- Outside of the normal business day – A technician will be on-site within four (4) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.

- Due to Utilities or Disaster at the Center – Service will be restored as soon as the utility is restored provided the equipment was not damaged. If the equipment was damaged then refer to the timing in the statement previous (Due to Equipment).

- Due to Telco Facilities Equipment – A technician will be dispatched as necessary. The normal Telco escalation procedures for a partial outage will apply:

  - Two hours at first level,
  - Four hours at second level
  - Eight hours at third level

  These hours of escalation are all during the normal business day, so a trouble ticket may be extended from one day to the next.

- Partial loss of service – Due to Equipment

  - Normal business day – A technician is on site during normal business hours. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.
  - Outside of the normal business day – A technician will be on-site within eight (8) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.

- Due to Position Equipment – A technician will be on-site within eight (8) hours, provided there are not enough positions working to process the forecasted traffic volumes. The technician will provide parts and/or resources necessary to expedite repair within 48 hours. If there are enough positions functional to process the forecasted traffic, the equipment will be repaired as necessary by Sprint.

- Due to Telco Facilities Equipment – A technician will be dispatched as necessary by Sprint. The normal Telco escalation procedures for a partial outage will apply:

  - Eight hours at first level
  - Twenty-four hours at second level

  These hours of Telco escalation are all during the normal business day, so a service request may be extended from one day to the next.

TROUBLE REPORTING PROCEDURES (FOR INDIVIDUAL CUSTOMERS TO CUSTOMER SERVICE)

All calls concerning customer service issues should be placed by dialing the CapTel Customer Service at 1-888-269-7477 (800-482-2424 TTY) in English (866-670-9134 for Spanish). A Customer Service agent will take information concerning:

- Callers Name
- Contact Number
- Calling to / Calling from if applicable
- Description of the trouble
- Customer service can also be reached by emailing captel@captelmail.com.

Report service affecting trouble to Customer Service during normal business hours. Escalations of service affecting issues during normal business hours are followed below:

Level	Escalation Procedure during business hours	Point of Contact (POC)	Phone Number
1	[redacted]	[redacted]	[redacted]
2	CapTel Customer Service Supervisor	[redacted]	(888)-269-7477 Pam.Holmes@captelmail.com
3	[redacted]	[redacted]	[redacted] Pam.Frazier@captelmail.com
4	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 Jayne.Turner@ultratec.com

Table 46 – CapTel Customer Service Escalation Procedures

ALTERNATIVE USAGE FOR CAPTEL PHONE DURING OUTAGE FOR VCO USERS.

CapTel phones are equipped with the capability to connect to traditional relay services even in the event that the captioning service is not available.
In the event that a user cannot reach the captioning center, and the user desires to use any form of available relay to connect their call, the user can dial 7-1-1 (user must dial only 7-1-1 and not a relay 800 number in order to change to VCO mode) and be connected to the in-state relay call center. Their call will be processed via VCO instead of captions. In VCO mode, no audio from the called party will be processed – just like any other traditional VCO call

Received & Inspected
NOV 06 2012
FCC Mail Room

Appendix F:
TRS Information in
Telephone Directories

LIG
414
Lig

Relay Indiana

DIRECTORY CUSTOMER GUIDE INFORMATION

Deaf, Hard of Hearing or Speech Impaired Services

Relay Indiana

Customer Telephone Access - Relay Indiana

This service relays calls between a person using a text telephone (TT/TDD) and users of tl general telephone network in the State of Indiana. Specially trained personnel are available ; hours a day, 7 days a week, to relay the call. There is no extra charge for this service. Lo distance calls placed through RELAY INDIANA to destinations within the US will be billed discounted rates. To use RELAY INDIANA or obtain more information, including ra information, call toll free:

711 or 1 + 800 + 743 + 3333 (Voice or Text Telephone)

LIFELINE AND LINK-UP ASSISTANCE PROGRAMS

Yes, You Can Afford Telephone Service...

And Your Community Based Telecom Provider Can Show You How.

