# Appendix I:

# Copies of Relay Brochures or Other Advertisements

# *Enhanced Speech-to-Speech*

## *Dial **7-1-1** or **877-253-0446***

## *Talk with Ease and Confidence.*

Vermont Telecommunications

vermontrelay.com

- *Tired of struggling to be understood over the phone?*
- *Want to be free to communicate anytime from anywhere?*

*Vermont Relay has the perfect solution for you — **Speech-to-Speech** (STS) provides one-on-one support for telephone calls.*

> *"Now I can make my own phone calls without having to depend on someone else."*

### *What is STS?*

*STS is a free service for people with a speech disability. A specially trained STS operator simply listens to the conversation and repeats your message, whenever needed.*

- *Free and confidential*
- *Available 24 hours a day / 7 days a week*
- *Spanish is available*

### *My Email Set Up (NEW)*

*This new feature makes call set-up a piece of cake for you.*

*In order to speed up the set-up of the call, Vermont Relay STS now offers **My Email Set Up**.*

*Now, you can e-mail call instructions or information 2 to 24 hours prior to the call. This can include information such as the number to be dialed, the name of the person being called, any special instructions and nature of the call, or anything that makes it easier for you to complete the call.*

*Read more information on the back.*

***New Customer Service designated for STS users:***

- *Call: **877-787-1989***
- *Email: **Sprint.TRSCustServ@sprint.com***
- *Website: **vermontrelay.com***

# My Email Set Up

## Speech Assistance - Easier Than Ever!

Vermont Telecommunications

vermontrelay.com

### My Email Set Up

- You can email call instructions or information 2 to 24 hours prior to the call.
- information can be included such as:
  - the number to be dialed
  - the name of the person being called
  - any special instructions and subject of the call, or
  - anything that makes it easier for you to complete the call.
- **IMPORTANT INFORMATION:**
  Before you use **My Email Set Up**, it is important to call **My Support (STS Customer Support)** at **877-787-1989**.

  The Vermont Relay STS customer support representative will fill out your profile. Below is information about STS features and descriptions.

### My Support 877-787-1989

- A dedicated customer support for STS users.
- Assist you with:
  - basic information about STS,
  - filling out customer profiles, and
  - other relay service features designed to support you and your callers.
- Open 24 hours a day, 7 days a week.

### My Wireless *STS (Dial *787)

- A **NEW** national wireless solution for STS users.
- A national wireless short code for STS to make it easier to place or receive STS calls.
- Simply dial *787 (*STS) from any Sprint wireless phone to be connected with the STS relay operator.
- **PLEASE NOTE** that this service is only available on the Sprint wireless network at this time.
- If you are interested in purchasing a Sprint wireless phone,
  - go to sprintrelaystore.com or
  - contact My Support at 877-787-1989 and they will get a representative to assist you.

### My Name

### My Place

- Receiving calls is now easier than ever!
- Your callers can simply call and ask for you directly by name without having to provide the telephone number.
- You can also be reached at multiple numbers.
- Simply add multiple telephone numbers and hours of availability.
- Different numbers can be added for certain times of the day and days of the week.

### My Saved Messages

- A solution to prevent from spending time dictating a message for an answering machine and then getting a busy signal and being unable to leave that message.
- Upon request, the STS relay operator can copy any messages desired onto your customer profile for 24 hours.
- When you try again, you simply re-dial STS service and ask to retrieve saved messages.
- After 24 hours the message copied into your customer profile is automatically deleted from the system.

### My Style

- You are allowed to determine the kind of conversation style.
- STS relay operator can simply look up your style in the customer profile such as re-voice the entire conversation or simply repeat upon request.

### My Phone Book

- Your customer profile can store up to 30 speed dial numbers in a phone book.
- To place a call, you simply ask for a caller by name.

