice to TTY Answering Machine            Other Recording Variations            Voice Mail System            Privacy Manager/Call Intercept            Automatic Redial System Recordings            Switchboards            Redialing Voicemail thru Switchboard            TTY-Voice Asking for Specific Person            Live person On Ans Mach Redial</p>
VCO (Voice Carry Over)	<p>VCO Introduction            VCO Announcement            VCO Service Explanation            VCO Equipment            Non-Branded VCO            Branded VCO            VCO No Answer            VCO Busy            VCO Privacy</p>	<p>Reverse Two-Line VCO Intro            Reverse Two-Line VCO Procedure            VCO Variations            VCO comes in Voice Line            2LVCO Conference Calls            VCO Requests Relay to give Relay #            VCO Privacy while leaving message            VCO Voice Mail Retrieval            2LVCO Voice Mail Retrieval</p>

TRAINING TOPICS		
	VCO Answering Machine Voice to VCO Answered TTY Voice to VCO Answered VCO Two-Line VCO (2LVCO) Intro Two-Line VCO (2LVCO) Procedure	VCO Types and Voices Inbound Customer Requests VCO/HCO VCO Requests CA gives name in notes
Billing	Introduction Local call description Paid by Inbound Over Sprint Network Toll Free Calls Calls that Cannot Be Processed COC (Carrier of Choice) Paid by Inbound Paid by Inbound Alternate Carrier of Choice Alternate Billing (Intro) Billing Options Collect FONCard (Sprint) Description LEC calling card Other long distance calling card Paid by Inbound Third Party Carrier of Choice Pre-paid calling cards Billing Procedures Calling Cards Paid Billing with COC (TTY-Voice) Paid Billing with COC (Voice-TTY) TTY/Voice Pre-Paid Calling Card/800 Card Voice/TTY Pre-Paid Calling Card/800 Card Voice-TTY Collect Specific Person Request	Calling Card -- TTY Originated Calling Card -- Voice Originated Collect Calls Collect Call Intro TTY-Voice Collect Specific Person Requested Person-to-Person Call Person-to-Person Call Processing Collect Call -- TTY-Voice Collect Call -- Voice/TTY Third Party Billing Third Party Billing Intro 3rd Party TTY-Voice Billing Voice Number 3rd Party TTY-Voice Billing TTY Number 3rd Party Voice-TTY Billing TTY Number Immediate Credit Inbound tells wrong # Agent dials wrong # Marine Roaming Feature Restricted Roaming Unrestricted Roaming Billing Variations
HCO (Hearing Carry Over)	HCO Intro HCO Announcement HCO Service Explanation Speech Disabled "S" Non-Branded HCO Branded HCO HCO with Privacy HCO No Answer HCO Busy HCO-Voice Answering Machine	Voice-HCO Answered Voice-HCO Answered TTY (1) (2) Voice-HCO recorded message answers Two-Line HCO (2LHCO) Intro Two-Line HCO Procedure Reverse Two-Line HCO HCO Variations Inbound requests VCO/HCO HCO User Requests to Speak
Customer Database	Enhanced Customer Database Profile Household Profile Edit Household Profile Navigating Customer Database Household Profile Panels Notes Frequently Dialed Numbers Personal Information Preferences COC Restrictions Blocked Emergency #s Speech to Speech STS Messages	Customer Profile Introduction Use/Edit/New/Delete Customer Profile Verify Customer Password for Agent Verify Customer Password -- CSR Only Customer Profile Panels Personal Info Notes Frequently Dialed #s Preferences Emergency #s Speech to Speech STS Messages Database Profile Macros
Directory Assistance	DA Intro Interstate Directory Assistance Intrastate Directory Assistance Automated DA	Call Processing -- Calling from International Number Sprint International Variations Non-Standard TTY

**TRAINING TOPICS**

	<p>DA City &amp; State Given; Area Code Unknown                  DA Variations                  Sprint International                  International Transfer Menu                  Call Processing -- Calling to International Number</p>	<p>Answered Foreign Language                  Transfer Menu                  900 # Call Processing                  211/311/511 Requests</p>
Device to Device Calls	<p>Device to Device Intro                  Function Keys and Banner Messages                  VCO to TTY and TTY to VCO                  VCO to VCO                  TTY to HCO and HCO to TTY</p>	<p>VCO to HCO and HCO to VCO                  HCO to HCO                  Device to Device Variations                  Alternate Call Type reaches recording</p>
Call Processing Variations	<p>CA information                  Area Code Only In From Number                  Conversational Flow                  Static or Poor Connection                  Profanity towards Agent                  Redialing                  Young Children                  Inbound Does Not Connect                  Inbound ASCII                  Charges Refused 800 Number                  Tone Judgments                  Repeating Information                  Restricted Calls                  Two calling from numbers                  LEC Service Office                  611/811                  Double Letters                  Call Waiting Feature                  Conference Calls                  Party Line Calls                  Three-Way Calling                  Hard of hearing Customer Ans TTY Line                  Spanish Calls to TX Sp Speaking Agents                  Request for Alternate Language                  Caller Types in Alternate Language                  Voice Customer Hangs Up During a Call                  Variable Time Stamp                  Customer Misdialed Phrase                  TTY Customer Hangs Up During a Call                  Non Standard TTY Capability                  Relaying Internet Characters                  TTY User Does Not Type GA                  Dispatch Calls – Pizza, Taxi, Carry-out                  Customer Referral Guidelines                  V-T Calls answered by Fax                  Customer Requests                  Holding for Inbound prior to out dial                  Request for Company Information                  Request for Information                  Request for M or F Agent                  Request Specific Agent                  Agent Knows Customer                  Request for Relay Number                  Customer Requests to Call Relay Service                  Request for Calling From Number                  Request Telephone Number Referral                  Request for Date/Time                  Customer Requests Agent to Modify Call</p>	<p>Request for Length of Call                  Request Long Distance Information                  T-V Call and V Requests Supervisor Call                  Backs for TTYs                  Multiple Calls                  Sensitive Topics                  Suicide                  Abuse                  Illegal Calls                  Answering Machines                  Hangs Up Before Message Left                  Do Not Type Recorded Messages                  Answering Machine Full                  Change Answering Machine Message                  VCO Requests Leave Message 1st out dial                  Leaving a Message V-TTY Ans V                  Retrieving Messages from TTY V Ans Mach                  TTY Screener                  Request to Leave TTY Message on Ans                  Mach                  Recordings                  Regional 800                  TTY Requests "Dial That Number"                  Recording with Relay Option                  Alternate Call Recording Reached                  English/Spanish                  Pound                  Touch Tone Phone                  Advertisements                  Do Not Type Recordings                  Get Live Person/Rep                  Conversation Being Recorded                  Dial Number from Recorded Announcement                  VCO                  Conference Calls                  Leave Relay Number                  Voice Mail Retrieval                  VCO Types and Voices                  Prompting                  Data Transmission Box                  Prompting VCO on Hold                  Requests VCO/HCO                  HCO                  Requests VCO/HCO                  Alternate Call Type Recording                  Bridge Left Open</p>

TRAINING TOPICS		
Call Take Over Procedures	FCC Rule Protocol and process flow TTY-Voice and Voice-TTY ASCII	VCO VCO to VCO HCO VCO-TTY and TTY-VCO
Customer Service	Functions Language Services	Procedures
OSD	Operator Services for the Deaf (OSD) Functions	OSD to TRS TRS to OSD
Transparency	Non-Emergency Calls Emergency Center Evacuation	Network Failure
Emergency Call Procedures	Emergency Calls Intro Emergency Services FCC Requirements Emergency Call Processing Emergency Reporting TTY-Emergency Voice-Emergency	TTY-Emergency TTY Call Release Internet-Emergency Internet (IP) Emergency Instant Messenger (IM) Emergency Emergency Call Processing Variations Emergency Form
Federal Relay Service	FRS Intro FRS Announcement FRS Service Explanation FRS Relay Procedures Federal Relay Service call types	FRS Confidentiality Policy FRS Customer Information Requests FRS Customer Contacts FRS Reporting
STS (Speech-to-Speech)	Speech To Speech Training Outline STS Introduction and History STS Description Disabilities Characteristics of STS users Stereotypes Clarifying Phrases Phrases to Avoid STS Phone Image STS Agent Tools Consistency Patience Ask Yes or No Questions No Personal Conversation Phrases You Can Use Speech to Speech Alphabet Transparency/Call Control/Confidentiality	Ways to Reduce/Streamline Notes Standard Abbreviations (STS) STS-Voice Voice-STS STS VCO-Voice Voice to STS VCO (TTY answer r) Voice to STS VCO (VCO answer) STS VCO -- 2 Line VCO TTY-STS STS-TTY Non-branded HCO to STS STS-HCO STS Hold Message STS Call Takeover Confidentiality and Transparency Personal Conversations requests Speech to Speech Variations
Healthy Detachment	Healthy Detachment Intro Objectives Survival Skills Relay Traps	Perception Ways to Reduce Stress Hospitality Phrases
Healthy Relay	A healthy approach toward Relay Introduction Objectives Ergonomics Stretching Exercises Agent Reinforcement Ergonomic Review	Setting up Workstation GUAM - Get Up and Move Ergonomic Relief Slowing the Customer Down Overtime Relaxation
Adult Learner	Understanding the Needs of the Adult Learner The Learning Continuum Use of Different Modalities Adult Learning - Edgar Dale's Cone of Experience Elements of Lesson Design Focus The Adult Learner Objective and Purpose Input	Modeling Checking For Understanding Guided Practice Independent Practice Summary Evaluation How to Give Effective Instruction Questioning Guidelines Feedback - Training and Coaching

TRAINING TOPICS		
		Technique Trust in Management
Assessing Performance	The Assessment Process in Training Assessment Time - What is involved? Practice Time Spelling Test Written tests Side by side evaluations Typing	Acceptable Time Frame Acceptable Is Relative Ways to "Coach" Feedback Maintain Self-esteem and Motivate Pass/Fail Guidelines Introduce Assessment Form Form Set-Up
Introduction to Diversified Culture	Introduction to Diversified Culture Objectives Who Uses Relay Understanding Our Customer Special Communication Needs Pathological vs. Cultural View of Deafness Characteristics of Deafness The Deaf Community	Why is there Deaf Culture? Attachments: What Do You Know About Deafness (Q) What Do You Know About Deafness (A) Myths About Deafness Two Views of Deafness Loudness Levels
Deaf Heritage	History in Europe History in North America Alexander Graham Bell	Edward Miner Gallaudet Oral / Combined Debate
The Deaf Community	Introduction to the Deaf Community National Association of the Deaf Contributions to Society Mainstreamed Schools	American Athletic Assn. of Deaf National Theatre of the Deaf Assistive Devices Gaining Acceptance in the Deaf Community
The Deaf Community	Sign Language Interpreters Different Communication Systems Exposure to English DEAF President Now Attitude Changes toward the Deaf Community	Changes in the Deaf Community Rules for Using a Sign Language Interpreter Interpreting Standards
American Sign Language Part 1	What is ASL? History of ASL ASL Recognized as Language	Rules of ASL Five Parameters of ASL English vs. ASL Idioms
American Sign Language Part 2	Evolution of ASL ASL Syntax	Translate ASL to English and Vice Versa
TTYPhony and TTY Courtesy	First Teletypewriter Evolution of the TTY Telecommunications Laws of Accessibility	TTY Courtesy Development of Relay Service Market
Hard of hearing and Late Deafened Customers	Hard of hearing and Late Deafened Customers Characteristics of Deaf Customers Assistive Devices for Deaf Customers	Establishment of Self Help for Hard-of-Hearing People (SHHH)(Now the 'Hearing Loss Association of America' (HLAA)) Relaying for Deaf Customers
Characteristics of late-deafened Customers	Establishment of Association of late-Deafened Adults (ALDA) Relaying for late-deafened Customers	Deaf-Blind, Speech-Challenged, Spanish Speaking and Hearing Customers
Characteristics of Deaf-Blind Customers	Assistive Devices for Deaf-Blind Customers Relaying for Deaf-Blind Customers	Deaf-Blind Pacing – allows the CA to slow down the transmission to the Braille machine
Characteristics of Relaying for other users	Speech-Challenged Customers Spanish-Speaking Customers	Hearing customers
Ethics and Confidentiality	Interpreting Standards The ADA and FCC regulations for the Provision of	TRS Rules – Operator Standards Relay Center Agreement Regarding

TRAINING TOPICS		
	TRS Regulations pertaining to call content	Confidential Customer Information.

**Appendix C:**  
**TRS Pledge of Confidentiality**

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## Appendix C: TRS Pledge of Confidentiality

### 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 D:**  
**Sprint Carrier of Choice Letter of Invitation**

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## Appendix D: Sprint Carrier of Choice Letter of Invitation



<insert date>

<insert carrier name>

<insert contact name>

<insert tel nbr or fax nbr>

<insert email address>

Re: <insert customer (end user name)>, <insert telephone number>

Thank you for your interest to complete <insert carrier name> Toll calls with Sprint Telecommunications Relay Service (TRS). As the default Toll carrier for processing relay calls in more than thirty-two states (32), Sprint currently transports the traffic of customers who have selected you as their Toll carrier. However, many of your customers would prefer to use <insert carrier name> LD for their toll calls. At present, Sprint TRS is unable to send the toll calls from the regional centers or state access tandem to your network. Hence, this letter is being written to make you aware of a potential service-impacting issue regarding TRS calls and measures your company can take to ensure your customers' toll calls are completed through TRS.

The Americans with Disabilities Act of 1990 mandate TRS, and TRS standards are established and are monitored by the Federal Communications Commission (FCC). TRS is a service that links telephone conversations between standard (voice) telephone users and people who are deaf, hard of hearing, deaf-blind, or speech disabled using Text Telephone (TTY) equipment. The State Public Utilities Commission manages the day-to-day operations of TRS and has contracted with Sprint Corporation to provide relay service in their states.

Both, the Americans with Disabilities Act of 1990 and FCC's Order 00-56 on TRS mandate that all states provide TRS and that TRS users shall have equal access to their chosen interexchange carrier and to all other operator services, to the same extent that such access is provided to voice users. In order to provide this access to your customers, your company is encouraged to submit a letter of authorization to accept TRS calls from Sprint.

Attachment A lists the facility-based providers who currently participate at 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 and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below). 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 and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below). 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:

1. 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.
2. You (or your underlying toll carrier) will need to support SS7 tandem interconnection.
3. 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.
4. 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 Access Tandem Interconnection locations. The best way to provide access to your Toll network through relay service for your customers is to designate the 8 Sprint Regional TRS center/Access Tandem combinations 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 the

Sprint regional center/access tandem combinations, the traffic may be handed off at one of the regional center's access tandem.

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 equal access for <insert carrier name> LD customers and shall be held proprietary.

Sprint welcomes your company's participation in our TRS 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.

Thank you for your prompt attention to this matter. If you have any questions concerning with the letter, please do not hesitate to call me at <xxx-xxx-xxxx> or email at <insert email address>

Sincerely Yours,

<insert name>

Program Manager, <insert state(s)>

Sprint Relay

CC: Michael Fingerhut, Federal Regulatory, Sprint

<insert name>, Program Manager, Sprint

**Appendix E:**  
**Disaster Recovery Plan**

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## Appendix E: 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
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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

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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

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### ■ 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

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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.

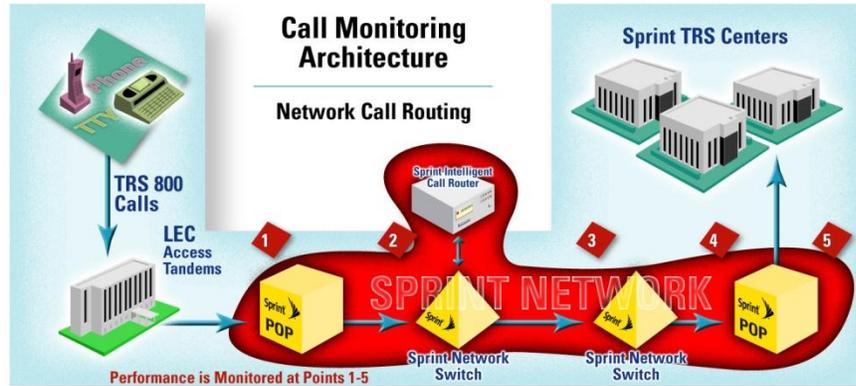
## INBOUND CALL ROUTING

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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.

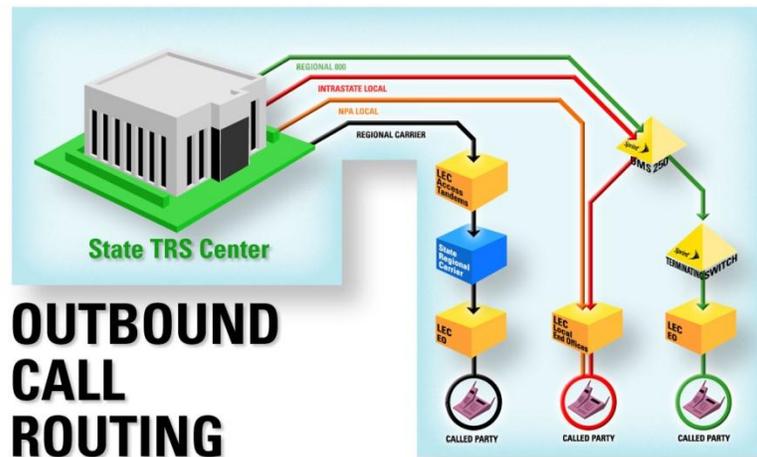
**Sprint's inbound configuration ensures that if an issue is identified anywhere in the network, it will be promptly addressed and reported.**

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**

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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**

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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 retailed 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)

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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.