Federal and state lawmakers believe that every person in America should have access to quality, affordable telecommunications service. In fact, they've created a system to do just that.
If you participate in programs, such as food stamps, Medicaid, the national school free-lunch program, Section 8 housing or supplemental security income, or if your household income is below a certain threshold level, you may qualify for a discount on your telephone bill.

This "universal service" support includes:
- Lifeline assistance that provides discounts for basic monthly local telephone service
- Link Up that reduces the cost of initiating new telephone service
- Toll Limitation Service that allows you to control your long-distance charges
- Additional discounts for eligible consumers living on tribal lands

LIGONIER TELEPHONE COMPANY
(888) 785-3725

Sí, puede acceder al servicio telefónico...

Y su proveedor de telecomunicaciones de su comunidad puede mostrarle cómo.

Los legisladores federales y estatales consideran que toda persona en los Estados Unidos debería tener acceso a un servicio de telecomunicaciones de calidad, a un precio accesible. De hecho, han creado un sistema para lograrlo.
Si participa en programas, como cupones para alimentos; Medicaid, el programa nacional de almuerzos escolares gratuitos, el ingreso de seguridad suplementario o para vivienda en virtud de la Sección 8, o si su ingreso familiar está por debajo de un determinado umbral, es posible que reúna los requisto para obtener un descuento en su factura telefónica.

Esta ayuda de "servicio universal" incluye:
- Asistencia Lifeline: proporciona descuentos mensuales en el servicio telefónico local
- Programa Link Up: reduce el costo de iniciar un nuevo servicio telefónico
- Servicio de tarifa limitada: le permite controlar los cargos de llamadas de larga distancia
- Tambien hay descuentos adicionales disponibles para los consumidores elegibles que vivan en territorio tribales.

LIGONIER TELEPHONE COMPANY
(888) 785-3725

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Ligonie

Perry-Spencer Rural Telephone Cooperative, Inc d/b/a PSC

Low-Income Programs

Low-Income Assistance consists of two programs, **Lifeline Assistance** and **Link Up Assistance**. Perry Spencer Rural Telephone Cooperative, Inc. d/b/a PSC, participates in both of these assistance programs to increase the availability of telecommunications services to all consumers in its serving areas.

Lifeline Assistance

Lifeline Assistance reduces an eligible customer's monthly Federal Subscriber Line Charge and rates for local service. An eligible customer receives credit for the Federal Subscriber Line Charge as well as a credit towards the residential local exchange access line rate.

1. Lifeline Assistance is available to all residential customers who meet the following eligibility requirements:
   a. Customers must be participants in one of the following programs:
      Medicaid, food stamps, Supplementary Security Income (SSI), federal public housing assistance or Section 8 (a Federal Housing Assistance Program administered by the Department of Urban Development), Low Income Home Energy Assistance Program (LIHEAP), Temporary Assistance for Needy Families (TANF) or National School Lunch free lunch program.
   b. In addition, a consumer may be eligible if his or her household income is at or below 135% of the Federal Poverty Guidelines.
2. As a participant in Lifeline Assistance, customers are eligible to receive Toll Block Service, as described in their Indiana Serving Tariff, at no charge. These services will only be provided at the customer's request. The Federal Universal Service Charge (FUSC) will not apply to customers participating in this program.
3. Local service deposit requirements will be waived for customers who voluntarily receive Toll Blocking Service or Toll Control Service.

4. Participants in Lifeline Assistance shall not be disconnected from local service for non-payment of toll charges. In addition, PSC will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for non-payment of toll charges.
5. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.

Lifeline Assistance reduces an eligible customer's monthly Federal Subscriber Line Charge (FSLC) and rates for local service. An eligible customer receives a $6.50 credit for the FSLC, as well a $1.75 credit towards the residential local exchange access line rate.

Link Up Assistance (Lifeline Connection Assistance)

Through Link Up Assistance, all eligible customers receive a credit for half of the service connection charges up to $30.00 and do not pay interest on connection charges of up to $200.00 that are deferred for a period not to exceed one year.