**New Customer Service designated for STS users:**

- Call: **877-787-1989**
- Email: **Sprint.TRSCustServ@sprint.com**
- Website: **vermontrelay.com**

# *Are you tired of saying "What?" while on the phone? Try free* ***Vermont Relay Captioned Telephone Service***

**Vermont Telecommunications Relay Service**

www.vermontrelay.com

*Free* Captioned Telephone (CapTel®) Service by Vermont Relay enables individuals with hearing loss to read what their caller says, while they speak and listen on the telephone.*

## *Vermont Relay CapTel® Service:*

- *24-hour service is offered at no cost to users**
- *Spanish Captioning is available for Spanish-to-Spanish calls*
  - *Hours are from 8 am to 12 midnight EST*

## *The CapTel® 800 telephone:*

- *has a large 5" screen with easy-to-read display*
- *has a volume control (up to 40dB) and it is easy to adjust during a call*
- *functions as a regular telephone and can be used by everyone*

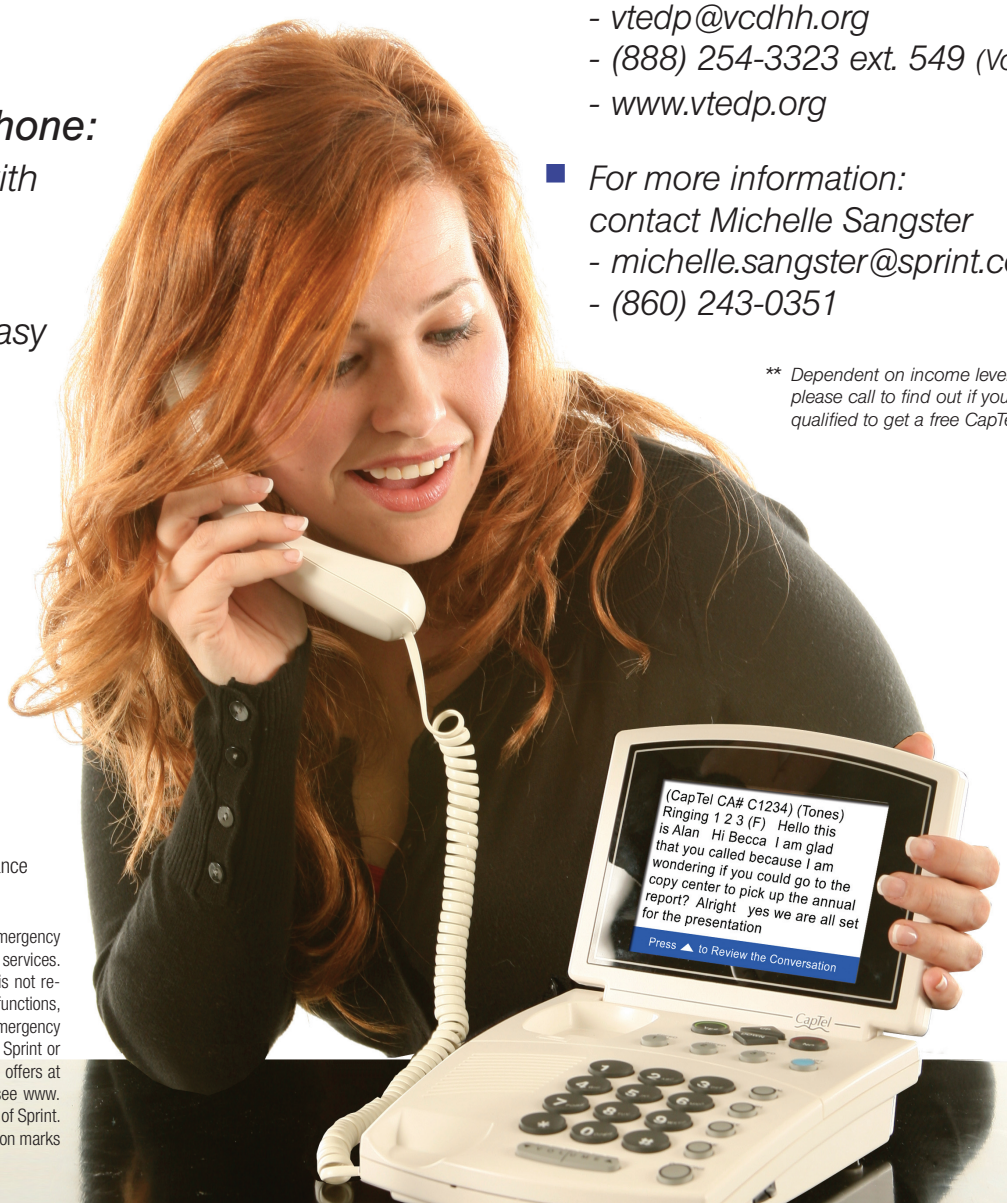
## *Website:*

- *www.vermontrelay.com*

## *How to get a CapTel® 800*

- *To apply for a free** CapTel® 800 telephone through the Vermont Telecommunications Equipment Distribution Program, contact*
  - *vtedp@vcdhh.org*
  - *(888) 254-3323 ext. 549 (Voice/TTY)*
  - *www.vtedp.org*
- *For more information: contact Michelle Sangster*
  - *michelle.sangster@sprint.com*
  - *(860) 243-0351*

