

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.

InTRAC 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 Indiana is dependent on whether carrier is authorized to provide service in Indiana and connectivity to the Sprint Access Tandem. Currently the list of providers in the state includes:

10-10-220 Telecom USA	10-10-811 Vartec	Global Crossing
10-10-321 Telecom USA	10-10-834 WorldxChange	LDDS
10-10-432 QWest	10-10-987 AT&T	MCIWorldCom
10-10-502 WorldxChange	All Others	McLeod USA
10-10-636 Clear Choice	Broadwing Communications	Metromedia
10-10-752 EXCEL	Broadwing Telecom	OPEX LD
10-10-811 Vartec	CP Telecom	SBC Long Distance
10-10-834 WorldxChange	CenturyLink	Sprint
10-10-220 Telecom USA	CenturyTel Long Distance	TCG Minnesota Inc.
10-10-321 Telecom USA	CenturyTel Solutions	TDS Telecom
10-10-432 QWest	Citizens Communications	Verizon LD
10-10-502 WorldxChange	Coastal Telephone Co.	Wiltel
10-10-636 Clear Choice	Comcast	Working Assets
10-10-752 EXCEL	Frontier Communications	WorldCom

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.***

InTRAC, through Sprint Relay Customer Service, are both available 24 hours a day, every day of the year for all TRS services. InTRAC, 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.***

InTRAC 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. InTRAC Relay 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.***

InTRAC 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.***

InTRAC 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.***

InTRAC 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, InTRAC 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. InTRAC 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 Indiana, 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 Indiana 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		
2		
3		
4		
5		

*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.**

InTRAC, 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, 2002, 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, 2001 shall indicate the number of complaints received from the date of OMB approval through May 31, 2001.***

InTRAC, through Sprint, 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.

InTRAC 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 Indiana 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. InTRAC reviews the log and then passed 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 InTRAC complaints and commendations 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 Indiana callers may file intrastate complaints and commendations regarding Relay services through the following contacts:

Ginny Barr, Executive Director  
InTRAC  
7702 Woodland Drive, #130  
Indianapolis, IN 46278  
Ginny.Barr@relayindiana.com  
Relay Indiana  
317-334-1432 Fax  
317-334-1413 Voice

Todd Bader, Sprint Account Manager  
10 Universal City Plaza, 34<sup>th</sup> Floor  
Suite: 3413  
Universal City, California 91608  
[Todd.M.Bader@sprint.com](mailto:Todd.M.Bader@sprint.com)  
[www.sprintrelay.com](http://www.sprintrelay.com) and [www.sprintcapitel.com](http://www.sprintcapitel.com)  
866-954-0954 FAX  
800-971-0133 Voice  
951-223-0017 VP

## 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.**

InTRAC provides public access to information through the following:

- Radio Advertisements. Radio ads are directed toward businesses to encourage them to “not hang up” on relay calls. Ads explain dialing 711 to contact a Relay Indiana user. CapTel ads explain the service and frequently are directed to family members of a hard of hearing individual. Ads also explain how users regain their independence. All ads include [www.relayindiana.com](http://www.relayindiana.com) to learn more information.
- Television Advertisements. Commercials encourage viewers to “not hang up” on relay calls and explain that a Deaf or hard of hearing individual is calling them. Other ads explain 711 calls and how to call back a relay user. Banners ads run 24/7 explaining 711 calls, or CapTel, or “do not hang up”.
- Telephone Directories. – Telephone companies within Indiana publish 711 in their phone book directories, online directories and the surcharge appears on each customer telephone bill. **Appendix F and Appendix M**
- Phone Bill Insert– Telephone companies within Indiana, TRS surcharge appears on each customer telephone bill. **Appendix G and Appendix M**
- Town Hall Meetings. InTRAC’s representative travels to several community meetings throughout the state explaining 711, Relay Indiana, STS, CapTel, and InTRAC’s equipment distribution program. **Appendix H**
- Other Informational Meetings. InTRAC’s representative travels throughout the state explaining 711, Relay Indiana, STS, CapTel, and InTRAC’s equipment distribution program at Universities, Colleges, Deaf Schools, State and non-profit Agencies, and to Deaf Clubs. **Appendix H**
- Conferences and Trade Shows. InTRAC’s representative travels throughout the state explaining 711, Relay Indiana, STS, CapTel, and InTRAC’s equipment distribution program at Homecomings, Deaf Sporting Events, Indiana Association for the Deaf/Indiana Certified Registry Interpreters; Deaf Nation Expo; County Expos; PTA Conferences, and Indiana Telephone Association conferences. **Appendix H**
- CapTel Outreach – InTRAC’s representative travels throughout the state providing education to a variety of clubs such as Lions, Senior Citizens, Moose, Elk, or churches, nursing homes, disability and Senior County Expos, and hospitals. **Appendix H**
- Newspaper Advertisement. InTRAC’s placed an advertisement with Senior and Baby Boomer publications explaining CapTel, and InTRAC’s equipment distribution program . **Appendix I**

- Website – www.relayindiana.com provides users with information regarding InTRAC, Relay Indiana, STS, CapTel, and the Equipment Distribution Program. **Appendix I**

#### 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*

InTRAC 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 InTRAC 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 InTRAC 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 RLSA reimbursement, Sprint uses a cumulative report of eligible customers to calculate its monthly reimbursement request. An invoice and supporting documents are sent monthly to RLSA for reimbursement.

InTRAC observes all jurisdictional separation of costs as required. Attached is a copy of the State Legislation creating InTRAC. **Appendix J**

### **Telecommunications Relay Fund**

***§64.604 (c)(5)(iii) through §64.604 (c)(iii)(M) does not pertain to State programs. However, the state of Indiana 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 Indiana 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.***

InTRAC 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. Indiana 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 InTRAC to file complaints or commendations.

InTRAC has adopted the informal FCC procedure of closing all complaints, complete with a satisfactory resolution, within 180 days of the date the complaint was filed. InTRAC submits all complaints from June 1-May 31<sup>st</sup> to the FCC by the annual July 1<sup>st</sup> deadline. To see copies of the Complaint Log Summaries from 2008 through 2012, please refer to **Appendix K**.

### **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.***

InTRAC, 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.***

InTRAC does not provide the Video Relay Services or Internet Relay services for the state of Indiana. Although there are references to Sprint Relay IP and Sprint Relay VRS services, InTRAC does not contract to provide these services, nor does InTRAC oversee these services for the state of Indiana.

InTRAC's relay program does not conflict or circumvent federal requirements, because it complies with them in all respects. InTRAC recently issued a request for information to prospective relay service providers for a new two-year contract, the requirements for which included compliance with all minimum TRS requirements. A copy of that RFI is attached as **Appendix L**. Intrastate TRS funding was originally and is now

InTRAC 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.***

There are no substantive changes to report.

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



# PUBLIC NOTICE

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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).**

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

Appendix B: Sprint Training of CAs

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

TRS TRAINING SCHEDULE		
DAY 9	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
DAY 10	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><b>Overview of System and Equipment</b></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><b>Phone Image</b></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>

42

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