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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:**  
**Relay South Carolina**  
**Complaint Logs 2008 - 2012**

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## Complaint Tracking for SC (06/01/2007-05/31/2008). Total Customer Contacts: 53

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	01/30/08	Accuracy of captions. Customer provided an example regarding inaccurately captioned words.	01/30/08	Customer Service apologized for incidence and thanked customer for the detailed example and CA number. Told customer that the information would be shared with appropriate captioning service staff for follow up. Verbatim detail was shared with Call Center management and follow up with the CA occurred.
2	02/04/08	VCO caller reported that she has been having trouble connecting to the SC dedicated VCO number, 877-735-8263, for the past two months. She is concerned about making a call in case of emergency.	02/04/08	Customer Service response: Apologized for the inconvenience and told her a trouble ticket would be entered (TT# 5823746). Advised her that she could try dialing 711 to connect to relay because her number is branded as a VCO user so the call should connect to VCO operator. No follow up requested.  On 2/13, technician placed test calls through customer's LATA and was not able to duplicate this issue. Technician was able to hook up to Relay each time when this number was dialed. Customer did not leave contact info and did not request a call back, and technician was able to connect to Relay each time making these test calls, so this complaint is considered closed.
3	02/11/08	TTY customer having garbling on relay call. Follow-up not required.	02/11/08	Apologized for the problem and opened TT ID 5871582.  Customer did not request call back and has not reported more problems with garbling.
4	02/13/08	Captions - dropped characters/garbled text.	02/13/08	Customer Service apologized for incidence and thanked customer for the feedback and suggested customer document the date, time, CA # for more specific follow up.
5	02/19/08	Caller reported that today at 8:58 am the CA attempted to place a call and the caller requested who to ask for. She received the text, "Dialing local xxx-xxx-xxxx PLS". She was confused what that meant so she typed, "repeat pls ga" and got no response for a few minutes so she typed "hello" 3 times after each she paused and typed "operator are you there Q" and still no response for ten minutes. CA never answered at all, but the line did not disconnect.	02/19/08	Customer Service apologized for the inconvenience and told her the report would be sent to the supervisor. Follow up requested at the email address provided. Team Leader was doing a quality control review on this agent at that time. When the call came in it was very garbled but the number could be read. Agent dialed out the number, but everything else after that was garbled. Team Leader advised agent to type, "Please call back, message garbled, unable to read." Then the Team Leader advised agent to disconnect call. Non-agent error. Technical issue. Team Leader emailed to customer on 2/21/08 about the situation and resolution.
6	02/21/08	Agent did not know how to process a VCO call when the customer changed from TTY to VCO in the middle of the call. The customer felt that all agents should know what VCO means when he types it, but this agent asked him what he meant. Event occurred approximately 10-15 minutes earlier than complaint. No follow up requested.	02/21/08	Complaint forwarded on to correct center. Complaint came in at 10:40 on 2/21/08. Agent demonstrated knowledge how to switch from TTY to VCO when supervisor discussed this with the agent.
7	02/26/08	Customer stated that he has trouble when placing a call through TTY and then asking the agents to switch to VCO. Agent did not let him know he could voice, customer stated they just sent him a "GA". Customer wants agents to give him the "Voice Now" message with the "GA".	02/26/08	Informed customer this information would be forwarded to the agent's supervisor. Agent recalled this particular call and stated that she was having difficulty trying to switch from TTY to VCO. Agent stated that the call originally was a TTY to voice call and after lengthy call, the TTY customer decided that they want to use VCO. Agent was unable to set up a VCO to Voice and supervisor on duty was also assisting the call. Many things were happening at that time and the customer was talking and yelling at the agent. Agent was trying to set it up and since the customer was already talking, the CA only typed "GA". Agent is aware of the proper procedure on this.
8	02/27/08	Agent was slow from VCO-TTY, the caller would VCO and then do TTY before the GA.	02/27/08	Supervisor witnessed this call and it was extremely hard for her to know what the customer was going to do from one sentence to the next. He kept switching in the middle of the call. Agent did her best. Non-agent error. Agent switched every time VCO user started typing.

9	03/04/08	SC TTY customer is unable to place relay calls. Her number shows up to the relay as Unknown Location, similar to a toll-free number. No follow-up requested.	03/04/08	Apologized, entered in TT 6007495. Problem is fixed. Customer did not request follow up.  From technician: Replicated the problem using DNIS for SC 711 call (34140), entered caller information and it showed as "unknown location" in dial window. This problem has been referred to design for further investigation and as a result, the VNH file has been updated and the customer's information now has been transmitted.
10	03/19/08	Relay customer called relay and asked for 911 and it went to the wrong area. The call occurred 3/19/08 at approximately 3:30 PM CT. Apologized, and entered TT 6105408. Follow-up requested.	03/19/08	From technician: This was a training issue and the agent who processed this call was re-trained on the correct procedure for processing 911 calls. Program manager followed up with head dispatcher at the police dispatch department and explained that most towns have the capability for a TTY user to dial 911 direct rather than going through a Relay service first. Also explained that the agent was re-trained on following the 911 procedure. Program manager will send TTY 911 information to this police dispatch department for Relay visitors and for their dispatchers.
11	03/20/08	Accuracy of captions. Customer provided an example regarding inaccurately captioned words.	03/20/08	Customer Service apologized for incidence and thanked customer for the feedback. Informed the customer that information can be shared with appropriate captioning service staff when provided the date, time, and CA # for more specific follow up.
12	04/08/08	Customer had to repeat dial to number to the agent. Computer was not able to read the first part of the number so agent asked customer to repeat number. Then the customer wanted a new agent.	04/08/08	Supervisor observed that the entire number was not showing and even though a new agent was gotten for the customer. Non-agent error and no action taken.
13	04/08/08	Customer said agent didn't follow customer instructions, and customer thinks the agent may have hung up on her because in the middle of the call, everything stopped.	04/08/08	Team Leader spoke with this agent and she did remember the call. She said she thinks she followed the customer instructions, but there were so many of them she could have missed one of them and she apologizes for the inconvenience to the customer. However, she did not hang up on the customer. She was typing what the mother was saying and all of a sudden the disconnect banner came up. Agent let the customer know that her mother had disconnected. Customer seemed OK with it at the time and accepted the disconnection.
14	04/16/08	Customer complained that agent left a garbled message on his TTY answering machine and he missed some important information. He stated that this happens all the time that agents don't type right. Complaint came in at 9:48 am on 4/16/08. No follow up requested.	04/16/08	From listening to the gentleman, it is possible that the problem is with his TTY answering machine, not the agent. Forwarded to correct center. Agent does not remember this call but agent knows proper call procedure and to always type and spell correctly when relaying a call.
15	05/13/08	Customer complained that it took over 30 minutes to get into 711. Complaint came in at 1540 on 5/12/08.  Entered in TT# 6408138.	05/13/08	From technician: Unable to duplicate issue, not enough information in the ticket, need to know the customer's LEC.
16	05/29/08	Customer calls into relay and says he is asked or sees on his TTY "ID # pls". Customer wants to know what # does it refer to. Caller is confused and would like a follow up via-email. Complaint came in on 5/27/08.	05/29/08	E-mailed customer to obtain additional information.  Customer did not respond to e-mail. Customer can contact Customer Service directly if problem has not been resolved.
17	06/08/07	TTY customer reports after Relay operator sent greeting, she was interrupted at home and there was a long pause before she could respond. The TTY customer apologized and asked operator to hold but did not type "GA". Then operator typed greeting again as if not paying attention. TTY customer then let operator know what the interruption had been and requested operator call a Frequently Dialed #. TTY customer did not receive further response from operator. TTY customer typed "are you there GA" twice with no response from the operator. The call was made at 11:01 am with customer on line for 5 - 8 minutes.	06/08/07	Apologized for problem encountered and advised that a complaint would be entered. The CA number provided is invalid, there is no operator with that number. Emailed customer and apologized for the inconvenience and should the customer have a valid CA ID, technicians will investigate.

		Customer requests contact via email.  Customer e-mailed the correct agent ID and contact was reassigned to the correct center.		Agent was coached on the importance of keeping customer informed. Follow-up email was sent to the customer 6/11/07 informing them appropriate action was taken.
18	06/21/07	Customer asked for the initial greeting to be repeated as it was garbled and the customer likes to know the operator number. The agent just sent "Alt 2" twice without giving the whole greeting. Customer does not need follow up.	07/06/07	Agent does not remember this particular call but has had calls where there is no number to dial given so follows proper procedure by sending "Alt 2".
19	06/25/07	Customer states that the words were doubling on his call and caused the call to take forever. Customer Service response: Apologized for the problem and assured that the complaint would be turned in as stated. Trouble Ticket 4383339. Call back requested.	05/01/08	Called customer on 4/30/2008 at 12:05 pm, no answer. Called customer on 5/1/2008 at 11:20 am, customer did not understand what "Relay South Carolina" was, did not understand the operator, and kept insisting that RSC was a telemarketer then hung up. Even though this customer is listed as a VCO user, customer expressed agitation at Relay SC.
20	07/04/07	Customer said that 711 does not go to Voice first, it goes through TTY and ASCII. Customer would like a follow-up call.	07/04/07	Apologized to customer for inconvenience and gave him the 800 number for SC relay until the problem is resolved. Customer Service branded customer as a Voice user and educated the customer on 711 and the designated 800 numbers.
21	07/05/07	Voice customer states every time she calls her friend through relay, the operator connects to outbound and receives "hello" from outbound then the line disconnects. Follow up is requested.	07/05/07	Customer Service apologized and turned in TT # 4445799. Called customer on 5/1/2008 at 11:25 am. Customer is satisfied with Relay services.
22	07/05/07	Customer stated he asked to switch from TTY to VCO and got no response except "GA" from the agent. He stated it took a long time to get the VCO working. Follow up was requested to the customer's email address.	07/05/07	Apologized to customer and thanked them for the feedback. The caller was advised we would forward this complaint to the appropriate supervisor to review with the agent. The agent was coached on correct VCO procedures and the importance of responding promptly to callers. A follow-up email was sent to the customer on 7/5/07 informing him that appropriate action was taken.
23	07/06/07	VCO customer dialing local numbers, and being billed by Verizon for long distance. Customer needs a follow up by the Program Manager.	07/06/07	Customer Service apologized to the customer, turned in TT 4449432. Called customer on 4/30/2008 at 12:06 pm to follow up. Customer is satisfied with Relay services.
24	07/24/07	VCO customer reports Customer Database not available. Customer did not request contact.	04/21/08	Apologized for problem advised complaint and Trouble Ticket would be entered: TT 4566484. Did some tests and Database is available.
25	07/31/07	VCO customer states that the agent types very slowly and wants them to type faster. The call took place at 4:30 pm. No follow-up requested.	07/31/07	Apologized. This agent ID is no longer assigned. No further action can be taken.
26	08/28/07	TTY customer's call delayed by a few minutes before a Relay operator came on the line. When the customer asked why the call was delayed, the operator typed "your TTY could not be found in the system". The customer did not ask for a supervisor for further explanation because her call needed to be made immediately. The TTY customer wants an explanation of the operator's comment. Call made at 8:15 am. Customer requests contact.	09/02/07	Advised customer that a complaint would be entered and a request to be contacted by a supervisor. Customer Service received the call without any connection problems. The agent remembered the call and stated the connection problem seemed to be a technical issue. Agent demonstrated knowledge of correct procedures in connecting calls. The agent was coached on proper procedures when experiencing technical issues on a call. Supervisor followed up with caller via TTY as on 9/2 at 12:53 pm. The TTY user indicated this was an ongoing issue and that she has had delays when connecting to relay. Supervisor apologized for the difficulties and advised the caller a trouble ticket on the issue would be entered. Trouble ticket #4839016 was entered on 9/2/07. Customer seemed satisfied with this.
27	09/13/07	VCO customer stated that she just got off of a relay call at 10:55 am. She stated that she answered the call several times and did not receive any responses and then suddenly a message came on the TTY. The agent never initiated the call with the relay announcement. The relaying aspect was not impressive and felt that this agent need additional training. Stated that she uses relay frequently. At the call closure, asked for the agent ID, customer gave two different numbers. No follow up needed.	09/13/07	Apologized and assured customer that this will be checked into. Team Leader met with CA and went through the steps of a VCO call again. Team Leader also reminded CA that if they were having trouble with a call, to please call for assistance of the person at the bridge.

28	09/25/07	Customer says operator was not responding. When operator said "holding because outbound was not responding", she was transferred a few times and explained relay a couple of times. Operator kept the holding MACRO going due to not getting a response.	09/25/07	Team Leader spoke with CA.
29	10/01/07	Accuracy of captions. Customer provided an example regarding inaccurately captioned words.	10/01/07	Customer shared feedback regarding accuracy of names on her captioned call. Customer Service recommended verifying names by spelling them or asking the other party to spell them for confirmation. Callers should do this as the captionist has no way of verifying. Thanked customer for the taking time to report the incidence and allowing us to advise her.
30	10/02/07	VCO customer states she's had trouble reaching Relay SC. Apologized. Ticket #5036945 was opened. Customer will follow up with CS.	10/02/07	Called customer on 4/30/2008 at 12:09 pm: No answer. Called customer on 5/1/2008 at 11:27 am and 4:00 pm: No answer.
31	10/09/07	Voice customer dials the designated SC Voice Relay number using her BlackBerry and reaches TTY tones. Ticket 5080131 was opened. Follow up requested.	10/09/07	Apologized. Contacted customer on 5/1/2008 at 12:20 pm. Customer said that this issue had been resolved and was very satisfied with the Relay services.
32	10/09/07	A SC VCO user called, saying she's having problems reaching the relay service by either dialing 711 or the dedicated VCO number for her state. Customer does request follow up from program manager.	10/09/07	Customer Service entered TT #5084370. Called customer on 5/1/2008 at 10:30 am and discussed until 11:05 am about other Relay services and VCO features. Asked customer to contact program manager directly for future issues, should any arise.
33	10/10/07	Voice caller using her BlackBerry still cannot get a voice response to connect with agent dialing 711 or the toll-free voice numbers @ 11:45 AM and ongoing. Customer wants contact with resolution.	10/10/07	Apologized, re-branded as voice line. Told customer that the technicians would be informed. Entered TT #5091956. Contacted customer on 5/1/2008 at 12:20 pm. Customer said that this problem has been fixed and is satisfied.
34	10/15/07	At 7:30 am, asked operator to call my manager to leave a voice mail letting them know I would not be in to work today. My manager called me and did not get my message and I am in trouble at work now. They have charged me with 8 hours' annual leave. I want to make sure a message was left. Follow-up requested as soon as possible.	10/15/07	Operator stated she remembered the call clearly. The customer had made several calls, speaking to someone directly and then left a message on a voice mail. The operator left a message as instructed and recalled that nothing out of the ordinary happened to either the inbound or outbound line. If it had, the operator states she would have summoned a supervisor for assistance and would have also informed the inbound customer. Customer was followed up with an email per customer's request.
35	10/22/07	Customer stated that when she checked her TTY answering machine, there was a message from this agent that just said, "Hello? Hello? Are you there?" and then disconnected. The customer was confused because she didn't know if it was an agent error or something wrong with her machine. She would like a follow-up via phone call to find out if it was an agent error or a problem with her answering machine.	10/22/07	Thanked the customer for letting us know about the problem and informed her that I would forward this to the appropriate supervisor. Agent does not remember the call. Went over procedure with agent in reference to leaving a message on a TTY answering machine. Unable to follow up as the agent ID is invalid.
36	10/23/07	Operator asking "what does VCO mean" when caller typed "VCO please". Also, operator typing too slow.	10/23/07	Team Leader witnessed the call and stated that the agent did nothing wrong. She answered the customer's questions and types over 90 words per minute. Non-agent error.
37	10/24/07	Voice customers calling to 711 and the 1 800 number and reaching TTY tones.	10/24/07	Customer Service apologized to the customer and turned in TT 5180608. Followed up with supervisor regarding difficulty to contact relay through 711 nor 800 number. Accordingly to supervisor, she stated that this has been resolved and thanked us for getting this fixed.
38	10/25/07	A TTY user called to say that at 5:17 pm, the caller received a greeting from agent and then instructed the agent to dial a Frequently Dialed number and after a 5- to 10-minute wait, the operator did not dial out but disconnected. Customer requests follow up.	10/25/07	Apologized for the problem. Spoke with operator to review the procedure of Frequently Dialed numbers, operator failed to keep customer informed. Sent email to customer and apologized for the inconvenience.
39	10/26/07	TTY customer reports that her calling from work number does not appear to Relay operator sometimes. Relay operators ask for her calling from number. Customer requests contact.	05/01/08	Advised customer a Trouble Ticket and complaint would be entered. TT 5199349. Contacted customer on 5/1/2008 and discussed from 4:18 - 4:45 pm VCO features, and other services and products. Customer is satisfied.
40	11/02/07	TTY customer states that they were trying to make a collect call on 11/1/07 at 9:02 PM and there was no response for about 10 minutes. They then attempted to say "hello hello" and then realized that the line was disconnected. No follow-up requested.	11/02/07	Apologized. Team Leader spoke to this agent about the call. She did not remember the call, but Team Leader went over collect call procedures with the agent and the procedure of asking for help if there are problems.

41	11/05/07	Voice caller having problem connecting with relay, just gets loud tones and unable to reach her sister. Customer would like contact from Program Manager.	11/05/07	Apologized, added note and re-branded voice. Submitted TT5270574. Called customer on 5/1/2008 at 5:15 pm. Customer said that she noticed a great improvement in connecting and connection time. Reviewed other Relay options. Customer is very satisfied.
42	11/09/07	After branded VCO greeting was sent to customer, the customer requested to type rather than voice. Agent disconnected customer. Complaint happened on 10/29/07 at 12:40 pm. No follow up requested.	11/09/07	Forwarded on to correct center. Agent could not recall what had happened to this particular call since it occurred approximately two weeks ago. Agent assured me that she could not purposely disconnect on the customer. Agent now knows the proper procedure on call such as this.
43	11/09/07	Customer did not receive a response from agent for 3-5 minutes. Complaint filed at 12:40 pm. No follow up requested.	11/09/07	Agent now is aware of the proper protocol on this type of situation.
44	11/09/07	Agent was too slow. Customer had to wait 3 minutes for a response.	11/09/07	Forwarded complaint on to team leader for follow up.  Team Leader spoke with this agent about processing the call quicker. Agent said that the computer was very slow that day. Her typing was showing, but took a long time for the TTY user to respond and seemed to take a long time for agent's response to go through. Technical issue with phone line. Non-agent error.
45	11/19/07	Customer waited 3 minutes for a response from the agent when trying to place an urgent call. No follow up requested.	11/19/07	Met with CA. CA does not remember this call specifically. Not enough information given. Did reiterate with CA the importance of paying 100 percent attention to the call at all times.
46	11/19/07	Customer waited 3 minutes for a response from the agent when trying to place an urgent call. Did not say when call occurred. No follow up requested.	11/19/07	Agent remembered this call. The computer did an ASCII search but the VCO customer did not lock in so the agent was unable to respond to the customer. Agent completes many VCO calls and is proficient in handling all VCO requests.
47	11/19/07	Inbound call comes in with Spanish macros. Wants to change to English. Agent changed to English on previous call, but when called back into relay for another call, the macros went back to Spanish. Customer is English-speaking. Call came in at 11:11 am.	11/19/07	Trouble Ticket #5327247 completed on this problem. Non-agent error. Forwarded on to customer service for follow up. Re-assigned to Program Manager.  Called customer on 5/6/2008 late afternoon. Customer said that Relay services are great, the problem was in her pre-paid LD calling card and her phone, not the Relay service. Customer was very satisfied with Relay services.
48	11/28/07	Accuracy of captions. Customer provided an example regarding inaccurately captioned words.	11/28/07	Customer shared feedback regarding accuracy of captions on one phrase in the call. Customer Service apologized and thanked customer for the feedback. Information was shared with appropriate captioning service staff for follow up with the CA. Encouraged customer to document the date, time, and CA # should they wish to share other experiences with us for follow up.
49	12/05/07	Customer explains she had trouble reaching Relay in the morning of 12/1/2007. When she reached a Relay operator her VCO branding was lost. No follow up.	12/05/07	Apologized for the technical problem. Ticket 5469123 was opened. Customer did not request follow up.
50	12/06/07	TTY customer states when placing and receiving direct TTY-to-TTY calls without dialing Relay, twice she has gotten a relay operator. Follow up requested with a resolution.	12/06/07	Customer Service apologized for this problem, entered in TT # 5483343. Program Manager emailed the customer on 12/5/2007 requesting additional and specific information, as well as to inform her that the technicians are working on this issue. Customer replied that she didn't have the requested info but appreciated the follow up.
51	12/12/07	Customer reports the CA did not keep her informed on the call. The problem occurred at 5:42 PM on 12/12/07. When the customer questioned the CA, there was "no answer for 5 minutes." Follow up requested.	12/12/07	Apologized. Told customer that supervisor will be notified. Contacted customer at 5:35 pm on 12/20 and informed her that I spoke with the agent and she said she would never ignore a customer nor disconnect a customer on purpose. This must have been a technical error and this does occur every now and then. She was thankful that I followed up on her concern and completely understood and was satisfied with the information.