*** Dependent on income level – please call to find out if you are qualified to get a free CapTel phone.*




* CapTel users are responsible for their own long distance charges.

Although CapTel can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. By using CapTel for emergency calling, you agree that Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions or failures in accessing or attempting to access emergency services through CapTel; whether caused by the negligence of Sprint or otherwise. Sprint reserves the right to modify, extend or cancel offers at any time without notice. Other restrictions apply. For details, see www.sprint800.com. ©2010 Sprint. Sprint and logos are trademarks of Sprint. CapTel is a registered trademark of Ultratec, Inc. Other registration marks are the property of their respective owners.

# *Are you tired of saying "What?" while on the phone? Try free* ***Vermont Relay Captioned Telephone Service***

**Vermont Telecommunications Relay Service**

www.vermontrelay.com

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### *How to get a CapTel® 800 telephone:*

- *see information on the back*

### *Website:*

- *www.vermontrelay.com*

* CapTel users are responsible for their own long distance charges.

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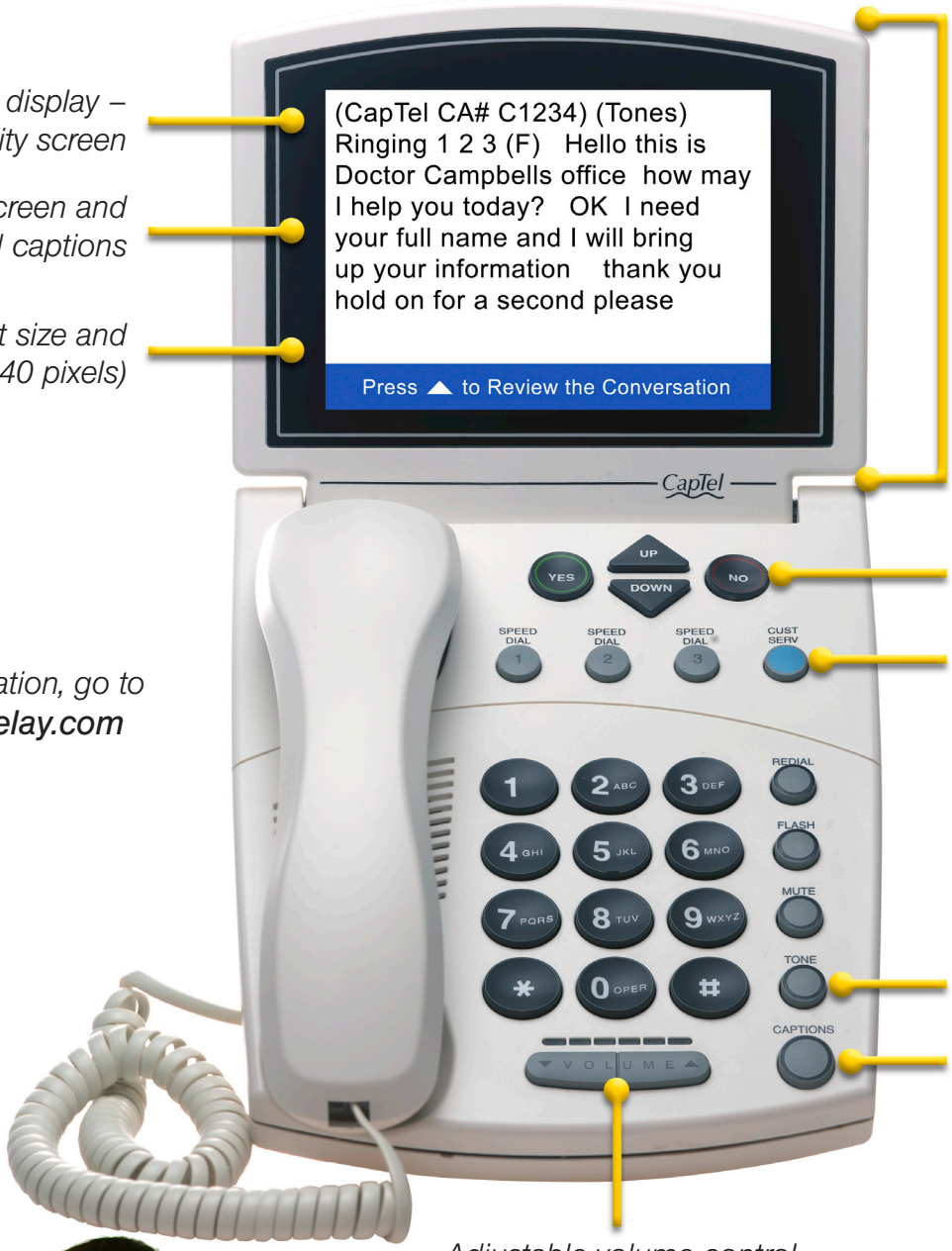
# CapTel® 800 Features