The same eligibility requirements as outlined for Lifeline Assistance will apply to Link Up Assistance. This credit is only available on the installation of a single residential access line at the principal residence of the eligible customer. This credit will apply 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 provided previously.

For more information call our office at 357-2123, 536-3344 or 843-5951.

Deaf, Hard of Hearing or Speech Impaired Services

Dial 711 to access Relay Indiana.

This service relays calls between a person using a text telephone (TTY/TDD) and users of the general telephone network in the State of Indiana. Specially trained personnel are available 24 hours a day, 7 days a week, to relay a call. There is no extra charge for this service. Long distance calls placed through Relay Indiana to destinations within the US will be billed at the discounted rates. To use Relay Indiana or obtain more information, including rate information, call toll free: 1-800-743-3333 (Voice or Text Telephone).

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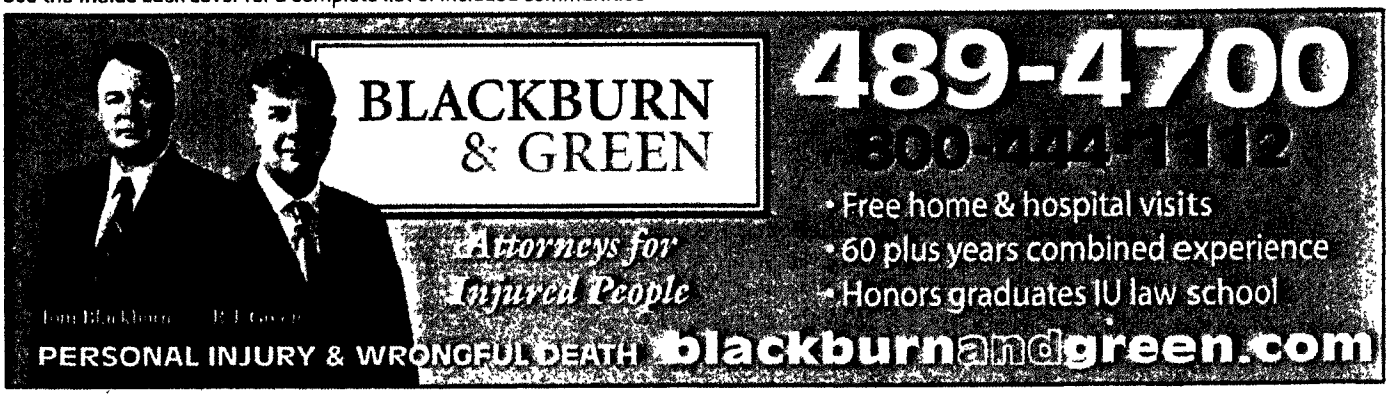
Indianapolis

Includes Residential Listings Only
Area Code 317
November 2011-2012

See the inside back cover for a complete list of included communities



To order directories or stop delivery, visit www.yellowpagesoptout.com or call 1-866-329-7118.
Please recycle. Call 1-800-[illegible]-4400 for info.

CG Docket No. 03-123

at&t

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Billing & Payments/Dialing Instructions

Billing & Payments

How your bill is compiled

Local service is billed one month in advance. Long distance and other service charges are billed for the past month.

Paying your bill

You may pay your bill by mail or possibly in person. To locate the nearest payment location, call the appropriate telephone number for your local service provider listed on the Telephone Provider Information page. Always note your area code and phone number on the check.

When paying by mail, return the remittance portion of your bill and your check to your local service provider at the appropriate address. You are responsible for payment of all charges, including any calls originating from or accepted at your premises and billed to you through your calling card.

If you can't pay on time

Call the appropriate billing telephone number for your local service provider listed on the Telephone Provider Information page. Your local service provider may be able to help you. You may avoid having your phone disconnected.