52	12/13/07	Customer states that she gave the agent the number to dial and then never got any more response from the agent. Call back requested	06/03/08	Customer Service response: Apologized for the problem and assured that the trouble ticket would be sent in as stated. Agent has been coached on proper response procedures. Program Manager left a TTY message on the customer's machine with a call-back number in case other concerns should arise in the near future.
53	12/21/07	A VCO customer called to say his conversations seem cut off at the end when someone calls him. It's not like it's disconnected; it's that the conversation ends abruptly, like the outbound says, "Ok, see you later" and there is no GA and the operator does not give an agent ID or disconnect macro. Caller tries to talk to the operator with no response. Follow-up requested.	12/21/07	Apologized for inconvenience. Opened TT 5578746. Called customer on 4/30/2008 at 12:15 pm. Customer is satisfied with the Relay services.

Date Generated: Wed, Jun. 4th, 2008 @ 01:24:17 PM CT

## Complaint Tracking for SC (06/01/2008-05/31/2009). Total Customer Contacts: 32

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/12/08	A customer stated that she has had to wait 30 minutes before Relay SC will answer the phone. She wants to be contacted and told why it is taking so long. The phone is her only lifeline and she can't wait 30 minutes for Relay to pick up the phone. The complaint came in on 6/12/8 and was forwarded to Customer Service for follow-up. The customer wants a technician to call her and explain what the problem is.	06/12/08	The complaint was forwarded to Customer Service. I tried to contact the customer three times (10:36 AM, 1:17 PM, and 4:15 PM on 6/13/08) to get additional information, but there was no answer and no way to leave a message. Relay needs to know what number she is dialing so a trouble ticket can be opened. Without that information, no trouble ticket was entered. More information is needed to investigate. See previous explanation on Sprint attempting three times to contact the customer for additional information. 11 months have passed and the customer has not contacted Customer Service since the original complaint, so this is considered closed.
2	06/18/08	The customer stated that the agent was rude and hung up on them. The complaint was made at 9:40 AM on 6/18/08 and forwarded to the correct call center for follow-up. No follow-up with the customer was requested.	06/18/08	On June 19, 2008 the agent was spoken to regarding being rude and disconnecting a customer. The agent denied disconnecting the caller and doesn't know why she was perceived as rude. We are unable to properly coach this agent due to insufficient information reported. Elaboration is needed as to why the customer perceived the agent as rude.
3	06/24/08	Answering machine message retrieval	06/24/08	A customer shared feedback regarding the accuracy of captions while retrieving an answering machine message. The Customer Service Representative apologized for the incident and investigated the call. Customer Service advised the customer of a technical difficulty recorded by the CA on the call that contributed to the customer's experience. The customer noted that this was a unique experience that he had not seen before.
4	06/30/08	A VCO customer stated they have problems getting into relay and that it sometimes takes up to 2 hours. They just wanted someone to know. No follow-up was requested and no specific date was given. The customer said that this happened all the time in South Carolina.	06/30/08	Test calls were made and they completed fine. Relay was unable to determine the root of the problem without having more information (dates and agents numbers) and follow-up contact information. The customer may contact Customer Service directly at 800 676 3777 if the problem continues.
5	07/11/08	A TTY customer said that the operator did not give time to read the tiny numbers. The operator also did not give an opportunity after the ringing macro was finished to respond; they just sent the macro again, and did not get the specific department that the customer asked for. I apologized to the customer, who did not request follow-up.	07/11/08	The agent was coached on proper procedure.

6	07/11/08	A SC voice customer states a supervisor was very rude and refused to allow her to speak with another supervisor. The customer says the first supervisor stated there was no supervisor by the other ID number at that location. When the customer questioned that statement, the supervisor became very rude. The call took place around 7/11/08 at approximately 8:45 PM CST. Relay Customer Service apologized for the problem. The customer would like a follow-up.	07/11/08	This was discussed with first supervisor and referred to the Operations manager. On 7/13/08 the customer was contacted for a follow-up. I apologized for the inconvenience and the customer was satisfied.
7	07/14/08	A customer stated that they feel Sprint is a rotten company. They said it took them 3 hours to get an operator. The customer would not give their name or phone number for follow-up and the call came in with no from number. The customer was very belligerent and used foul language toward the agent and supervisor.	07/14/08	Without above information, no action was taken.
8	07/14/08	A customer complained that a Customer Service agent was very rude to her and then hung up on her.	07/14/08	The complaint was filed on 7/12/08 and was forwarded to Customer Service. Follow-up was requested. The complaint was referred to the Program Manager for follow-up. I followed up with this customer and apologized. They asked about Relay services so I explained briefly, then apologized again. The customer seemed satisfied.
9	08/15/08	A customer reports continual delays in connecting to Relay SC. I advised them I would enter a trouble ticket and complaint, call the contact at the facility where the customer lives, and call the equipment program on her behalf as requested. A trouble ticket was entered. The customer requests contact to facility name and number listed on complaint.	05/08/09	The resolution was explained. Due to upgrades to the Relay platform, VCO issues have been drastically reduced.
10	09/18/08	A customer branded HCO came in as TTY when they dialed 711.	09/18/08	Took care of the issue and the customer is now satisfied.
11	09/26/08	A TTY customer reported that the CA did not type verbatim, but made the words and sentences so short that the customer could not figure out what was said. The CA did not finish sentences and stopped before they were completed. The TTY customer reports that a lot of CAs do this now and they expect the problem to be resolved and for it not to happen again. I apologized for problem and advised that the complaint would be forwarded to the CA's supervisor. The customer did not request follow-up contact.	10/02/08	A supervisor spoke with this agent, who said that she paces calls and types verbatim, but she remembered the TTY user saying she that was not typing verbatim. He complained that all relay operators type only what they want to type. The agent said she typed what the voice caller said. It was determined that it was not agent error and no action was taken.

12	09/29/08	A SC VCO user complained that after the agent dialed the wrong number, they disconnected her. I apologized and explained that I would be sure to inform the agent's supervisor of the issue. The customer wants contact from the Relay Program Manager.	09/29/08	Procedures were reviewed with the operator on what to do if the wrong number is dialed. She was reminded that she should disconnect the outbound line and inform the customer that the operator dialed the wrong number and will now dial the correct number. The operator was very receptive to the coaching and now has a clear understanding of procedures. The Relay Program Manager left a message on the customer's answering machine on 10/1/2008 and worked with the Operations department on this issue for several weeks. Operations has done everything they cant. The Relay Program Manager discussed this with the customer when they finally got a hold of her and explained what Operations has done. I also explained if the customer would like to try the CapTel phone they could and provided the contact information for the SCTEDP. The customer was still not satisfied and was angry.
13	09/29/08	A SC VCO user complained that after asking the agent for the Relay Customer Service phone number, the agent said, "I don't have that information or that number," and then the agent disconnected her. I apologized and explained that I would be sure to inform the agent's supervisor. The customer wants contact from the Relay Program Manager.	09/29/08	The spelling of the customer's name was corrected for contact. The CA was coached on appropriate procedures. The Relay Program Manager worked with the Operations department for quite some time then called customer on 9/30 via phone and provided support. Due to upgrades to the Relay platform, VCO complaints have been drastically reduced.

14	09/29/08	A SC VCO complained that the agent typed what she was saying on VCO back to her and her hearing sister only got part of her conversation. The agent explained that the problem was due to weather and suggested the VCO user call her telephone company. I apologized and explained that I would be sure to inform the agent's supervisor. The customer wants contact from the Program Manager.	09/29/08	I followed up with the operator regarding this call. This operator had just started and got confused who he should be typing for. The agent acknowledged he made a mistake and now is familiar with the VCO call process. The Relay Program Manager called the customer and left a voice message on the customer's TTY answering machine. The Relay Program Manager called the customer on 9/30/2008, 10/1/2008, and other dates., leaving messages on her answering machine and eventually discussing with her about what was being undertaken to improve her Relay service. The Relay Program Manager followed up with the customer on 5/15 at 2:15 PM, leaving a message on her TTY answering machine via an interpreter. The Program Manager spoke with the customer on 5/18 at 11:35 AM and the first thing they said was, "Your spelling is bad". She then proceeded to say that her messages were coming in half-garbled for the next few minutes and that I should, "Stop using a TTY".. When I informed her that I was using a live interpreter via Relay, she said that then she was able to understand all of the typed words clearly. When the customer said that Relay is still bad, the Relay Program Manager asked if she would like to try CapTel as suggested before. The customer said that no one told her about CapTel before, then a few minutes later had a lot of information on CapTel. The customer stated that she will, "wait for something better"..
15	10/14/08	Accuracy of captions	10/14/08	A customer shared feedback regarding the accuracy of captions. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Customer Service suggested that the customer document the date, time and CA number of any future calls to allow us to take specific action with the CA captioning the call.
16	10/22/08	Consumer education - USB	10/22/08	I informed the customer how to set-up speed dial numbers in his USB CapTel phone.
17	10/23/08	Consumer education - USB	10/23/08	I assisted the customer with installing the USB with Vista program.
18	11/05/08	A SC TTY user complained that the agent's typing wasn't garbled, but it was more like "scrambled," making it difficult to understand the conversation when making a reservation and wanting to verify the information. I apologized and explained that I would be sure to inform the agent's supervisor. The customer wants e-mail contact from the Program Manager.	11/05/08	On 11/10/08 a team leader met with the agent and coached them on the importance of pacing customers to ensure a balance of typing speed and accurate spelling. The agent understands that failure to meet the minimum typing and accuracy requirements can lead to termination. An e-mail to follow-up was sent to the customer at the address provided on 11/10/08 at 11:17 AM.

19	11/13/08	Accuracy of captions	11/13/08	A customer shared feedback regarding single words that were not accurately captioned. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management and the customer was satisfied.
20	12/02/08	A customer stated that she cannot reach a relay operator consistently when dialing 711 or the dedicated VCO number. She said that sometimes the call goes through but sometimes it does not. The Relay Customer Service Representative apologized for the problem and assured the customer that a complaint would be sent in. Call back was requested when the problem is fixed, a trouble ticket was entered.	05/08/09	Customer Service stated they "...branded the customer's cell phone callers' numbers. Customer wanted the 'disable turbo code' note removed, which Customer Service did, but explained to the customer that this may cause additional issues. The customer thinks TurboCode is off on the machine, which Customer Service explained it is necessary for it to be effective when the agent disables TurboCode." Also, due to upgrades to the Relay platform, VCO complaints have been drastically reduced.
21	12/09/08	A customer complained about the operator having too many typos that were not corrected.	12/09/08	A Team Leader met with the CA at 5:30 PM on December 10, 2008 and discussed the complaint. The team leader recommended that the CA pace the voice customer sooner to make sure he is getting everything verbatim and takes the time to type correctly.
22	12/18/08	A SC TTY customer says that he asked this operator to dial a toll free number to verify whether it was a TTY number or not.	12/18/08	The operator told the customer that the customer that they cannot ask to verify if a number is working as TTY or not. I apologized for the inconvenience and no follow-up was requested.
23	02/04/09	Accuracy of captions	02/04/09	A customer shared their feedback regarding the accuracy of one phrase in a captioned sentence. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Customer Service suggested that the customer document the date, time and CA number of any future incidents to allow us to take very specific action with the CA captioning the call. The caller did not have the CA number or date of the call in question.

24	02/12/09	A caller said the agent seemed to take a long time to relay her message more than one time during the call. The caller said she thought she had lost connection with the operator, but then the agent said that she still was relaying the caller's information. The caller is not upset, she just wants to know what happened, as it is the first time this has ever happened. She said after she gave the "GA" it took about 10 minutes of waiting after several transmissions. She would like to hear from a supervisor today to find out what happened on this call, which took place around 1 PM on Thursday, 2/12/09. I apologized for the problem and assured the caller that a supervisor would call her. Follow-up was requested.	02/12/09	The agent does not remember this call. The customer was contacted and is happy that we understood her concerns. I assured her that we had spoken to the agent. The customer stated this was a very difficult call and she had been very emotional during it. She stated she might have been somewhat oversensitive to how the call was being relayed because of the call content. The customer was satisfied that she had been contacted and was able to express her concerns.
25	03/31/09	A SC TTY user called to complain that the spelling on her call was so poor that she could not understand the conversation. The call was today about 2pm EDT. The Customer Service Representative apologized for the problem and the customer did not request follow-up.	03/31/09	It was determined that this was a garbling and technical issue. There was a lot of weather activity that day and it was affecting the computers. Non agent error. This is a technical issue. No action taken.
26	04/06/09	The customer stated that they do not like waiting for 1/2 to 1 hour for a relay operator to answer and said they want to sue everybody if something happens to them. The complaint was forwarded to Customer Service. No specific date was given and the customer said that this happens all the time.	04/06/09	Relay needs specific dates and times to research this issue. There was not enough information provided to resolve the case. No follow-up was requested. A supervisor spoke with the customer about relay being busy all the time. The customer was very belligerent and would not listen to the supervisor. She was upset because she felt it always took her so long to get an operator. She said she was going to sue Sprint and all the operators who wouldn't answer her call.
27	04/13/09	The caller reported that she instructed the CA to leave a message after they typed the answering machine message. The operator did not type the message, but got TTY tones and typed that she could not connect TTY to TTY, then disconnected. The operator did not ask "GA or SK". The caller wanted to request a TTY to TTY call. The Customer Service Representative responded by apologizing for the inconvenience and telling the customer that the report would be sent to the call center supervisor. Follow-up was requested.	04/13/09	The CA was coached on the correct procedure for TTY to TTY calls. The CA is now able to demonstrate the correct procedure. The Relay Program Manager e-mailed the customer and explained that a Team Leader coached the agent on the proper Relay procedures and thanked customer for helping us improve the CAs' performance. The customer responded, thanking us for the follow up. They are satisfied.

28	04/21/09	A very upset customer stated that the agent was slow to respond. It took 3 minutes to get a response after the customer said "GA". The customer complained that he shouldn't have to wait so long as he answers promptly and expects the same courtesy. The complaint was forwarded to a Team Leader for coaching on focus and responding promptly.	04/21/09	A Team Leader reviewed this complaint with the agent, who remembered the call and said she was having difficulty with the number going through and hearing the VCO user. The VCO customer was very impatient, but the agent does not believe it was 3 minutes before she responded. The agent apologized for the inconvenience to the customer.
29	04/21/09	An upset customer stated that the agent was very slow. It took 3 minutes to get a response after he said GA. He complained that he shouldn't have to wait so long as he answers promptly and expects the same courtesy. I apologized to customer, who made the complaint on 4/20/09 at 2:20 PM. No follow-up was requested and the complaint was forwarded to correct center.	04/21/09	The operator did not recall any long delays in responding to a customer. She was coached to be responsive and focused, to respond to a customer right away and the number dialed in five seconds or less. The operator was very receptive to the coaching.
30	04/30/09	A caller was having an intense conversation and in the middle of it, all of a sudden, the operator stopped relaying the call for 5 to 10 minutes. The caller asked the agent if they were still on the line and the agent responded (one moment pls) with no explanation. The caller had to get off the line and could not finish her call. The caller wants a supervisor to follow-up with her after talking with agent to find out what happened on the call. The best time to call is Friday morning or after 5:30 PM. The caller says it is very important to know what happened and why they were kept waiting on line in mid-conversation for 5 minutes or more. The call took place early evening on Thursday 4/30/09.	04/30/09	The operator does not remember a call like this. The operator was coached on giving full attention at all times to customers and giving progress reports if there is a delay or a technical issue. The operator was able to demonstrate correct call handling. I was unable to reach the customer for follow-up. I tried to contact her several times today between 7:00 PM and 7:30 PM..
31	05/12/09	A customer states that during a call to reserve a ride the light on the TTY started flashing like someone was talking. The customer hit the space bar to let the agent know they were still on the TTY and then the call then disconnected. The Customer Service Representative thanked the customer for letting us know and apologized for the problem. The customer was assured that a trouble ticket would be sent in and it was.	05/13/09	The technician was unable to determine any cause for this issue. However, given the customer's description of the activity light flashing, there was most likely static on the line before it disconnected. Static is common right before a circuit bounces, and a circuit bounce would explain the disconnected call. The technician can say with certainty that the bounce did not occur in his center, and he has nearly no way of determining where a bounce would have occurred in this case if it was indeed a circuit issue.