Vermont Telecommunications Relay Service




*5 " diagonal display – high quality screen*

*Bright color screen and easy-to-read captions*

*Adjustable font size and colors (320 x 240 pixels)*

*Screen tilts forward and back to your comfortable viewing preference*

*Easy to follow menu with "Yes/No" questions*

*One-button push to connect Customer Service*

*Adjustable tone control (high, medium, low) for best clarity*

*Captions button is automatically "ON" for both outgoing and incoming calls (can be disabled for non-CapTel users)*

*Adjustable volume control up to 40dB gain*

*For more information, go to* ***www.vermontrelay.com***

## How to get a CapTel® 800

- *To apply for a free** CapTel® 800 telephone through the Vermont Telecommunications Equipment Distribution Program, contact*
  - *vtedp@vcdhh.org*
  - *(888) 254-3323 ext. 549 (Voice/TTY)*
  - *www.vtedp.org*
- *For more information: contact Michelle Sangster*
  - *michelle.sangster@sprint.com*
  - *(860) 243-0351*

** *Dependent on income level – please call to find out if you are qualified to get a free CapTel phone.*

# Do you avoid using the phone because of your hearing loss?

Vermont Telecommunications Relay Service

**Free* Captioned Telephone (CapTel®) Service by Vermont Relay enables individuals with a hearing loss to read what their caller says, while they speak and listen on the telephone.**

- 24-hour service is offered at no cost to users*
- Spanish Captioning is available for Spanish-to-Spanish calls
  - Hours are from 8 am to 12 midnight EST
- CapTel phone has a large 5” screen with easy-to-read display
- It has a volume control (up to 40dB) and is easy to adjust during a call

## How to get a CapTel 800

- To apply for a free** CapTel 800 telephone through the Vermont Telecommunications Equipment Distribution Program, contact
  - vtedp@vcdhh.org
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  - www.vtedp.org
- For more information: contact Michelle Sangster
  - michelle.sangster@sprint.com
  - (860) 243-0351
  - www.vermontrelay.com/captel

* CapTel users are responsible for their own long distance charges.

** Dependent on income level – please call to find out if you are qualified to get a free CapTel phone.

CapTel is a registered trademark of Ultratec, Inc.

# Dial 7-1-1.
# Say hello and communicate with a breeze.

**www.vermontrelay.com**

*With **Vermont Relay** dialing **7-1-1** will connect you to a free service which allows effortless communication with people who are deaf, hard-of-hearing, deaf-blind, speech-disabled, or hearing.*

*It is very simple to make a phone call. All you do is:*

1) *Dial **7-1-1**** or use these toll-free numbers.*
2) *Press an option and dial the number of a person you are calling to.*
3) *Communicate while a relay operator relays messages between you and the caller with a breeze.*

*For more information, please visit*
***www.vermontrelay.com***

*For any questions about the relay services or request for presentations, please feel free to contact*

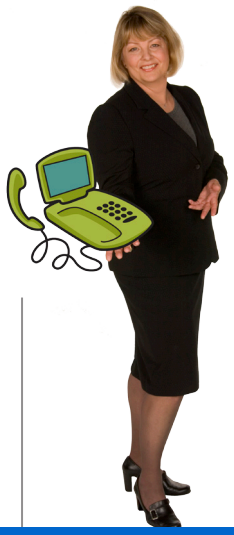

***Michelle Sangster***
***Account Manager***
***michelle.sangster@sprint.com***
***860-243-0351 (voice)***
***866-857-3242 (videophone)***

**Deaf**

*TTY to Voice*
*1-800-253-0191*
*TeleBraille*
*1-800-253-0191*

**Voice User**

*Voice to Relay*
*1-800-253-0195*



**Hard of Hearing**

*Voice Carry-Over*
*1-877-253-8260*
*Voice to CapTel*
*1-877-243-2823*

**Speech Disabled**

*Speech-to-Speech*
*1-877-253-0446*
*Hearing Carry-Over*
*1-800-253-0191*

**Internet User**

*Internet Relay*
*www.sprintip.com*

**Spanish/French Relay**

*Spanish Relay*
*1-877-253-5424*

*French Relay*
*1-877-253-7244*

**Customer Service**

*1-800-676-3777*
*Español*
*1-800-676-4290*
*CapTel*
*1-888-269-7477*

*** Some office phone systems do not work with 7-1-1. The above toll-free numbers are alternatives customized to callers' needs.*

# Appendix J:

# Copy of Legislation or Other Establishing TRS in the State

Based on its conclusion that services of a local telephone exchange carrier were not special, but simply volume discounts, the Public Service Board did not err in ruling that, as such, they should not be offered in special contracts but should be offered in tariffed volume-based discounts available to all customers to ensure that rates do not unjustly discriminate between similarly situated customers. In re New England Telephone & Telegraph Co. (2001) 172 Vt. 405, 779 A.2d 693.

14. **Bottleneck facilities.** Public Service Board did not err in concluding that toll and business exchange services were bottlenecks although they were no longer exclusively provided by incumbent local telephone exchange carrier. In re New England Telephone & Telegraph Co. (2001) 172 Vt. 405, 779 A.2d 693.

Public Service Board did not err in its conclusion that incumbent local telephone exchange carrier did not meet its burden of showing that its special access for toll service is no longer a bottleneck, because its decision was consistent with its precedent and its requirements for showing that facilities are no longer bottlenecks. In re New England Telephone & Telegraph Co. (2001) 172 Vt. 405, 779 A.2d 693.

Public Service Board did not err in its decision that incumbent local telephone exchange carrier failed to meet its burden of showing that Centrex services are no longer a bottleneck input. In re New England Telephone & Telegraph Co. (2001) 172 Vt. 405, 779 A.2d 693.

Public Service Board did not err by imposing a statewide test to determine whether a facility is a bottleneck because; the decision was consistent with precedent; such policy decisions are properly made by the Board; and the Board stated in its decision that "any incumbent, remains, of course, free to request the Board to find that a particular facility is no longer a bottleneck (throughout its service territory or in more narrowly defined geographies)." In re New England Telephone & Telegraph Co. (2001) 172 Vt. 405, 779 A.2d 693.

**Cited.** Cited in Wendland v. Green Mountain Power Corp. (1974) 132 Vt. 320, 318 A.2d 668; In re Allied Power & Light Co. (1974) 132 Vt. 354, 321 A.2d 7; Moore v. Gilbert (1974) 132 Vt. 365, 321 A.2d 13; New Hampshire-Vermont Physician Service v. Commissioner (1974) 132 Vt. 592, 326 A.2d 163; New Hampshire-Vermont Hospitalization Service v. Commissioner (1975) 133 Vt. 333, 339 A.2d 453; In re Allied Power & Light Co. (1975) 133 Vt. 586, 350 A.2d 360; In re Village of Morrisville Water & Light Dept. (1976) 134 Vt. 428, 365 A.2d 525; In re New England Telephone & Telegraph Co. (1977) 135 Vt. 527, 382 A.2d 826; Davison v. Morrisville Water & Light Dept. (1979) 137 Vt. 120, 400 A.2d 989; In re Telesystems, Corp. (1983) 143 Vt. 504, 469 A.2d 1169; Washington Electric Coop. v. Massachusetts Municipal Wholesale Electric Co., 922 F.2d 92 (2d Cir. 1990); In re Tariff Filing of Cent. Vt. Pub. Serv. Corp. (2001) 172 Vt. 14, 769 A.2d 668.