32	5/26/2009	Said VCO please; operator did not send (voice now) GA. VCO was in a hurry. Said CA did not open up VCO. Complaint call came in at 1300 on 5/26/09.	6/3/2009	Agent said he had a hard time understanding the customer and also that he did notice there seemed to be a few seconds lag (longer than normal) for the VCO to open up. The agent was coached and understands that he should call for supervisor assistance if he's having problems understanding or any technical issues.
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Date Generated: Tue, May. 19th, 2009 @ 02:14:04 PM CT

**Complaint Tracking for SC (06/01/2009-05/31/2010). Total Customer Contacts: 31**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/05/09	Account Login Failure	06/05/09	The unit's account was inactive. It is now activated and operational.
2	06/10/09	A customer was upset that the Communication Assistant asked if he was going to type now, when the customer notes state that the customer alternates between TTY and VCO. The customer said that the Communication Assistant needs to use common sense. Apologized to the customer and assured them the information would be forwarded to the appropriate supervisor. No follow-up was requested.	06/10/09	The Communication Assistant recalled this particular call and stated that the VCO originally was speaking for the first part of the call and then TTY tones were heard. The Communication Assistant switched to TTY after the text was typed and a "GA" had been given. The Communication Assistant then asked the VCO if they wish to continue with TTY. The Communication Assistant was coached on call procedure.
3	06/17/09	A VCO customer said that after completion of a call the customer stated that the Communication Assistant did not switch to TTY when first requested. Apologized for the convenience. No follow up necessary.	06/17/09	The Communication Assistant stated the he did switch to TTY and began to type. The VCO customer responded by typing a garbled message, and asked the Communication Assistant to repeat. From that point on there were no garbling issues and the Communication Assistant was able to switch back to VCO upon request. The VCO customer "assumed" that the Communication Assistant did not switch but in fact the Communication Assistant did. When the supervisor got on the line, the VCO customer was talking and then requested to switch to TTY, which was done immediately, and the VCO stated that the message was garbled. The Communication Assistant followed proper procedures.
4	06/22/09	A customer uses both TTY and VCO. At one point in the course of a call the customer requested to be switched to VCO. The customer said the operator took almost three minutes to comply with his request. Then the customer had to wait again for several minutes when he asked the operator to put him back over to TTY. He said he received no explanation from the operator as to why his requests took so long. He would like a follow up via email. Apologized to the customer and informed him this would be forwarded to the operator's supervisor for immediate follow up.	06/22/09	The Communication Assistant said that the incident occurred after the call was completed, and not during the call processing. This was referred to the appropriate personnel who will follow up with the customer. The Relay Program Manager then emailed the customer.
5	06/27/09	A customer said that Relay Communication Assistants should be informed to repeat emails or phone numbers when leaving messages. The customer had received an answering machine message that was important, but could not understand the email address left in the message. Apologized for the inconvenience, and no follow up was requested.	06/27/09	This was given to the trainer for review on procedures.
6	07/23/09	A customer was upset because the Communication Assistant's spelling was very poor. Apologized and informed the customer that this will be forwarded to the appropriate person. Customer did not ask for a follow up.	07/23/09	The Team Leader met with the Communication Assistant. They went over proper call procedures with particular attention to accuracy and speed. The importance of providing excellent customer service, and the consequences of failing to provide good services were stressed. The Communication Assistant understands.

7	07/29/09	A customer said that a particular Communication Assistant did not keep her informed at the beginning of the call. The screen was reviewed which reiterated how the call progressed, and also explained what procedure the Communication Assistant took. The customer understood and appreciated the clarification. No follow up was necessary.	07/29/09	The Communication Assistant did follow proper procedures on this specific person's requests.
8	07/31/09	A TTY customer received a message today on their answering machine saying "(F) Hi (customers name) this is I," then end of message. The customer is waiting for a call from a possible employer and is wondering if this was a Communication Error or technical problem, because they did not receive the entire message. Customer service apologized to the customer, and follow up is required by the supervisor ASAP. The customer then called back into customer service later on, and would like to let the supervisor know that it was their beautician who had called, and that the beautician was not aware of any problems with the answering machine. Customer service did a test call to the customer's answering machine, and it appears to be working.	07/31/09	The Team Leader met with the Communication Assistant and went over TTY answering machine procedures. The Communication Assistant does not recall any TTY messages that did not complete while processing her calls.
9	09/05/09	A customer said that when she calls into VCO sometime she does not get either voice or typing, but will just get the "GA" (go ahead) message. This makes the customer wonder if someone is actually on the line, and often times the customer does not answer in time so the Communication Assistant may hang up.	09/05/09	The customer was told that she will receive a call back ASAP. The customer was contacted, and there was discussion on how to answer incoming VCO calls, and it was explained that she should not press the REL MSG button. Also, her customer profile was checked to be sure that branding was still in place in our system. The customer was pleased.
10	09/22/09	A customer stated that the Communication Assistant must be "tired or drunk or something," and "has no idea what they are doing." The customer said that the Communication Assistant continued to send the wrong macros, and when the customer gave instructions for the Communication assistant to type it out, it took almost two minutes for the Communication Assistant to get it right. The customer also stated that he gave the Communication Assistant a number to call, and the response was "SKSK" (Stop Keying) The customer said they are in the middle of trying to find a job, and that this could hurt his chances in finding employment. Customer service apologized to the customer, and informed him that this would be forwarded to a supervisor for immediate follow up. The customer would like a follow up email.	09/22/09	The Communication Assistant did not specifically remember the call, but said the "SKSK" was probably from sending the wrong macro. The Communication Assistant was coached on keeping track of call steps, procedures, and paying attention while on calls. A follow up email was sent, but it came back as undeliverable, therefore closing this ticket.
11	10/21/09	A VCO/TTY customer stated that a particular Communication Assistant did not follow his instructions or his customer notes. The customer came on the call as a TTY user, and then as soon as the person he wanted to speak to came on the line, he requested to be switched to VCO. The Communication Assistant did not switch because the outbound did not hear him, and the customer no longer received any typing from the Communication Assistant. The customer's notes state that he will ask the Communication Assistants to switch from TTY to VCO. The customer ended up being disconnected.	10/21/09	The Communication Assistant was coached on proper procedure during situations such as these.

12	10/28/09	A TTY customer called to complain that a particular Communication Assistant did not respond after she gave specific instructions on her call. After that the line went to voice and hung up. Customer Service apologized for the problem. Customer did not request follow up.	10/28/09	The Team Leader met with the Communication Assistant. They went over proper call procedures with particular attention to following customer instructions and proper disconnect procedures. Also, the Team Leader explained the importance of allowing the system to rollover several times in order to pick up the TTY tones being transmitted in case there is a technical issue. The Communication Assistant understands.
13	11/14/09	A customer said that everything started repeating, including the operator's greeting and entire conversation up to that point. When the customer tried to interrupt, nothing happened, and so they eventually hung up. The customer wants to know what happened, and whether it was the relay service or her end that had the problem. The customer requested follow up via email.	11/19/09	The Team Leader met with the Communication Assistant and coached on how to identify possible technical issues that could negatively impact calls. The Communication Assistant understands. An email was sent to the address provided by the customer for follow up.
14	11/16/09	A TTY customer was unable to place a call to a certain number. Apologized for the inconvenience. No follow up was requested.	11/16/09	A trouble ticket was entered. The contact was closed because the customer did not wish for a follow up.
15	12/11/09	A TTY customer said that the Communication Assistant was typing slowly, and that after typing in the number to dial, it took the Communication Assistant 45 seconds to respond. When the Communication Assistant responded, it was to verify the number to dial.	12/11/09	The Communication Assistant did not remember specifics of the call but was coached on maintaining focus and undivided attention to any call while on the line at any given time. A follow up email was sent to the customer.
16	01/04/10	A customer said during a call, they wanted to redial a number to leave a message, however after the second ring there was no response from the operator after five minutes. The customer said "hello" four times and was finally disconnected. The customer was frustrated because this had happened twice to them during the holidays, but not with the same operator. Customer Service told the customer the report would be sent to the call center supervisor. Follow up was requested.	01/04/10	The Supervisor discussed this contact with the operator, and the operator did not remember any issues with an answering machine redial. She did mention that sometimes the computers freeze up, and she will submit a trouble ticket for those types of problems. The Supervisor reminded the operator to make sure she notifies a supervisor whenever a call cannot be completed because of a technical issue. A follow up email was sent to the customer per their request.
17	01/08/10	Accuracy of captions	01/08/10	A customer called and mentioned that captions were sometimes of poor quality. A Customer Service Representative explained the voice recognition process in generating captions and how corrections are inserted. The customer acknowledged seeing the corrections but said that they were not always helpful enough, especially with medical information. The Customer Service Representative suggested asking the caller to confirm important details and suggested keeping a log of calls with poor captions to share with customer service for specific follow up with Call Center personnel.
18	01/27/10	A customer stated that a certain operator did not keep her informed when she had reached a voice mail or answering machine. The customer tried to interrupt the operator several times, but unsuccessfully. When the customer asked for a supervisor, the operator then disconnected the call. Customer Service apologized for the problem and assured her that the complaint would be sent in as stated. Call back from a supervisor was requested.	01/27/10	The Communication Assistant had no memory of any call of this nature. The Communication Assistant demonstrated proper procedure on what to do if a customer is trying to interrupt them. The Communication Assistant was coached on focusing on all calls and reminded of the consequences of disconnecting calls. A follow up call was made, and the supervisor left a message on the customer's answering machine informing them of the outcome.

19	02/03/10	A customer stated that a certain Communication Assistant did not gender the person whom she reached. She then asked the Communication Assistant ,in parentheses, whether this person was a male or a female and the only response she got was "GA GA." The customer stated that she felt embarrassed having to ask the person directly what gender the person was. Secondly, she stated that the voice person continually spoke in third person and wanted to know why the Communication Assistant did not educate the caller. She also felt embarrassed having to explain to the voice person about using "tell her." The customer was told that this will be brought up when meeting with the Communication Assistant, and Communication Assistant protocol on this aspect was explained. No follow up was requested.	02/03/10	The Communication Assistant said that she did send the gender. The Communication Assistant was coached on following call process with gender and redirecting the voice person if they speak in third person.
20	02/10/10	A customer said that the Communication Assistant failed to help them place a call through to Relay Customer Service and hung up on the customer. Apologized for the inconvenience and said that the information would be forwarded to the appropriate person. No call back was requested.	02/11/10	The Communication Assistant denied hanging up on any customer. There was insufficient information on this customer contact, so not much follow up was available. No date, time of call, or mention of what took place immediately prior to the alleged hang up was available.
21	02/12/10	A TTY customer states that the relay operator could not read her typing because of garbling on the operator's side. The customer turned off turbo and typed slowly, but the operator still could not read what the customer was typing. Customer Service apologized to the customer, and the customer would like follow up from the Supervisor via email. A trouble ticket was also opened.	02/16/10	The supervisor reviewed the corrective action procedures that an operator can take when the messages from a caller are garbled. These procedures were discussed with the site technician. Responded to the customer by email, with an apology and informed the customer that corrective action procedures were reviewed with the operator, and this may help to reduce a garbled message problem.
22	02/22/10	Dial Tone - Not heard	02/22/10	A customer's wife called citing no dial tone on the CapTel phone. After further troubleshooting the Customer Service Representative advised the customer's wife to contact the issuing agency to have the unit replaced or serviced.
23	02/24/10	Dial Tone - Not heard	02/24/10	A customer's helper reported no dial tone. A Customer Service Representative advised the customer to perform a physical reset which resolved the customer's experience.
24	03/18/10	A TTY customer reported that after the greeting the Communication Assistant did not respond after she typed the number to call. The TTY customer waited then typed "hello GA" but no response. After waiting a few minutes more the TTY customer hung up. Apologized to the customer for the situation encountered and advised them that a complaint would be forwarded to the supervisor. The customer requested contact via email for follow up.	03/22/10	This Communication Assistant is no longer employed with Relay. The Relay Program Manager emailed the customer to apologize for the issue it caused, and also mentioned that the Communication Assistant is no longer employed at the Relay Center.
25	03/26/10	Dial Tone - Not heard	03/26/10	A customer's caregiver reported no dial tone on their phone line. A Customer Service Representative advised the customer's caregiver to contact the phone company to ensure a functional phone line.

26	04/21/10	An Inbound Voice customer asked an operator to dial his grandmother and then the Communication Assistant disconnected the caller. A Supervisor apologized and thanked the caller for letting us know. The customer was asked if he wanted to place a call with the current operator, but the customer said no and hung up.	04/21/10	The Communication Assistant does not recall any situation of this nature. The Communication Assistant was reminded to report any technical difficulties that may result in disconnects. The Communication Assistant was reminded of the consequences of disconnecting a call. A follow up letter per the customer's request was mailed today.
27	04/23/10	Dial Tone - Not heard	04/23/10	A customer reported that their CapTel did not have a dial tone. A Customer Service Representative advised the customer to perform a physical reset. It was confirmed that the customer is using the CapTel successfully.
28	04/28/10	A customer said that the Communication Assistant would not complete their call, and that they would not enter the number, or dial out, and then hung up on the customer. Customer Service thanked the customer for the feedback. A follow up letter was requested.	04/28/10	At this time we did not have a Communication Assistant Identification assigned. A follow up letter was mailed.
29	04/29/10	Dial Tone - Not heard	04/29/10	A customer's husband reported no dial tone heard on their CapTel. A Customer Service Representative advised the customer to perform a physical reset. This resolved the customer's experience.
30	05/25/10	A customer asked that the answering machine procedure be reviewed with a particular Communication Assistant. The Communication Assistant had typed "(ANS MACH PLAYING) (ANS MACH HUNG UP)" but did not type out the message. The customer had to ask the operator to redial, and type out the message, but then the outbound answered the phone. The customer was thanked for their feedback, and also a follow up email was requested.	05/27/10	The Communication Assistant was brought into the training room to review call types. When this was completed, he demonstrated correct procedures. A follow up email was sent.
31	05/26/10	A customer stated that the operator did not follow her instructions. The customer explained that the flow of the conversation was slower than she's accustomed to. No where in her notes does it say to reduce words per minute. The other concern is the delay when explaining Relay. The customer said "it was like 1 min so I had to interrupt to ask the operator if it is my turn to go ahead." Apologized. Explained the supervisor would be notified. Follow up requested.	05/26/10	The Communication Assistant only remembered the call slightly and could not shed light on what she may have done incorrectly or why the transmission was slow. The Communication Assistant was coached on keeping the customer informed during long delays, verifying correct transmission speed per customer notes, and following the customer's database instructions. A follow up email was sent to the customer.



**South Carolina  
FCC Complaint Log  
2010 - 2011**

Complaint Tracking for SC (06/01/2010-05/31/2011). Total Customer Contacts: 27

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/06/10	Dialing Issue - New local prefix not in database	07/06/10	A customer reported they are getting a message on the display screen stating that 'your call must begin or end in your state'. After further investigation determined the customer's area code/dialing prefix combination was not being recognized in the system as a valid number. Tech support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the CapTel Service.
2	07/26/10	A customer called to say when relay dials a TTY number for him, it goes to another relay Operator instead of the home number. A Customer Service Representative apologized for the inconvenience and tried the phone number but got the same result. A trouble ticket was created for the customer	07/26/10	The customer was instructed to press 73# on their phone to disable call forwarding which fixed the issue.
3	08/30/10	A trouble ticket was created for a customer who stated an Operator typed poorly.	08/30/10	This, at first, appeared to be a garbling issues since the customer reports that the "typo" were showing on macros. It was actually a training issue, as the Operator did not follow notes to turn off TurboCode. The Operator was coached on the importance of reading customer notes. The Operator understood and said she will do this. The Relay Program Manager sent the customer an email explaining that it was a training issue. The customer appreciated the follow-up.
4	09/02/10	A Voice Carry Over customer stated that an Operator did not keep the customer informed on the process of the call. The customer also stated that the Operator did not follow his/her instruction to switch to Voice Carry Over. The call came in as TTY and the customer typed "Voice Carry Over please" and waited for at least three minutes for the Operator to set up the Voice Carry Over call. A Customer Service Representative apologized for the inconvenience and assured the customer that this would be forwarded to the Operator's direct supervisor.	09/02/10	The supervisor investigated and could not find a Operator ID number that matched.
5	10/25/10	The customer was unable to make captioned calls.	10/25/10	The customer reported the inability to make captioned calls and found a busy signal. A temporary interruption in one of the telephone carrier's networks caused this CapTel user to experience an inability to connect to their party. The issue was resolved by the carrier. A Customer Service Representative confirmed that customer is now able to place their call successfully.
6	10/29/10	When the customer requested Voice Carry Over the Operator would not switch and the Operator spoke slowly. A Customer Service Representative apologized and thanked the customer for the feedback.	10/29/10	The supervisor met with the Operator and gave a training refresher on Voice Carry Over calls. The Operator was coached to call for assistance if having a problem during a call.
7	10/29/10	A customer was unable to make captioned calls.	10/29/10	A customer reported the need to wait for an operator when attempting to make a captioned call. A Customer Service Representative apologized for this experience and noted there was technical difficulties at the Call Center that caused calls not to ring through to a waiting captionist. An equipment vendor corrected the matter. The Customer Service Representative confirmed that the customer is now able to make their captioned calls successfully without delay.
8	12/20/10	Technical - General	12/20/10	A customer reported the need to wait for an operator when attempting to make a captioned call. A Customer Service Representative apologized for this experience and noted there was technical difficulties at the Call Center that caused calls not to ring through to a waiting captionist. An equipment vendor corrected the matter. The Customer Service Representative confirmed that the customer is now able to make their captioned calls successfully without delay.
9	12/20/10	Technical - General	12/21/10	A customer reported the need to wait for an operator when attempting to make a captioned call. A Customer Service Representative apologized for this experience and noted there was technical difficulties at the Call Center that caused calls not to ring through to a waiting captionist. An equipment vendor corrected the matter. The Customer Service Representative confirmed that the customer is now able to make their captioned calls successfully without delay.
10	12/20/10	Technical - General	12/22/10	A customer reported the need to wait for an operator when attempting to make a captioned call. A Customer Service Representative apologized for this experience and noted there was technical difficulties at the Call Center that caused calls not to ring through to a waiting captionist. An equipment vendor corrected the matter. The Customer Service Representative confirmed that the customer is now able to make their captioned calls successfully without delay.
11	12/21/10	Technical - General	12/21/10	A customer reported the need to wait for an Operator when attempting to make a captioned call. A Customer Service Representative apologized for this experience and noted there was technical difficulties at the Call Center that caused calls not to ring through to a waiting captionist. An equipment vendor corrected the matter. The Customer Service Representative confirmed that the customer is now able to make their captioned calls successfully without delay.
12	12/21/10	Technical - General	12/21/10	A customer reported the need to wait for an operator when attempting to make a captioned call. A Customer Service Representative apologized for this experience and noted there was technical difficulties at the Call Center that caused calls not to ring through to a waiting captionist. An equipment vendor corrected the matter. The Customer Service Representative confirmed that the customer is now able to make their captioned calls successfully without delay.
13	12/30/10	A customer stated that an Operator was rude.	01/04/11	After making three attempts to contact the customer for more information with no answers, this case was closed.
14	01/20/11	A customer said that the Operator did not read her notes and rushed her at the end of her call which did not allow her to make a second call. When she asked for a supervisor the Operator then disconnected the call. A Customer Service Representative apologized for the problem and assured that the complaint would be sent in as stated.	01/20/11	The Operator was coached and proper procedures were reviewed with the Operator.
15	02/02/11	Service - General	02/02/11	A customer reported experiencing a longer than normal wait for a captionist. A Customer Service Representative advised the customer that CapTel's staffing was affected by bizarre conditions. The Customer Service Representative 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 both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored.