## § 218a. Permanent telecommunications relay service

(a) The department of public service shall develop the necessary standards for the establishment of a permanent, statewide telecommunications relay service and for an associated equipment program. The standards developed by the department shall be equal to or exceed those standards mandated by the Americans With Disabilities Act of 1990 (Public Law 101-336, 104 Stat. 327 (1990)) and expressly require that the designated provider of Vermont's telecommunications relay services comply, as expeditiously as possible, with any additional federal regulations which may be





promulgated by the Federal Communications Commission in accordance with the provisions of this section.

(b) The department of public service shall issue a request for proposal seeking competitive bids from qualified vendors to provide telecommunications relay services and competitive bids from qualified vendors to provide telecommunications equipment in accordance with the provisions of this section, including the standards developed under subsection (a) of this section. The term of any contract shall not exceed four years.

(c) The department of public service may contract with the qualified bidder offering the most favorable proposal, giving due consideration to costs, to quality of service, and to the interests of the deaf, hearing impaired, and speech impaired community.

(d) The department of public service shall establish a Vermont telecommunications relay service advisory council composed of the following members: one representative of the department of public service, who shall act as chair and who shall be designated by the commissioner of public service; one representative of the department of disabilities, aging, and independent living, who shall act as vice-chair; two representatives of the deaf community; one member of the hard of hearing or speech impaired community; one representative of a company providing local exchange service within the state; and one representative of an organization currently providing telecommunications relay services. The members of the council who are not officers or employees of the state shall receive per diem compensation and expense reimbursement in amounts authorized by subsection 1010(b) of Title 32. The costs of such compensation and reimbursement, and any other necessary administrative costs shall be included within the contract entered into under subsection (c) of this section. The Vermont telecommunications relay service advisory council shall advise the department of public service and the contractor for telecommunications relay services on all matters concerning the implementation and administration of the state's telecommunications relay service.

(e) The department shall propose and the board shall establish by rule or order a telecommunications equipment grant program to assist deaf, deaf-blind, hearing impaired persons, speech impaired persons, and persons with physical disabilities that limit their ability to use standard telephone equipment to communicate by telephone. Pursuant to this program a deaf, deaf-blind, hearing impaired person, speech impaired person, or person with a physical disability that limits his or her ability to use standard telephone equipment whose modified adjusted gross income as defined in subdivision 5829(b)(1) of Title 32 for the preceding taxable year was less than 200 percent of the official poverty line established by the

federal Department of Health and Human Services for a family of six or the actual number in the family, whichever is greater, published as of October 1 of the preceding taxable year, may be eligible for a benefit towards the purchase, upgrade or repair of equipment used to access the relay service or otherwise communicate by telephone. The total benefits allocable under this section shall not exceed $75,000.00 per year. In adopting rules the board shall consider the following:

(1) prior benefits;
(2) degree of functional need;
(3) income;
(4) number of applicants;
(5) disposition of equipment upon change of residence; and
(6) appropriate limits on per person benefit levels based on the equipment needed and the income level of the applicant.

(f) The costs of the state's telecommunications relay service and any equipment benefit under subsection (e) of this section shall be included as part of the Vermont universal service fund program.—Added 1991, No. 6, § 2, eff. March 20, 1991; amended 1997, No. 135 (Adj. Sess.), § 4; 1999, No. 67 (Adj. Sess.), § 2; 1999, No. 157 (Adj. Sess.), § 6; 2001, No. 93 (Adj. Sess.), § 1; 2005, No. 171 (Adj. Sess.), § 4; No. 174 (Adj. Sess.), § 59.

HISTORY

**References in text.** The Federal Communications Commission, referred to in subsec. (a), is codified as 47 U.S.C. § 151 et seq.

The federal Department of Health and Human Services, referred to in subsec. (e), is codified as 21 U.S.C. § 371 et seq.