24	02/02/11	Service - General	02/02/11	A customer reported experiencing a longer than normal wait for a captionist. A Customer Service Representative advised the customer that CapTel's staffing was affected by blizzard conditions. The Customer Service Representative 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 both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored.
25	02/02/11	Service - General	02/03/11	A customer reported experiencing a longer than normal wait for a captionist. A Customer Service Representative advised the customer that CapTel's staffing was affected by blizzard conditions. The Customer Service Representative 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 both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored.
26	02/03/11	Service - General	02/03/11	A customer reported experiencing a longer than normal wait for a captionist. A Customer Service Representative advised the customer that CapTel's staffing was affected by blizzard conditions. The Customer Service Representative 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 both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both 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 and staffing capacity was restored.
27	02/03/11	A Voice Carry Over customer reported receiving "number can't be dialed, check number" when trying to call her son. The customer was advised to check with the local phone company. A trouble ticket was created.	02/03/11	When the supervisor attempted to follow-up with the customer to see if a resolution was met through her local telephone company, the phone number provided was found to be no longer in service.



**South Carolina FCC  
2011 - 2012  
Complaint Log**

**Complaint Tracking for SC (06/01/2011-05/31/2012). Total Customer Contacts: 17**

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	08/10/11	A caller stated that he was waiting over three minutes for Relay Operator to respond to him after he typed GA.	08/10/11	A Supervisor observed the call and saw that the Relay Operator was typing right away after the caller typed GA. The Supervisor informed the caller of this information. No follow up requested.
2	08/11/11	A SC TTY customer says when she dialed 711 tonight, she got Sprint IP relay instead of Relay South Carolina. The Customer Service Representative apologized for the inconvenience. A trouble ticket was opened and follow-up was requested by the customer.	08/11/11	The customer should contact her local exchange carrier since they handle translations of 711 to the 800 number. Her local exchange carrier has apparently misrouted 711 calls to Sprint IP Relay instead of SC Relay. The fact that she has a VOIP phone (because 803-xxx-xxxx is not an IP address--IP addresses follow the format nnn.nnn.nnn.nnn--is irrelevant.) The Customer Service Representative mailed the customer and explained to contact her local exchange carrier to avoid future misroutings.
3	08/24/11	A customer stated that on their call the following issues occurred: there was a long pause (5 minutes), The Relay Operator used a lot of unnecessary macros, and the Relay Operator did not wait for instructions. The Customer Service Representative explained that there was long pauses due to the answering machine with a lengthy pause time. The Customer Service Representative apologized for the inconvenience it has caused. No follow up was needed.	08/24/11	A Supervisor coached the Relay Operator on the importance of typing the entire answering machine message and also coached the Relay Operator on the importance of keeping the customer informed when encountering a problem.
4	09/27/11	Technical - General	10/06/11	A customer's granddaughter reported the customer is unable to make captioned calls to a specific cell phone number but can call all other numbers. The Customer Service Representative referred the case details to technical support for further assistance. A trouble ticket was opened with the carrier and was resolved. The Customer Service Representative confirmed this resolved the customer's experience.
5	10/07/11	A caller complained that she had to instruct the Relay Operator on how to pay attention to her notes. The caller had to hang up and typed, bye, SKSK but the Relay Operator processed the call anyway. When the caller hung up and redialed 711 they got the same Relay Operator again. The Customer Service Representative apologized for the problem, and explained that they will be sure to inform the Relay Operator's supervisor regarding this issue. The customer does not want contact.	10/11/11	The Relay Operator received and understood the customer's instructions. Before typing go ahead the customer made a comment regarding her health and then typed GA. The Relay Operator understood the "GA" to mean that she should go ahead and the Relay Operator dialed the call. The customer typed "no no no," the Relay Operator then released the outbound line before it was answered and the inbound customer disconnected. The Relay Operator did not see the bye or sksk typed by the customer. It may be that the customer was typing as the dialing and ring macros transmitted. The Relay Operator did not understand the health related comment as a indication that the customer did not want to proceed with the call, this appears to be a misunderstanding.
6	11/09/11	A TTY user complained that the Relay Operator did not keep them informed. The caller was uninformed as to how long they would be on hold and then the Relay Operator did not respond when they said Hello three times in a row. The Customer Service Representative apologized for the problem and explained to the caller that they will let the supervisor know ask them to email the customer. The customer wants email contact regarding what happened.	11/09/11	The Customer Service Representative was unable to conduct a follow up meeting with the Relay Operator due to the fact that the Relay Operator was not scheduled during the time of the alleged incident indicated below. A follow up email was sent at 7:47 am, November 11th.
7	11/29/11	Technical - General	11/29/11	A customer reported that whenever she tried to dial out she received a busy signal. Technical support provided the customer with a remedy to re-route calls through a different carrier. A Customer Service Representative confirmed this adjustment resolved the customer's experience.
8	11/30/11	Technical - General	12/06/11	Customer's wife reported that whenever her husband tried to dial out he received a busy signal. Technical support provided the customer with a remedy by re-routing calls through a different carrier. The Customer Service Representative confirmed this adjustment resolved the customer's experience.

9	12/01/11	A SC TTY user complained that the Relay Operator did not type the tone of voice to let her know how the caller sounded during a negative conversation. The Customer Service Representative apologized for the problem and explained that they will be sure to inform the Relay Operator's supervisor for coaching. The Customer Service Representative thanked the caller for letting us know and the customer does not want follow-up.	12/07/11	A Supervisor confirmed that the Relay Operator is aware of voice tone descriptions and that the Relay Operator does incorporate approved descriptions and inform the TTY user. The Relay Operator does not recall the spirit of conversation described by the customer.
10	12/07/11	Technical - General	12/21/11	Customer indicated that every number she tries to call on the CapTel 800 reaches a busy signal. One of the Telecommunications Relay Service network carriers identified a configuration issue and re-routed calls temporarily through a different carrier until the original carrier was able to permanently resolve the issue. The Customer Service Representative confirmed the issue has been permanently resolved by the original carrier and the customer is able to reach this number successfully.
11	12/12/11	Technical - General	12/16/11	A customer's helper noted that the CapTel phone was not able to connect with captions on outgoing calls. Telecommunications Relay Service network carriers identified a configuration issue and re-routed calls temporarily through a different carrier until the original carrier was able to permanently resolve the issue. The Customer Service Representative confirmed the issue has been permanently resolved by the original carrier and customer is able to reach this number successfully.
12	12/15/11	Technical - General	12/15/11	A customer reported being unable to place outgoing calls. One of the Telecommunication Relay Service network carriers identified a configuration issue and re-routed calls temporarily through a different carrier until the original carrier was able to permanently resolve the issue. The Customer Service Representative confirmed the issue has been permanently resolved by the original carrier and customer is able to now place successful outbound captioned calls successfully.
13	01/11/12	A Relay Operator misspoke when relaying the TTY typed message.	01/11/12	A Supervisor met with Relay Operator and the Relay Operator admitted mistakenly reading the wrong word. The Relay Operator was coached on the importance of reading the TTY message verbatim.
14	01/13/12	A caller reported that during a call to Direct TV the Relay Operator typed "tell her". The caller asked if they were talking to me or my mother while using the macro to the Relay Operator. The Relay Operator did not keep the caller informed. After the "GA" the caller saw the light blinking on their TTY with no further typing from the Relay Operator. The caller kept asking if somebody was there "GA", but never got a response, then the line disconnected. The Customer Service Response thanked the caller for letting us know and apologized for the inconvenience. The Customer Service Representative told the caller that the report would be sent to the call center supervisor. Follow up was requested.	01/13/12	While the Relay Operator does not recall the circumstances of this nature, the Relay Operator was reminded to report any technical difficulty that may result in disconnects. The Relay Operator was reminded of the consequences of a disconnecting a call. Secondly, the Relay Operator followed contractual obligation by typing everything verbatim and was also coached on proper procedure when and it this continue. The Customer Service Representative followed up with customer via email explaining what had happened and that appropriate action was taken to ensure the Relay Operator understands procedures.
15	05/11/12	A customer is concerned that there was garbling and that the Relay Operator spelled the company name wrong twice. The Customer Service Representative apologized for the inconvenience and will pass the information on to the Relay Operator's supervisor. No follow up requested by the customer.	05/11/12	The Supervisor met with the Relay Operator. The Relay Operator did say they typed the company name wrong twice, but said they typed it how they heard it on the recording. The Relay Operator was coached on being sure to keep the customer informed. No trouble ticket was filled out for the garbling, however, the Supervisor reviewed different options with the Relay Operator as to what to try to clear up garbling.
16	05/15/12	A customer said she cannot make captioned calls to a particular toll-free number.	05/18/12	The Customer Service Representative contacted the operator of regional toll-free number and was given an unrestricted toll-free number that has a live operator providing the same services as the regional toll-free number.
17	05/21/12	Customer's son reported that the CapTel 800 has a constant busy signal.	05/21/12	After further investigation the Customer Service Representative found that the other phones also have a constant busy signal with the CapTel 800 removed from the phone line. The Customer Service Representative advised the customer's son to contact the customer's phone company to ensure a functional line.

**Appendix G:**  
**Relay South Carolina**  
**TRS Information in Directories**

**Page: 114**

Sumter County | 2011-2012  
SC 066814

**frontier**  
Welcome to the New Frontier

The Conversation Company™

High-Speed Internet | Telephone | Television



MAY 2011-2012 AREA CODE 803

# SUMTER COUNTY

Shaw AFB Heights Sumter Includes listings for: Bishopville Bishop  
East Sumter Lamar Lynchburg Manning Mayesville North Manning North Sumter  
North Sumter Oakland Pinewood Pocalla Stateburg Summerton



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\*Restrictions apply. Complete details of participation in the guarantee program can be found online at [www.superguarantee.co](http://www.superguarantee.co)  
To advertise, call 1-800-999-9166. To order directories or to stop delivery of this directory, call 1-800-888-844

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# Customer Info Guide

## LOCAL TELEPHONE COMPANIES

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Frontier Nationwide **411** In a hurry and need to find name, address, phone number for a business, family member or a friend? **DIAL 411** and get the information you need **FAST!** ..... **4 1 1** (charges apply)

**Note:** National Directory Assistance may not be available in all Frontier serving areas.

## How to Reach Frontier

### FOR INSTALLATION/ADDITIONAL SERVICES/CHANGES IN SERVICES, CALL:

- Residential Customers ..... **1-877-462-8188**
- Business Customers ..... **1-877-462-8188**
- Visit us at ..... [www.frontier.com](http://www.frontier.com)

### FRONTIER CENTER FOR CUSTOMERS WITH DISABILITIES

- Residential Customers  
Monday - Friday 8:00 a.m. - 6:00 p.m.  
Voice & TTY ..... **1-877-462-6606**

### FOR QUESTIONS ABOUT YOUR BILL, CALL:

- Residential Customers ..... **1-877-462-8188**
- Business Customers ..... **1-877-462-8188**
- Visit us at ..... [www.frontier.com](http://www.frontier.com)

### FOR PROBLEMS WITH YOUR TELEPHONE SERVICE

- Visit us at ..... [www.frontier.com](http://www.frontier.com) or call:  
Answered 24 hours a day, including holidays
- Residential Customers ..... **1-877-462-8188**
- Business Customers  
(five lines or less) ..... **1-877-462-8188**
- Business Customers  
(six lines or more) ..... **1-877-462-1266**

### FOR PERSONS WITH HEARING OR SPEECH DISABILITIES, CALL:

- Relay South Carolina  
Text Telephone (TTY) Customers  
..... **7-1-1** or **1-800-735-8583**
- Voice ..... **7-1-1** or **1-800-735-2905**
- ASCII ..... **7-1-1** or **1-800-735-7293**

### CENTRO HISPANO DE FRONTIER

- Instalación, traslados, cancelaciones, servicios especiales, equipo telefónico; facturación
- Clientes Residenciales ..... **1-877-462-7493**
- Clientes Comerciales ..... **1-877-462-7501**
- 國語住家客戶服務中心 ..... **1-877-462-7511**
- 星期一到星期五 ..... 8:00 a.m. - 5:00 p.m.
- 國語商務客戶服務中心 ..... **1-877-462-7512**
- 星期一到星期五 ..... 8:00 a.m. - 5:00 p.m.
- 한국어 가정용 고객 ..... **1-877-462-7513**
- 월요일 - 금요일 ..... 8:00 a.m. - 5:00 p.m.
- 한국어 비즈니스 고객 ..... **1-877-462-7514**
- 월요일 - 금요일 ..... 8:00 a.m. - 5:00 p.m.
- Trung tâm khách hàng Việt Nam ..... **1-877-462-7503**
- Thứ hai - Thứ sáu ..... 8:00 a.m. - 5:00 p.m.

### INTERNET FROM FRONTIER

- Residential Customers ..... **1-877-462-1105**
- Business Customers ..... **1-877-462-1106**
- Contact us on the Internet at  
..... [www.frontier.com](http://www.frontier.com)

### BURIED CABLE-MISS DIG

- 72 hours before you dig or drill,  
please call ..... **811**  
..... or **1-800-922-0983**

### PUBLIC COIN TELEPHONES: FOR QUESTIONS REGARDING PAY PHONES, CALL:

- Independent Payphone Providers  
Orders & Billing ..... **1-888-608-8028**
- Repair ..... **1-888-608-8028**
- Frontier Payphones ..... **1-888-608-8028**

### Moving?

- Call ..... **1-877-462-8188**

Not all services are available in all areas.



## GENERAL INFORMATION

Independent contractors and residential customers can also wire buildings for telephone service. Frontier will provide the necessary telephone interface to the building. Please remember that all inside wiring must meet the regulated standards.

### Inside Wire Maintenance Plan About the Plan

Frontier's Inside Wire Maintenance Plan is an optional monthly service for residential and small-business customers that provides repair protection for the telephone jacks and wires inside your home or office.

Telephone lines connect to a Network Interface Device on your property. This interface device is often located on the outside wall of your home or another building on the property, such as a garage. From this interface connection point, telephone lines extend into the building, through the jacks where you plug in your phones. This wiring, from the Network Interface Device to the jacks, is called "inside wire." Frontier's Inside Wire Maintenance Plan covers repairs to the inside wire and the jacks. With Frontier's Inside Wire Maintenance Plan, Frontier will repair faulty jacks and inside wire at no additional charge.

You do not need to purchase inside wire maintenance service in order to obtain basic telephone service. If you purchase inside wire maintenance service, you may cancel it at any time without penalty.

### Possible Problems With Telephone Wire and Jacks

Telephone wire and jacks have a long life. They do not normally go bad just because of age. But many things, including everyday wear and tear, can damage the telephone wire or jacks inside your home. The charge you pay for basic Frontier residential telephone service does not cover repairs to your inside wire or jacks. It is your responsibility to get your wire or jacks fixed if something does go wrong. With Frontier's Inside Wire Maintenance Plan, you'll never again pay for unexpected or expensive repairs to your jacks or inside wire.

### Repairs Covered by the Plan

Customers with existing Frontier telephone service are subject to a 30-day waiting period before inside wire coverage takes effect. New customers are not subject to this 30-day waiting period. Frontier's Inside Wire Maintenance Plan includes these benefits:

- Repair of faulty telephone jacks or wire inside your home as long as they were working when the Inside Wire Maintenance Plan was ordered
- Diagnostic work to determine where the problem is. Frontier's Inside Wire Maintenance Plan does not include repair of the phone or other equipment, such as answering machines and computer modems, connected to the jacks, but does include letting you know if the problem is in the equipment so that you can have the equipment repaired.
- Coverage on all newly installed or relocated standard telephone inside wire and jacks
- Discounted labor rates on service to add new wiring and jacks or to replace nonstandard wiring

### Repairs Not Covered by the Plan

Frontier's Inside Wire Maintenance Plan does not cover:

- Repair of telephone instruments and other devices, such as computer modems and answering machines, connected to the inside wiring and jacks
- Inside wiring and jack coverage for marine activity, recreational vehicles (RVs) and construction trailers, or other temporary or moveable structures
- Damage due to natural disasters, floods, or acts of God, other than lightning
- Nonstandard wiring is wiring that does not meet telephone industry standards or the National Electric Code Material Standards for carrying telephone signals. Nonstandard wiring may work in some situations, such as for single line service, but may not work properly in other situations, such as for two line service where you may get crosstalk. Frontier's Inside Wire Maintenance Plan will cover the "repair" of breaks to nonstandard wire, but only to restore the wire to its original condition. The plan does not cover "replacement" of nonstandard wire.
- Repair of damage due to malicious activity, vandalism, riot, or civil disturbance

### Hassle-Free Service

Frontier's Inside Wire Maintenance Plan provides you reliable protection for only pennies a day. This charge applies for each telephone line in your residence or office. If you do not have the plan and you call us to make repairs, you will be billed at Frontier's standard repair rate. Currently this standard repair rate for residential is approximately \$91 per ½ hour, and you will be billed for a minimum of ½ hour. All time beyond this first ½ hour minimum is charged at \$46 per ½ hour interval or any portion thereof. Currently this standard repair rate for business is \$120 per ½ hour, and you will be billed for a minimum of ½ hour. All time beyond this first ½ hour minimum is charged at \$55 per ½ hour interval or any portion thereof. Repairs can often be completed within one hour, but some repairs take longer, depending on the conditions at your home or office.

Frontier's Inside Wire Maintenance Plan is an unregulated monthly service that can be canceled at any time without penalty. If you choose not to subscribe to the plan and your inside wiring or jacks break, you can still call us to do the repairs. You can also get inside wire maintenance and repair service from other companies. Or, if you prefer, you can do the work yourself.

### Additional Service Information

- If you rent your home, you should be aware that residential landlords may be responsible for repairs and maintenance of inside telephone wire. Check with your landlord or your lease to determine who is responsible for inside wire maintenance and repair.
- Frontier's Inside Wire Maintenance Plan is available to residential and single-line business customers on a per line basis. The business rate may be different from the residential rate. Frontier's Inside Wire Maintenance Plan is not available to business customers who use Key/PBX Systems.

To subscribe to Frontier's Inside Wire Maintenance Plan, call the telephone number listed on your monthly bill.

## Calling Instructions

### Directory Assistance

Need assistance finding a local or long-distance number, published listing, name and/or address?  
Please call ..... 4 1 1  
If you need a toll-free number,  
please call ..... 4 1 1

If you have a Text Telephone (TTY), please call, toll-free, **1-800-855-1155** for Directory Assistance. However, applicable long-distance and operator service charges will apply on operator-assisted calls.

### Making Local Calls

To make a local call, you don't need to dial "1" + area code. Simply dial the seven-digit telephone number. See the charts on page 6 to determine your local calling area.

### Operator Assistance for Local Calls

If you need assistance making a local call, dial "0", and a local operator will help you. The following charges will apply:

Assistance for local calls (Customers with disabilities will not be charged.)

Station-to-Station .....	\$1.25
Person-to-Person .....	\$2.50
Calling Card service .....	\$1.00
Verification of a busy line .....	*73¢
Interruption of conversation .....	*94¢

\*Includes additional surcharges.

Rates and allowances are subject to change.

### Busy Line

If the number you're calling is always busy, you can ask the operator to check the line to see if the number is working properly. If you have an emergency, ask the operator to interrupt the conversation. Operator charges might apply. To ensure that you don't miss emergency calls—even when you're on the phone—check into optional Call Waiting or Voice Mail services.

### Calling Assistance for People With Hearing or Speech Disabilities

The Americans with Disabilities Act of 1990 requires all states to provide access to nationwide Telecommunications Relay Services (TRS). Through the TRS, callers using Text Telephones (TTYs/TDDs) are able to communicate with people who use standard voice telephones. TRS communication

assistants relay telephone conversations verbatim simultaneously between TTY users and non-TTY users. Relay South Carolina operates 24 hours a day, seven days a week. Employees of the relay service are not allowed to disclose any information received during the relay of the call. Calls made through the relay service are confidential. Operators relay entire conversations, leaving nothing out. There is no charge to use the relay service. Discounted rates may apply to calls placed to telephone numbers within your LATA. Calls to telephone numbers outside of your LATA will be billed at the long-distance provider's regular rates. (Please see this page for LATA information.) The toll-free numbers for Relay South Carolina are:

TTY users.....	711 or 1-800-735-8583
Voice users.....	711 or 1-800-735-2905
ASCII users.....	711 or 1-800-735-7293

If you are using the relay service to make a long-distance call, tell the operator which long-distance company you want to handle your call. Some long-distance companies have their own access numbers for relay services. Contact your long-distance provider for more information. Customers with TTYs can use Relay South Carolina to call their local telephone service provider. Here's how: Call Relay South Carolina at 711 or 1-800-735-8583. Tell the operator the number you wish to call. (Please see pages 1-2 for a list of contact numbers.)

Using a Text Telephone (TTY) device, someone with hearing or speech disabilities can call the TTY Communication Assistance Operator, toll-free, at 1-800-855-1155 for assistance. Calls to this number are free, but long-distance and operator assistance charges will apply. The TTY operator can help with:

- Operator-Assisted Calls
- Collect Calls
- Calling Card and Third-Number Billing Calls
- Person-To-Person Calls
- Directory Assistance Requests
- Calls From Motels and Hotels
- Line Interruptions
- Busy Line Verifications

### SOUTH CAROLINA EQUIPMENT DISTRIBUTION PROGRAM (SCEDDP)

The SC Equipment Distribution Program (SC TEDP) which is administered by the SC School for the Deaf and the Blind distributes free telephones to qualified applicants who are experiencing difficulty using a standard telephone. For more information call 1-877-225-8337 (voice) or 1-877-889-8337 (TTY). You can also visit SCEDDP's website at [www.sceddp.org](http://www.sceddp.org) or email SC TEDP at [AmplifyLife@sceddp.org](mailto:AmplifyLife@sceddp.org).

### Operator Services Exemption - Visual or Physical Disabilities

Customers with certain disabilities may be exempt from Directory Assistance charges. They may also qualify for special rates on out-of-area direct-dialed and station-to-station calls. For more information, call your local telephone service provider.

### Long-Distance Calling

Use area codes when making calls to locations outside of your local calling area. Refer to the map on page 7 and listings starting on page 8 to locate the area codes you need. If the city you want is not listed, contact your long-distance provider.

To make a long-distance call without operator assistance, dial "1" + area code + number. You can save money by dialing your calls direct without involving the operator. Charges for long-distance calls are set by your long-distance provider. Contact your provider for information about rates and discounts.

To use your calling card, dial "0" + area code + number. You will hear a special tone indicating you should enter your calling card number. If you are calling from a rotary phone, wait for the operator to come on the line to assist you.

For operator assistance, dial "0" + area code + number. When the operator answers, explain the type of call (listed in the following column) you want to make. Charges for operator-assisted calls begin once the operator connects you to the person you are calling and leaves the conversation. These charges are in addition to the direct-dialed rate for the call. You can ask the operator to tell you the time and charges for the call.

Find recycling options, order or  
stop delivery of this directory.  
[DexKnows.com/Green](http://DexKnows.com/Green)



CenturyLink™

Area Codes 864 & 803

February 2011

## Greenwood / Saluda Regional

- |               |                |                |
|---------------|----------------|----------------|
| Abbeville     | Hickory Tavern | Ninety Six     |
| Calhoun Falls | Hodges         | Plum Branch    |
| Chappells     | Joanna         | Ridge Spring   |
| Clarks Hill   | Laurens        | Saluda         |
| Clinton       | Laurens Rural  | Simpsonville   |
| Cross Hill    | McCormick      | Troy           |
| Due West      | Monetta        | Ward           |
| Fountain Inn  | Mountville     | Ware Shoals    |
| Gray Court    | Mt. Carmel     | Waterloo       |
| Greenwood     | Newberry       | West Abbeville |
|               |                | West End       |

**LOOK INSIDE FOR:**  
Directory Coverage Map  
Phone Service Pages  
Restaurant Menu Guide

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# important information

## Equipment

If you believe there is a problem with your telephone, unplug it and test the line by plugging another telephone into the outlet. If the telephone works, then the problem is with your telephone set. If it does not work, then the problem is with the telephone line. If the problem is with the telephone line, please call your Local Service Provider.

## Wiring Options

Customers are responsible for the installation, maintenance, and repair of all new and existing telephone wiring located within their premises. Inside wiring is the wire that connects the telephone company line to telephones. Customers are responsible for any facilities beyond the protector box. All inside wiring must meet certain technical standards. Landlords may be responsible for wiring on rental property. Your wiring options are:

1. You may call your local service provider for repair or installation of inside wire.
2. You may hire a contractor to do the wiring for you.
3. You may install or repair the wiring yourself.

## Important Numbers

### Buried Cable Locations

"Palmetto Utility Protection Services" ..... 811  
Stop and call at least 72 hours before you dig.

### Directories

#### How To Obtain Local Directories

Additional directories may be obtained by calling..... 1-877-2-GET-DEX  
(1-877-243-8339)

### South Carolina Relay Center

TDD/TTY..... 711 or 1-800-735-8583  
Voice..... 711 or 1-800-735-2905

### Yellow Page Services

To order advertising..... 1-800-323-2561  
Client Care..... 1-800-251-7056

## Recycling and the Dex Directory Lifecycle

### Dex and The Environment

All Dex® directories use paper containing 25 percent post consumer recycled materials. The remaining pulp comes from by-products (waste) generated by other industries. Environmentally friendly inks, glues and dyes are used whenever possible. Recycling your outdated directory helps Dex complete its lifecycle by being recycled into other useful products such as cellulose insulation, or your next Dex directory.

### Recycle Your Outdated Directories

Dex makes recycling easier for Greenwood County residents by identifying local recycling solutions, including:

- **Your Residential Curbside Recycling Program** throughout Greenwood County
- **Greenwood County Landfill:** 1119 Siloam Church Rd., Mon - Fri, 7:00am - 4:00pm; Sat, 8:00am - 12:00 noon
- **Recycling Center (at landfill):** 1119 Siloam Church Rd., Mon - Fri, 7:00am - 6:00pm, Sat, 8:00am - 6:00pm; Sun, 1:00pm - 5:00pm

All of the following locations are available Mon, Tues, Thurs, Fri, 7:00am - 6:00pm; Sat, 8:00am - 6:00pm; Sun, 1:00pm - 5:00pm.

- **Bradley-Troy:** 4105 Cedar Springs Road
- **Epworth-Kirksey:** 1635 Scotts Ferry Road
- **Ninety Six:** 712 Island Ford Road
- **North Greenwood:** 321 Bucklevel Road
- **North Greenwood:** 1307 Deadfall Road West
- **Promised Land:** 3221 McCormick Highway
- **South Greenwood:** 109 Tedards Store Road
- **Ware Shoals-Hodges:** 503 Shirley Road

To find additional recycling information, order or stop delivery of this directory go to [DexKnows.com/Green](http://DexKnows.com/Green).

# South Carolina relay center

## South Carolina Relay Center

This center operates 24 hours a day, seven days a week. Relay assistants can instruct you in relaying telephone calls- personal or business.

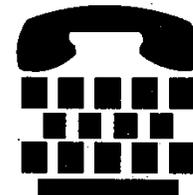
### How to use South Carolina Relay Center

To use the center, dial 711 or 1-800-735-2905 (Voice). Hearing-impaired callers, using their Text Telephone (TT) dial 711 or 1-800-735-8583. A South Carolina communications assistant will answer.

A text telephone (TT) is an instrument similar to a typewriter and permits communication via telephone with other TT users.

The communications assistant receives the TT message from the caller and places a call to the desired party. The assistant then communicates back and forth between the two parties either by voice or by TT. The specially trained communications assistant will relay the call in strictest confidences. Local calls are relayed free, while the cost of calling long-distance will be charged at the discounted rate.

There are no extra charges for using the center. The Relay Center handles all calls that begin or end in South Carolina. The Relay Center also handles interstate calls (outside of South Carolina from one state to another) for South Carolina telephone customers.



## Relay Service for the Hearing/Speech Impaired

### Disabled Customers

#### Services To Deaf Or Impaired Hearing Individuals

Customers with hearing impairments may call their Local Service Provider for service offerings. Customers who use a TT instrument or inform their Local Service Provider of its use are subject to toll discounts.

#### Assistance For Text Telephone (TT\*) Customers

For Social Security information ..... TTY 1-800-325-0711  
Operator Assistance ..... Voice 1-800-772-1234

#### Services To Persons With Disabilities & Their Families

Center for Disability Resources  
8301 Farrow Road  
Columbia, South Carolina 29203  
803-935-5231 (Columbia Area)  
<http://uscm.med.sc.edu/cdrhome/>

#### Services To Seniors & Individuals With Disabilities

Provide information about aging and disability services in South Carolina for seniors age 60 and over and to all people with physical disabilities. Contact the Lt. Governor's Office on Aging at 1-800-868-9095.

For the South Carolina access website go to: [https://scaccess.communityos.org/local/os107/posting\\_area/IRAList4.htm](https://scaccess.communityos.org/local/os107/posting_area/IRAList4.htm)

### South Carolina Equipment Distribution Program (SC EDP)

The SC Equipment Distribution Program (SC EDP) which is administered by the SC School for the Deaf and the Blind distributes free telephones to qualified applicants who are experiencing difficulty using a standard telephone. For more information call 1-877-225-8337 (voice) or 1-877-889-8337 (TTY). You can also visit the SC School for the Deaf and the Blind website at [www.scedp.org](http://www.scedp.org) or email SC EDP at [amplifylife@scedp.org](mailto:amplifylife@scedp.org)

# information

## Customer Care

**Correspondence Address:**  
CenturyLink-ACS  
P.O. Box 7086  
London, KY 40742

**Payment Address:**  
CenturyLink  
P.O. Box 1319  
Charlotte, NC 28201-1319

**Internet Address:**  
centurylink.com

### CenturyLink™ Customer Care Call Centers

Residential Customers.....	864-223-9011
Business Customers (Sales, Service & Repair).....	1-800-786-6272
Pay Telephone Service.....	1-877-904-7774
South Carolina Relay Service (TDD/TTY).....	711

**CenturyLink™ Repair** - Before calling Repair we recommend you conduct a test of your telephone sets, jacks and wiring. Repair personnel are available to answer calls 24 hours a day. To report telephone trouble, please call the appropriate number listed below.

Residential Customers.....	611 or 1-800-788-3600
Business Customers.....	1-800-786-6272

**Unresolved Problems** - If you still need help after calling one of our CenturyLink™ Customer Care Call Centers, please call our Special Consumer Representative at 1-800-877-3345.

## Directory Assistance

**Dial 411 for Local and National Directory Assistance** - Telephone numbers for anywhere in the United States can be obtained by dialing 411. A maximum of two numbers may be requested on each call. This includes numbers within your area code, outside your area code and toll free numbers. Appropriate charges will apply to each of these calls.

## Annoyance Calls

CenturyLink neither condones nor tolerates obscene, harassing, malicious, threatening or abusive calls ("annoyance calls"). If you receive such a call, hang up immediately. If these calls persist, contact the CenturyLink™ Annoyance Call Center at 1-877-451-1980 for assistance. If you receive any type of threat, immediately report it to your local law enforcement agency. Annoyance calls, including false reports such as bomb threats, are unlawful. Persons making annoyance calls are subject to termination of CenturyLink™ services, criminal prosecution and civil action.

## Local Calling

**Extended Area Service provides calls to the areas listed below at no charge. Dial the seven-digit telephone number to place the call.**

**Calling from: Local calling includes numbers to:**

CHAPPELLS.....	Cross Hill, Greenwood, Hodges, Mountville, Newberry, Ninety Six, Saluda, Troy, Ware Shoals
CROSS HILL.....	Chappells, Clinton, Greenwood, Hodges, Joanna, Laurens, Laurens Rural, Mountville, Newberry, Ninety Six, Saluda, Troy, Ware Shoals, Waterloo
GREENWOOD.....	Chappells, Cross Hill, Hodges, Mountville, Ninety Six, Saluda, Troy, Ware Shoals
HODGES.....	Chappells, Cross Hill, Greenwood, Mountville, Ninety Six, Saluda, Troy, Ware Shoals
MOUNTVILLE.....	Chappells, Clinton, Cross Hill, Greenwood, Hodges, Joanna, Laurens, Laurens Rural, Newberry, Ninety Six, Saluda, Troy, Ware Shoals, Waterloo
NINETY SIX.....	Chappells, Cross Hill, Greenwood, Hodges, Mountville, Saluda, Troy, Ware Shoals
SALUDA.....	Chappells, Cross Hill, Greenwood, Hodges, Mountville, Ninety Six, Ridge Spring, Troy, Ware Shoals



TROY.....	Chappells, Cross Hill, Greenwood, Hodges, Mountville, Ninety Six, Saluda, Ware Shoals
WARE SHOALS.....	Chappells, Cross Hill, Greenwood, Hodges, Mountville, Ninety Six, Saluda, Troy, West End

## Region Call

**Region Call Basic and Classic customers may dial these exchanges either using seven digits or 1 + ten digits. Region Call Premium customers must dial seven digits (see note below).**

**Calling from: Region Call includes numbers in:**

CHAPPELLS.....	Abbeville, Calhoun Falls, Clarks Hill, Clinton, Due West, Enoree, Fountain Inn, Gray Court, Hickory Tavern, Honea Path, Iva, Joanna, Laurens, Laurens Rural, McCormick, Mount Carmel, Plum Branch, Simpsonville, Waterloo, West Abbeville, West End
CROSS HILL.....	Abbeville, Calhoun Falls, Clarks Hill, Due West, Enoree, Fountain Inn, Gray Court, Hickory Tavern, Honea Path, Iva, McCormick, Mount Carmel, Plum Branch, Simpsonville, West Abbeville, West End
GREENWOOD.....	Abbeville, Calhoun Falls, Clarks Hill, Clinton, Due West, Enoree, Fountain Inn, Gray Court, Hickory Tavern, Honea Path, Iva, Joanna, Laurens, Laurens Rural, McCormick, Mount Carmel, Plum Branch, Simpsonville, Waterloo, West Abbeville, West End
HODGES.....	Abbeville, Calhoun Falls, Clarks Hill, Clinton, Due West, Enoree, Fountain Inn, Gray Court, Hickory Tavern, Honea Path, Iva, Joanna, Laurens, Laurens Rural, McCormick, Mount Carmel, Plum Branch, Simpsonville, Waterloo, West Abbeville, West End
MOUNTVILLE.....	Abbeville, Calhoun Falls, Clarks Hill, Due West, Enoree, Fountain Inn, Gray Court, Hickory Tavern, Honea Path, Iva, McCormick, Mount Carmel, Plum Branch, Simpsonville, West Abbeville, West End
NINETY SIX.....	Abbeville, Calhoun Falls, Clarks Hill, Clinton, Due West, Enoree, Fountain Inn, Gray Court, Hickory Tavern, Honea Path, Iva, Joanna, Laurens, Laurens Rural, McCormick, Mount Carmel, Plum Branch, Simpsonville, Waterloo, West Abbeville, West End
SALUDA.....	Abbeville, Calhoun Falls, Clarks Hill, Clinton, Due West, Enoree, Fountain Inn, Gray Court, Hickory Tavern, Honea Path, Iva, Joanna, Laurens, Laurens Rural, McCormick, Mount Carmel, Plum Branch, Simpsonville, Waterloo, West Abbeville, West End
TROY.....	Abbeville, Calhoun Falls, Clarks Hill, Clinton, Due West, Enoree, Fountain Inn, Gray Court, Hickory Tavern, Honea Path, Iva, Joanna, Laurens, Laurens Rural, McCormick, Mount Carmel, Plum Branch, Simpsonville, Waterloo, West Abbeville, West End
WARE SHOALS.....	Abbeville, Calhoun Falls, Clarks Hill, Clinton, Due West, Enoree, Fountain Inn, Gray Court, Hickory Tavern, Honea Path, Iva, Joanna, Laurens, Laurens Rural, McCormick, Mount Carmel, Plum Branch, Simpsonville, Waterloo, West Abbeville

**NOTE:** Region Call Basic and Classic customers must dial the applicable seven or ten digits in order to access their current Region Call plan per minute of use rates. A customer may now dial 1 + ten digits when placing calls to areas included in these plans, however the call will be carried by the long distance carrier of your choice, and that carrier's long distance rates will apply. Region Call Premium customers will not be able to complete 1 + ten-digit dialed calls to areas included in this optional plan. This change is being made to ensure customers are not billed separate charges for calls that are included in the cost of the Premium plan. If you have any questions, please contact the CenturyLink™ Customer Care Call Center for further details.

# HARGRAY PHONE DIRECTORY

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## Telephone Service NOTICE AND LONG DISTANCE PLANS

### NOTICE

The Public Service Commission of South Carolina has designated Hargray Telephone Company as an "Eligible Telecommunications Carrier" in the service areas of Hilton Head Island, Bluffton and Hardeeville; for universal service purposes. The goal of universal service is to provide all citizens access to essential telecommunications services.

Hargray provides single party residence and business service for rates which range from \$16.60 for residential customers and \$33.20 for business customers. Hargray Telephone service offers access to additional services such as the following:

- Long Distance access to carrier of choice
- Emergency services
- Operator services
- Directory assistance
- Telecommunications Relay Services
- Other services designed for persons with disabilities
- Lifeline service for qualifying Low Income applicants
- Toll blocking (at no charge for qualified Lifeline customers)
- Touch Tone service
- Annual local directory at no charge

Please call 1-877-HARGRAY for specific rates and offers for your area.

### RESIDENTIAL PLANS

#### Unlimited Nationwide Calling

Call to anywhere in the 50 United States, 24 hours a day, and talk as long as you want. Monthly fee applies.

#### Euro 7

The perfect "combo plan" for those who desire affordable international and domestic calling.