The Americans With Disabilities Act of 1990 (Public Law 101-336, 104 Stat. 327 (1990)), referred to in subsec. (a), is codified as 29 U.S.C. § 706; 42 U.S.C. § 12101 et seq. and 47 U.S.C. §§ 152, 221, 225 and 611.

Section 5829(b)(1) of Title 32, referred to in this section, was repealed by 1993, No. 210 (Adj. Sess.), § 40, eff. January 1, 1994.

**Editor's note**—The text of this section is based on a correlation of two amendments. During the 2005 session, this section was amended twice, by Act Nos. 171 and 174, resulting in two versions of this section. In order to reflect all of the changes intended by the legislature during the 2005 session, the text of Act Nos. 171 and 174 were merged to arrive at a single version of this section. The changes which each of the amendments made are described in amendment notes set out below.

**Amendments—2005 (Adj. Sess.).** Act No. 171, amended the section generally.

Subsection (d): Act No. 174, inserted "disabilities" preceding "aging" and substituted "independent living" for "disabilities".

**—2001 (Adj. Sess.).** Subsection (e): In the second sentence, substituted "200 percent" for "175 percent", "six" for "two" preceding "or the actual number in the family" and deleted "of no more than $400.00" preceding "towards the purchase"; added subdiv. (e)(6) and made minor stylistic changes.





**—1999 (Adj. Sess.).** Subsection (c): Act No. 157 inserted "opportunity for" "hearing".

Subsection (e): Act No. 67 rewrote the introductory paragraph.

**—1997 (Adj. Sess.).** In subsec. (a), added "and for an associated equipment prog end of the first sentence; in subsec. (b), inserted "and competitive bids from quali to provide telecommunications equipment" in the first sentence and "or contr second sentence; added subsec. (e) and redesignated former subsec. (e) as subse subsec. (f), inserted "and any equipment benefit under subsection (e) of this sec

**Legislative findings and intent.** 1991, No. 6, § 1, eff. March 20, 1991, provid

"The general assembly finds that:

"(1) The state's telecommunications network must be universally accessible by a ers.

"(2) The deaf, hearing impaired and speech impaired citizens of Vermont a unable to utilize the traditional telecommunications network. Similarly, the hearin of Vermont cannot use the traditional telecommunications network to communicat hearing impaired and speech impaired Vermonters.

"(3) On July 26, 1990, President Bush signed the Americans With Disabilities A U.S.C. § 706; 42 U.S.C. § 12101 et seq. and 47 U.S.C. §§ 152, 221, 225 and mandates that telecommunications relay services be made available for deaf, heari and speech impaired persons on both an interstate and intrastate basis no later 1993.

"(4) Pursuant to Public Act No. 152 of the Acts of 1990 [29 U.S.C. § 706; 42 U.S et seq. and 47 U.S.C. §§ 152, 221, 225 and 611], a transitional telecommunications is currently operating within Vermont providing limited telecommunications ser state's deaf, hearing impaired and speech impaired citizens. Without further a general assembly this essential service will be discontinued on July 1, 1991.

"(5) It is the intent of this act to authorize the establishment of a permanen telecommunications relay service for the state's deaf, hearing impaired and spee citizens by July 1, 1991 when the state's transitional service is discontinued."

**Approval of initial contract.** 1991, No. 6, § 3, eff. March 20, 1991, provided:

"This section shall govern the process of approval of the first contract for tele tions relay services under this act.

"(1) The department of public service shall issue, within 30 days of the effective act [March 20, 1991], a request for proposal seeking competitive bids from quali to provide telecommunications relay services in accordance with the provisions Competitive bids shall be filed with the department within 14 days thereafter. N 21 days after receipt of such bids, the department shall file its recommendatic proposed contract with the public service board for review and approval.

"(2) The public service board, after notice and hearing, may approve the propos or a modified version thereof, if it is just and reasonable, giving due considerati quality of service and the interests of the deaf, hearing impaired and spee community. Notwithstanding the provisions of section 10 of Title 30, and any oth of law to the contrary, the board may provide such notice and conduct hearing manner as to ensure that telecommunications relay services are provided in t accordance with the provisions of this act beginning no later than July 1, 1991."