- 7 cents a minute for all direct dialed International calls to the following 7 countries: UK, Canada, Germany, France, Italy, Spain, Ireland.
- All other International calling billed at low Smart World Calling rates.
- 7 cents a minute for all direct dialed domestic calls
- 7 days a week/24 hrs. a day
- Monthly fee applies

#### Smart World

Low rates for all your direct dialed International calls. Now you can call Canada, Mexico, and overseas at our new lower rates. Monthly fee applies.

### BUSINESS PLANS

#### Unlimited Nationwide Calling

Call to anywhere in the 50 United States, 24 hours a day, and talk as long as you want. Monthly fee applies.

\* Service not available in all areas.



Contact us 1.877.HARGRAY | [hargray.com](http://hargray.com)

CALL VIEW CLICK



## Customer Information

### CUSTOMERS WITH DISABILITIES

The South Carolina Relay Center is in operation seven days a week, 24 hours a day. The center provides relay service for telephone calls, personal or business, to or from speech or hearing impaired telephone customers within the state of South Carolina. To use the Center, call 711 and a communications assistant will answer. Hearing or speech-impaired customers type on their TTYs the name and number of the person to be called. Hearing customers tell the communications assistant the name and number of the hearing or speech impaired person they wish to call. The specially trained communications assistant will then relay the call word for word and in the strictest confidence. There are no extra charges for using the Center. The Center relays calls between South Carolina and locations anywhere in the United States and internationally.

### HARGRAY LOW-INCOME ASSISTANCE PROGRAMS

Hargray offers two (2) low-income Assistance Programs: Lifeline Assistance and Link Up. These programs offer monetary assistance to qualified low income residential telephone customers to ensure that basic telephone connection (hookup) and service remain affordable to all South Carolina residents. These programs are funded through the Universal Service Fund, which is administered in South Carolina by the SC Office of Regulatory Staff.

#### Lifeline Assistance

Lifeline Assistance is a \$13.50 monthly discount off your landline telephone service. Lifeline Assistance is available to subscribers who participate in one or more of the following programs: Temporary Assistance for Needy Families; Medicaid; or Food Stamps. Each subscriber to Lifeline Assistance must certify in writing to Hargray, under penalty of perjury, that s/he receives benefits under one of the three programs listed above and must, on the same document, agree to notify Hargray if s/he ceases to participate in the program(s). Hargray may require the subscriber to authorize the Company to access any records necessary to verify the subscriber's statements, and may require the subscriber to furnish proof of participation in a qualifying program. Eligibility for Lifeline Assistance may be verified through the South Carolina Department of Social Services (DSS).

#### Link Up

Link Up provides a 50% reduction in the Company's customary charge for installation of telephone service up to \$30.00. It is available only for a single telephone connection at a subscriber's principal place of residence. Link Up is available to eligible subscribers in addition to Lifeline Assistance. The qualifications for participation in the Link Up program are the same as those for Lifeline Assistance. Link Up is available for a second or subsequent time only for a principal place of residence with an address different from the residence address at which the Link Up assistance was previously provided. The Link Up reduction is one-half of the customary installation charge, or \$30.00, whichever is less.

### HARGRAY'S PTA JOINT CONTRIBUTION PROGRAM

Hargray Long Distance offers a unique program to all school PTA members, friends and family.

By subscribing to any Hargray Long Distance residential plan, family members have an opportunity to have 5% of their long distance toll donated by Hargray to their participating school. Funds donated over the school year can be used for the purchase of books, sponsor new programs for the upcoming school year, trips, etc.

This is an easy and safe way for children to do fundraising for their school, and take advantage of some of the lowest rates around. All funds raised with this program will benefit local area children and school programs.

For additional information please call Hargray Sales at 706-1850.



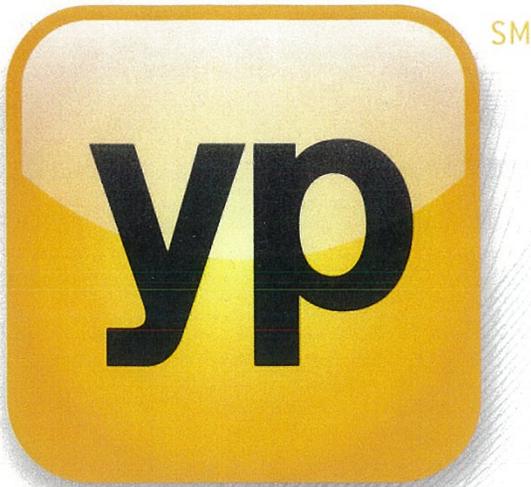
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24

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at&t



Customer Guides

About AT&T South Carolina



We realize that you have a choice of providers for your local telephone service, and we thank you for choosing AT&T South Carolina. We're the one-stop source for everything you need and expect from a premier communications company and technology leader. The information below will help you do business with us.

	Residence (toll free)	Business (toll free)	Mail all correspondence (other than bill payments) to:  <b>AT&amp;T South Carolina Correspondence</b> P. O. Box 100-120 Columbia, SC 29202
For sales, billing and service To conduct business online	1-800-288-2020 att.com	1-866-620-6000 att.com	
Para ventas, factura y servicio (en español) For sales, billing and service (in Spanish)	1-888-707-2840 espanol.att.com	1-866-620-6000	
For repair service (24/7)	1-877-737-2478 repair.att.com	1-866-620-6900 repair.att.com	
TTY users - for repair service	1-888-341-2355		
To call the Help Line - How to use services	1-800-448-1110 support.att.com	1-866-620-6000 support.att.com	
To purchase telephones and accessories	1-800-733-2355 att.com	1-800-568-5323 (systems)	
To order Dial Internet service	1-800-436-8638 att.com/internetdial	1-877-249-3425 att.com	
To order DSL service	1-800-263-0241 att.com/internetdsl	1-888-321-2375 att.com	
To order Integrated Services Digital Network (ISDN) service	1-800-858-9413	1-800-858-9413	
To order a Global Calling Card	1-800-288-2020	1-866-620-6000	
To order Wireless service	1-866-662-4548 wireless.att.com	1-866-620-6000	
To order Long Distance	1-800-288-2020 att.com	1-866-620-6000 att.com	
To reach Local or National Directory Assistance	4-1-1	4-1-1	

ACCESSING YOUR ACCOUNT

For secure online access to your account, you will need the last four digits of the Social Security number associated with the account holder and the ZIP code of the billing address. For secure access to your residential account through self service over the phone, you need your PIN or the last four digits of your Social Security number. Both services are available 24 hours a day, 7 days a week.

att.com

- Establish new service.
- Change existing service.
- Move existing service.
- Restore or suspend your service.
- Report a repair problem.
- Order phone books.

- Check product pricing and availability.
- Order new products or services.
- Check order status.
- Review product and feature usage instructions.
- View and pay your bill.
- Make payment arrangements.

Self Service

- Order new or cancel existing calling services.
  - Get the amount, date or a copy of your last bill.
  - Arrange to pay your bill.
  - Suspend or restore service.
  - Get information about how to use services.
- Call Self Service by dialing 1-800-288-2020.

NEED TO PAY YOUR BILL?

1. Visit [att.com/pay](http://att.com/pay) to view and pay your bill online. You can make secure payments directly from your bank account. Payments are credited to your account immediately.
2. Pay via the Automatic Bill Payment Option and have your monthly bill amount automatically deducted from your bank account each month by visiting [att.com/pay](http://att.com/pay). You may also call the AT&T South Carolina Service Center at 1-800-288-2020 for enrollment information.
3. Mail your payment to: **Residence:** AT&T Remittance Center, P. O. Box 105503, Atlanta, GA 30348-5503 or **Business:** AT&T Remittance Center, P.O. Box 105262, Atlanta, GA 30348-5262
4. Pay in person. (Charges may apply.) To locate the AT&T South Carolina Payment Center nearest you, visit [att.com/paymentagents](http://att.com/paymentagents) or call a Customer Service Representative at 1-800-288-2020.
5. Residential customers may use self service over the phone to make payment arrangements by dialing 1-800-288-2020.
6. Residential customers may pay by check through our automated voice response unit by calling 1-800-288-2020.

AT&T SOUTH CAROLINA TELECOMMUNICATIONS CENTER FOR CUSTOMERS WITH DISABILITIES

AT&T South Carolina offers products and services for customers with visual, hearing, speech or physical disabilities. Customers with a disability that prevents the use of a directory can apply for exemption from local Directory Assistance charges. Customers with speech or hearing disabilities may be eligible for a reduction in long distance charges. For questions about service, equipment, billing or repair, call one of the following help-line numbers or visit our Web site at [att.com/accessibility](http://att.com/accessibility) and select the "Accessible Equipment" link on the left.



Customers who are deaf or who have speech disabilities  
TTY/TTD/VCO/HCO: 1-888-341-2355

Customers who are able to speak  
Voice only: 1-888-390-7770

\* Used with permission of the National Association of the Deaf.

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or call 1-866-329-7118. Please recycle: call 1-800-953-4400 for info.

Residential listings may be viewed at [www.reallpageslive.com](http://www.reallpageslive.com). To obtain a FREE copy of the printed  
residential white pages or a CD-ROM, please call 1-866-329-7118 or visit [www.att.com/mydirectories](http://www.att.com/mydirectories).

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## Customer Guides

# Information For Customers With Disabilities



### OPERATOR/DIRECTORY ASSISTANCE

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

### TELECOMMUNICATIONS RELAY SERVICE

This service allows customers who use Text Telephones (TTYs) to communicate with others. Special operators translate TTY messages into speech for non-TTY users and vice versa. No charges apply to local calls. AT&T South Carolina and other local telephone companies collect a monthly charge per phone line from every customer to fund the service. The collected monies go into a fund to operate the Telecommunications Relay Service and the TTY Distribution Program.

The Telecommunications Relay Service presents an easier way to reach the Relay Service. **The service can now be reached by dialing: 7-1-1**

Callers may also call the 800 numbers listed below:

<b>1-800-735-8583</b> TTY	<b>1-800-735-7293</b> ASCII
<b>1-800-735-2905</b> Voice	<b>1-800-676-3777</b> Customer Service

A NOTE TO ALL RELAY USERS - Please note that 7-1-1 is only to be used to reach the Relay Center. For emergencies you should use 9-1-1.

### SOUTH CAROLINA EQUIPMENT DISTRIBUTION PROGRAM (SCEDP)

#### FREE TELEPHONE EQUIPMENT

For South Carolina residents who are deaf, hard of hearing, deaf-blind, blind/low vision with hearing loss, or speech impaired.

If you have a problem using a standard telephone, please contact our office:

South Carolina Equipment Distribution Program, (SCEDP) Website: [www.scedp.org](http://www.scedp.org) Email: [AmplifyLife@scedp.org](mailto:AmplifyLife@scedp.org)

**803-896-8337** (Voice/Local) or **1-877-225-8337** (Voice/Toll Free)

**803-896-8334** (TTY/Local) or **1-877-889-8337** (TTY/Toll Free)

South Carolina School for the Deaf and the Blind Midlands Regional Outreach Center, Saluda Building, 101 Executive Center Drive, Suite 120, Columbia, SC 29210

### 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.

### LIFELINE SOUTH CAROLINA

#### AFFORDABLE COMMUNICATIONS FOR ALL

Your local telephone company offers telephone assistance programs to reduce the price of local landline telephone service for eligible residential customers. Customers may be eligible for LIFELINE if they participate in any of the following programs: Food Stamps (SNAP), Medicaid, or Temporary Assistance for Needy Families (TANF). AT&T customers may also be eligible if their household income is equal to or below 125% of the federal income poverty level. Individuals who do not currently have telephone service may be eligible to receive LINK-UP assistance for installation services. Participants in the above programs can receive 50% off (up to a \$30 discount) of charges for the installation of telephone service. For information, please contact your local telephone company at the number listed for Service Assistance Programs on the Telephone Provider Information page or the South Carolina Office of Regulatory Staff at **1-866-788-6565**.

## Need-To-Know Information



### CUSTOMER ASSISTANCE

#### AT&T South Carolina State Headquarters

If an issue has not been handled to your satisfaction, we request you call one of the following toll free numbers and ask to speak to a manager: residence customers call: **1-800-288-2020** and business customers call: **1-866-620-6000**. You may also go online at [att.com/contactus](http://att.com/contactus). Documents which show rates, terms, and conditions for AT&T retail services are available for public inspection on the AT&T Web site at: <http://www.att.com/servicepublications>.

#### Public Service Commission and Office of Regulatory Staff

The Public Service Commission of South Carolina regulates various utilities. Customer inquiries and complaints regarding the regulated services and rates for these utilities are handled by the Consumer Services Division of the Office of Regulatory Staff. The Office of Regulatory Staff's toll free number is **1-800-922-1531**. Its mailing address is Suite 900, 1401 Main St., Columbia, SC 29201, and its Web site is <http://www.regulatorystaff.sc.gov>. The South Carolina Public Service Commission is located at 101 Executive Center Drive, Suite 100, Columbia, SC 29210. The telephone number is **1-803-896-5100**.

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**Relay South Carolina Annual Report**

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**ANNUAL REPORT**  
JULY 2008 - JUNE 2009



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Report provided by  
**Sprint**  
**Relay**

The logo graphic for Sprint Relay, featuring a stylized, fan-like shape composed of several curved, overlapping segments that resemble a signal or a wing, positioned to the right of the word "Sprint".

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**Missy Whatmough McManus**  
Relay Program Manager  
500 Gracern Road, Suite 202  
Columbia, SC 29210  
(800) 871-3086 (Voice Mail)  
(800) 644-2289 (TTY)  
melissa.mcmanus@sprint.com

Dear Office of Regulatory Staff,

The fiscal year of July 2008 to June 2009 has given Sprint another opportunity to serve our South Carolina customers with quality relay services, dedication and commitment that the state has come to expect.

Sprint is extremely pleased to have been awarded the Relay South Carolina contract for the next five years as of January 2009. To promote additional relay outreach, two subcontractors were hired to assist in this effort. One subcontractor, hired in March, educates consumers on CapTel, WebCapTel (WCT), and WCT-compatible wireless devices. In June, a second subcontractor was hired to educate consumers and provide assistance with wireless devices and other relay services.

A public service announcement about the CapTel phone and service was aired from March 23 until May 4 in the Charleston and Columbia markets. This marketing resulted in 267 interested consumers calling for more information.

Sprint thanks the Office of Regulatory Staff for the opportunity to provide quality relay services during the 2008-2009 fiscal year. Sprint is appreciative of its ongoing relationship with Relay South Carolina and looks forward to the next five years of providing relay services and education to South Carolinians.

Sincerely,

A handwritten signature in black ink that reads "Missy McManus".

Missy McManus  
Relay Program Manager

# RELAY SOUTH CAROLINA

## Outreach and Marketing

Relay South Carolina promoted relay service awareness by providing demonstrations, presentations and materials to various groups throughout the state. With the awarding of the new Relay South Carolina contract, outreach education began in January 2009.

A CapTel/WebCapTel subcontractor was hired in March and a wireless device subcontractor was hired in June to assist the Relay Program Manager (RPM) in promoting wireless and relay products. The RPM promoted telecommunication relay services (TRS) as well as CapTel, video relay services (VRS), Internet Protocol relay, and wireless relay.

### Outreach

#### **Outreach Activities**

Highlights of outreach activities include:

- Exhibited relay products at the DeafNation Expo in Greensboro, NC, with 2,000 in attendance. Many of the participants were from South Carolina.
- Exhibited CapTel and WebCapTel at the Assistive Technology Expo in Columbia; 500 attended.
- Exhibited CapTel and WebCapTel at the Pathways to Independence conference in Myrtle Beach to 345 attendees.
- Exhibited relay products at the DeafNation Expo in Atlanta, GA; 2,000 attended. As with the Greensboro event, many of the participants were from South Carolina.
- Presented WebCapTel to parents of deaf/hard of hearing children at Ocean Bay Elementary School in Myrtle Beach; 20 attended.
- Demonstrated wireless devices at the Columbia chapter of Deaf Women United meeting; 13 attended.



*See appendix for other outreach activities.*

#### **Sponsorships**

Relay South Carolina sponsored two organizations by showing a film featuring an all-deaf cast, *Legend of the Mountain Man*. The organizations were Low County Association of the Deaf in Charleston and the Junior National Association of the Deaf (Jr. NAD) chapter at the South Carolina School for the Deaf and Blind. With our sponsorship, the Jr. NAD chapter sent representatives to the annual Jr. NAD conference in Texas.

In addition, RSC sponsored a workshop hosted by the Midlands Association of the Deaf in Columbia, and the golf tournament hosted by the South Carolina School for the Deaf and Blind in Little River.

## Marketing

### CapTel Public Service Announcement

From March 23 to May 4, Relay South Carolina promoted CapTel by airing a public service announcement (PSA) on television for a total of 213 broadcasts. Airings included high-visibility programs such as:

- Today Show
- Dr. Phil/Oprah
- Wheel of Fortune
- Jeopardy
- CBS Early Show
- Price is Right
- Various local news programs



After this marketing effort, 267 interested consumers called CapTel manufacturer and distributor Ultratec, Inc., inquiring about CapTel products. As a result, there were 120 hits to the RSC CapTel webpage.

### Relay South Carolina Website

Information about relay services and products is at [www.relaysouthcarolina.com](http://www.relaysouthcarolina.com). This accessible website broadcasts captioned video clips as well.



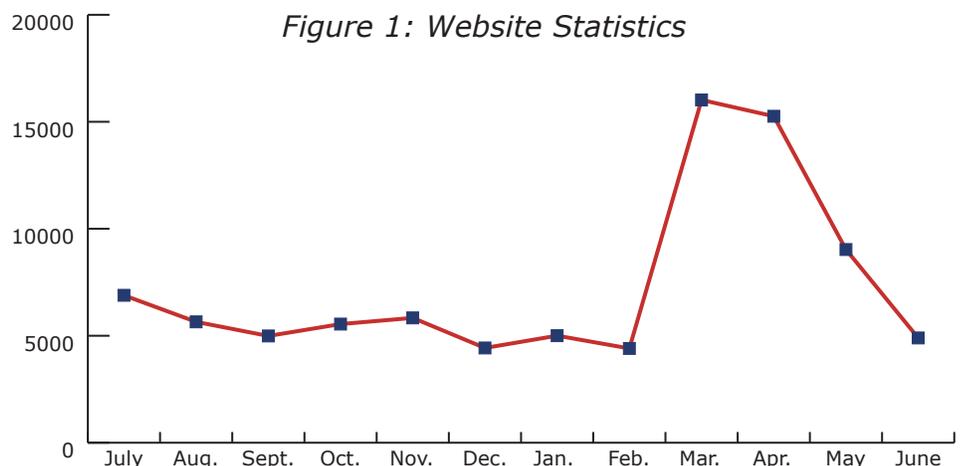
### Website Statistics

To monitor trends on the Relay South Carolina website, a statistics report tracks which pages are accessed most often. During this fiscal year, there were 87,952 hits, representing the total of requests made to the server during the given time period. Figure 1 shows a monthly breakdown of the hits.

The tremendous increase for the months of March and April can be attributed to the CapTel PSA airing on television.

### Advertisements

To promote the WebCapTel service, an advertisement was placed in the Living in South Carolina magazine, which has a readership of 1.1 million. Also, information about various wireless devices and Sprint's Video Customer Service was advertised in the South Carolina Association of the Deaf newsletter.



# RELAY SOUTH CAROLINA



Relay South Carolina products and services continued to be promoted via various brochures, instructional and marketing flyers, mass e-mails, and informal group settings. Additionally, twice a year, a newsletter offering CapTel tips, announcements, and other helpful CapTel information is distributed to subscribers.

*See appendix for the Spring 2009 issue of the CapTel newsletter.*

# Relay Enhancements

## TRS Enhancements

### *Focus on Training*

Sprint continues to create a more effective organization by implementing innovative TRS training programs that focus on three primary goals:

- To better serve customers,
- To bring value to the services offered, and
- To make Sprint Relay a rewarding place to work.

This year, a special effort was made to:

- Develop creative presentations in ongoing training, customer service training and training refreshers.
- Launch a "Coaching Focus of the Month" program to provide Communication Assistants (CA) and supervisors with a trainer's review of call-processing procedures and customer service skills.

Training revisits the primary service attributes that are important to customers: accuracy, transparency, professional phone image, keeping customers informed and operator knowledge. Sprint collaborates with the vendor centers to deliver the training and then follows up on a monthly basis by using internal testing.

Exceptional customer satisfaction means understanding what customers expect, then delivering practical solutions. In order for this to happen, the Operations team continues to solicit and implement CA suggestions related to improving our customers' experience through a Customer Service Initiative program.

### *FCC TRS Re-Certification Project*

On June 22, 2007, the Federal Communications Commission (FCC) issued a Public Notice to remind TRS state programs to submit a re-certification renewal application by October 1, 2007.

As listed in the 2007-2008 annual report, this re-certification application required evidence of certain required deliverables. With certifications expiring July 26, 2008, relay states were to complete the re-certification process before then. A state could apply for renewal one year prior to expiration.

Sprint took the initiative in developing and distributing a FCC re-certification renewal boilerplate of over 100 pages for its state customers. Sprint responded to most of the directives, leaving the states—including South Carolina—with fewer questions to answer. In addition, Sprint provided further answers and support when asked by the states.

**On July 16, 2008, the South Carolina TRS program was granted re-certification for five more years until July 25, 2013. Sprint is pleased to work with Relay South Carolina in maintaining high-quality relay and CapTel services.**

## CapTel Enhancements

### *Redundant Center*

Sprint's CapTel vendor completed its redundant (backup) data center in the third quarter of 2008.

### *Platform Upgrade*

In January, the voice recognition platform was improved. Sprint's CapTel vendor released a platform upgrade that enhanced the features of the CapTel captioner workstation, which in turn, improved the voice recognition engine.

With Spanish CapTel, Sprint's CapTel vendor completed upgrades to the captioner interface starting in the second quarter of 2008, and continued to upgrade the platform throughout 2008. The upgrades included the ability to caption Spanish calls smoother and more efficiently.

# Relay South Carolina Statistics

## Telecommunications Relay Service (TRS)

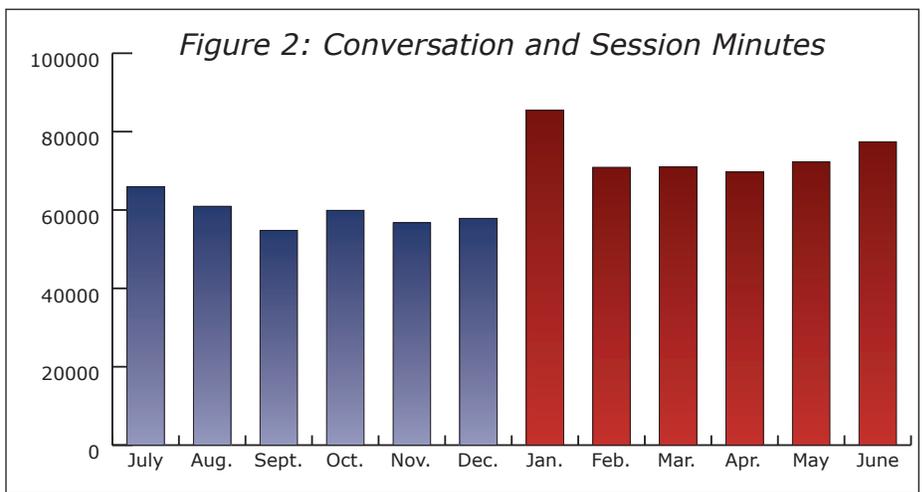
The following charts indicate the trends of our annual total number of conversation and session minutes, relayed call volume, call origination, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (e.g.: TTY, Voice, TTY and Voice Spanish, VCO, Telebraille, STS, and a few others) currently provided by Relay South Carolina.

See appendix for a complete statistics report.

### Conversation and Session Minutes

From July to December, Relay South Carolina used conversation minutes statistics. With the new contract in January, this changed to session minutes.

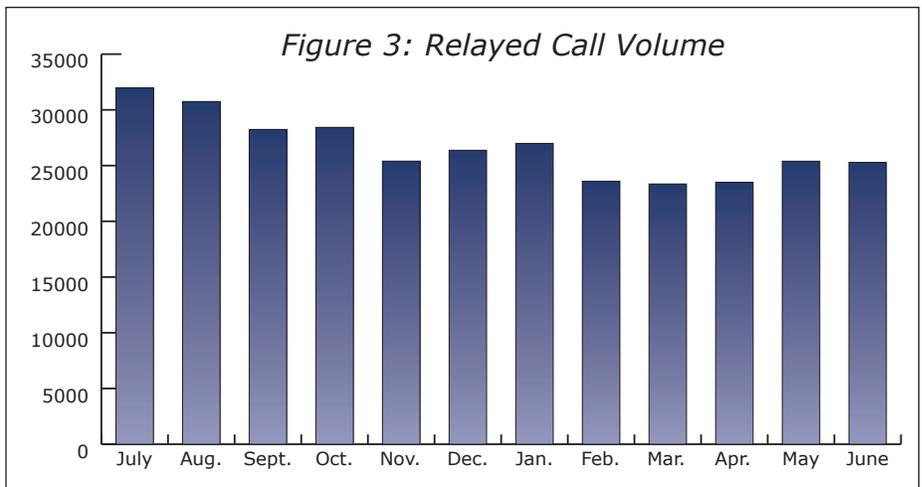
Figure 2 indicates the total monthly conversation and session minutes processed through Relay South Carolina. The minutes include voice carry-over, hearing carry-over, Spanish, and Speech-to-Speech.



### Relayed Call Volume

Figure 3 depicts the total number of relayed calls processed through Relay South Carolina. The relayed calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international, and busy ring/no answer.

Relayed call volume totaled 319,279 calls, a 26.09% drop from the previous year's total.



# RELAY SOUTH CAROLINA

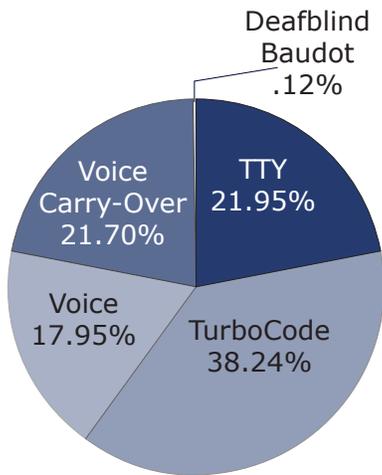
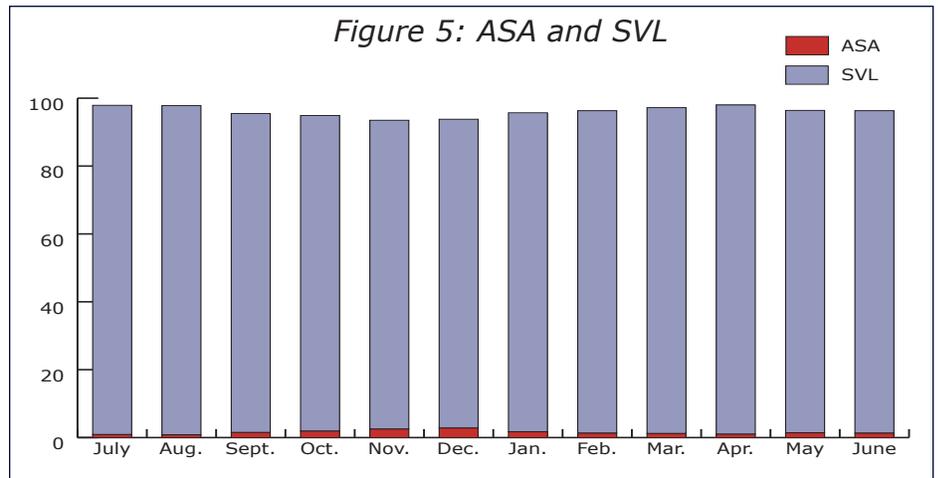


Figure 4: Call Origination Types



## Call Origination

On average, TTY and TurboCode consumers originated approximately 60 percent of the Relay South Carolina calls. Figure 4 shows call type by percentage.

## Average Speed of Answer and Service Level

Figure 5 illustrates that Sprint has once again 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 this FY was **1.53 seconds** and the Service Level (SVL) was that **94.6% of calls** were answered within 10 seconds.

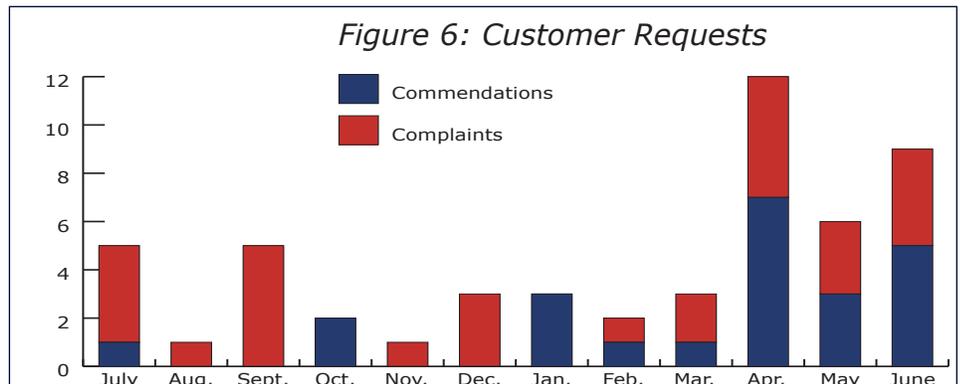
## Customer Contact Log

Relay South Carolina Customer Service handled customer contacts such as:

- Customer Database profiles
- Technical Issues
- Operator performance
- Informational materials
- Customer commendations

Each request from a relay user is given full attention and every effort is made to satisfy the customer.

Figure 6 illustrates the number and call types received, including commendations and complaints. As with every year, the Relay Program Manager prepares and submits the FCC Annual Consumer Contact Log.



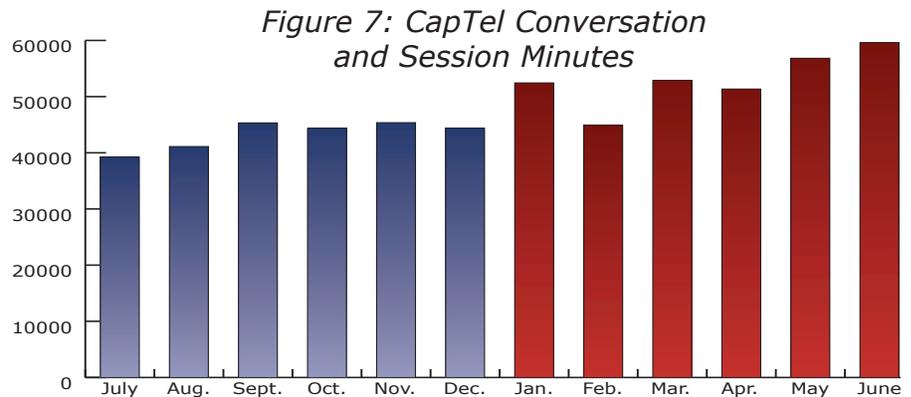
# CapTel

The following charts indicate the trends of our annual total number of conversation and session minutes, call volume, and call origination.

See appendix for a complete CapTel statistics report.

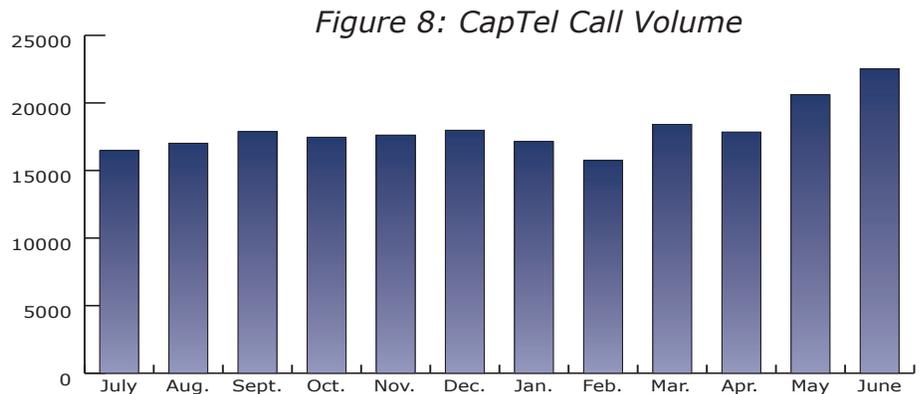
## Conversation and Session Minutes

From July to December 2008, Relay South Carolina tracked conversation minutes statistics, then from January to June 2009, Relay South Carolina tracked session minutes statistics. A breakdown of monthly minutes is indicated in Figure 7.



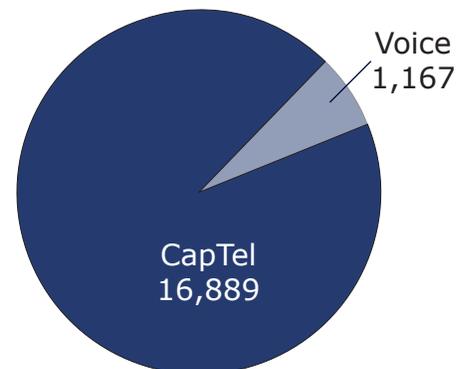
## Call Volume

A total of 216,677 CapTel calls were generated in this fiscal year. A breakdown of monthly call volume is indicated in Figure 8.



## Call Origination

Figure 9 indicates that most Relay South Carolina CapTel calls were initiated by CapTel users.



*Figure 9: CapTel Call Origination Types*

## Sprint Relay Enhancements



### CapTel via High-Speed Internet

In May, Sprint tested the new CapTel 800i among a small number of CapTel users. The users received captions on a CapTel phone utilizing high-speed Internet.

A telephone line attached to the CapTel 800i phone carried the voice conversation. This enabled testers to use Voice Over Internet Protocol (VOIP) services, which are not recommended for use with standard CapTel phones.

### WebCapTel (WCT)

In October, Sprint released an enhancement to the WebCapTel service called "WebCapTel On the Go." This service enables users to read captions on a device using Windows Mobile 6.0 or above, or an Apple iPhone. Users can read captions away from a computer screen, with the ability to go completely mobile if desired. The users can use two phones: one to read the captions, and another to speak and listen in order to facilitate their WebCapTel On the Go conversations.

### Video Relay Service (VRS)

#### **Ten-Digit Numbering Mandate**

Launched on December 8, Sprint VRS and Sprint IP Relay began distributing 10-digit telephone numbers to meet the original December 31, 2008, FCC deadline in the Second Report and Order. This 10-digit, local-numbering mandate was to enable Sprint VRS and IP users to:

- Provide 10-digit numbers to their voice callers to expedite connections to their video-phones and IP services.
- Register their addresses so that video interpreters and relay service operators can quickly convey this information to 911 dispatchers.
- Update their registered VRS and IP address and location information when they move or change their IP addresses.
- Modify their account profiles to incorporate 10-digit number functionality.
- Comply with local number portability for their 10-digit numbers. Their 10-digit numbers may also be ported to other VRS providers.

***NOTE: Video relay services are authorized by the Federal Communications Commission. Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the National Exchange Carriers Association.***

The FCC postponed this deadline to November 12, 2009.

### **Mobile VRS Trial**

Sprint conducted a mobile VRS trial with the Kansas School for the Deaf from September to December. It was an opportunity to gather user experience and feedback and to evaluate wireless devices. Sprint is continuing to evaluate wireless devices that include two-way video capabilities.

### **VRS Mail**

In May, Sprint expanded VRS Mail capabilities to wireless devices. VRS users may choose, through their Sprint VRS account profile, the destination of videomail they receive. This includes wireless devices such as: Windows Mobile, BlackBerry 4.5 or higher, Palm OS and Palm webOS.

### **IP Relay**

In the fall of 2008, Sprint Relay launched a letter-dialing feature for its Sprint IP and IM relay service. Callers can now enter letters to dial instead of numbers such as 800-RSC-COOL.

In January, Sprint Relay added Sprint IP with Google Talk to its instant messaging portfolio. In March, Sprint Relay implemented an address book for its Sprint IP with AIM and Sprint IP with Google Talk customers. The address book provides a simple way to store names and phone numbers along with a speed-dial feature.

***NOTE: IP relay services are authorized by the Federal Communications Commission. Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the National Exchange Carriers Association.***

### **Other Sprint Relay Products and Services**

Various Sprint Relay products and services such as IP, relay conference captioning, wireless devices and others, continue to be promoted via various brochures, instructional and marketing flyers, mass e-mails, Video Customer Service comprised of deaf technicians who can communicate with customers who use American Sign Language, and formal and informal meetings.

## Sprint Relay Accounts

### TRS

Sprint provided relay services to 33 states, the federal government, Puerto Rico and New Zealand.

### CapTel

Sprint provided the CapTel service to 32 states, including the federal government.

## Sprint Relay Team

### Sprint Public Sector - Federal and State Government

**William P. White**  
Vice President –  
Federal Programs

**Mike Ellis**  
National TRS Director

**Relay Program  
Management**  
**John Moore**  
Branch Manager

**Angie Officer**  
Senior RPM

**Missy McManus**  
Relay Program Manager

**CapTel**  
**Damara Paris**  
Branch Manager

**Corporate Sales**  
**Maggie Schoolar**  
Branch Manager

**Andrew Brenneman**  
Corporate Sales Manager

**Wireless Sales**  
**Karl Ewan**  
Account Executive

**Customer Service**  
**Brian Adamson**  
Supervisor

**Product Management  
Group**  
**Paul Ludwick**  
Branch Manager  
(Until April 2009)

**Mark Tauscher**  
Team Leader  
(May 2009-Present)

# Appendices