Disconnection of service

Before telephone service is to be disconnected, a notice will be sent by first class mail. The notice will be mailed to you at least five days prior to the disconnect date. If a written request from the residential subscriber is on file at the local residential office at the time the disconnect notice is mailed, notification will also be sent to your Department of Health and Social Services. Before your service can be reconnected, you should call the appropriate billing telephone number for your local service provider listed on the Telephone Provider Information page to discuss payment of undisputed charges billed. To re-establish service, a deposit may be required. There may also be a charge to reconnect service.

Telephone Service Provider Billing And Payment Information

AT&T
P.O.Box 8100
Aurora, IL 60507-8100

Cincinnati Bell
P.O. Box 748001
Cincinnati, OH 45274-8001
www.evolvebusinesssolutions.com

MCI
PO BOX 31301
Salt Lake City, UT 84130-1301
Residential Customers
Call ***800-444-3333*** for billing questions
Small Business Customers
Call ***800-444-2222*** for billing questions

Navigator Telecommunications
P.O. Box 13860
North Little Rock, AR 72113-0860

Sage Telecom
Mail bill payments to
P. O. Box 79051
Phoenix, AZ 85062-9051
Residential Customers: 888-449-4940
Business Customers: 877-619-3969
Payment Line: 866-Pay-Sage
Pay online: ***www.sagetelecom.net***

tw telecom
P.O. Box 172567
Denver, CO 80217-2567

Residential Listings

AT&T Offers Consumers More Choices!

AT&T is committed to exceeding the needs of our customers by providing you with choices as to how you can access free residential white pages listing information in your area.

You have the option of using one of AT&T's two online offerings, or requesting either a printed version of the Residential White Pages or a CD-ROM. You will continue to automatically receive printed copies of the AT&T Real Yellow Pages and the Business White & Government Pages.

The following four options are available to provide you with free access to Residential White Pages listings in your area:

- Electronic access through www.RealPagesLive.com
- Electronic access through www.YP.com
- Order a free printed directory by calling 1-866-329-7118 or visit www.att.com/mydirectories
- Order a free CD-Rom for access to Residential, Business, Government & Yellow Page Listings in your area by calling 1-866-329-7118.

Dialing Instructions

Directory Assistance

When you can't find a number or the listing is new, Directory Assistance can help you. A charge may apply on calls to Directory Assistance. Customers desiring more than one listing per call should inform the operator at the beginning of the call.

For local and national numbers
Dial 411

For 800, 866, 877 and 888 numbers
Dial 1 + 800 + 555-1212

Local & Long Distance Dialing

- Local calls within your area code
  Dial the 7-digit number
- Local calls outside your area code
  Dial 1 + area code + 7-digit number
- Long distance direct dial station paid calls
  Dial 1 + area code + 7-digit number
- Long distance alternately billed calls
  Dial 0 + area code + 7-digit number
- Toll free 800, 866, 877 or 888 area code calls
  Dial 1 + 800, 866, 877 or 888 + 7-digit number

Indiana Telecommunications Relay Systems

Toll free.....*711* or *800-743-3333*

Telecommunications Relay Systems is a free service to relay calls between a person using a text telephone (TTY) and users of the general telephone network in Indiana. Trained personnel are available 24 hours a day, 7 days a week to relay calls. Long distance calls placed through this service to destinations within the U.S. will be billed at discounted rates. To use the service, call **711** or **800-743-3333** (voice or text telephone) and give the operator the area code and telephone number of the party you are calling. For more information about this service and rates, call **800-676-3777** (voice or text telephone).

Instructions for making a Relay Call from a Payphone

For Local Calls:

1. Dial 7-1-1
2. Provide the Communications Assistant (CA) with the area code and phone number you wish to dial.
   - Local calls are free

For Toll or Long Distance Calls using a calling card or prepaid calling card:

1. Dial 7-1-1
2. Provide the CA with the toll-free number listed on the calling card, the PIN number, and the area code and phone number you wish to dial.
   - Calling card calls cost no more than if you paid with coins.
   - Prepaid calling card rates vary. Check with your card provider about their rates.

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Indianapolis

Includes Residential Listings Only

Area Code 317

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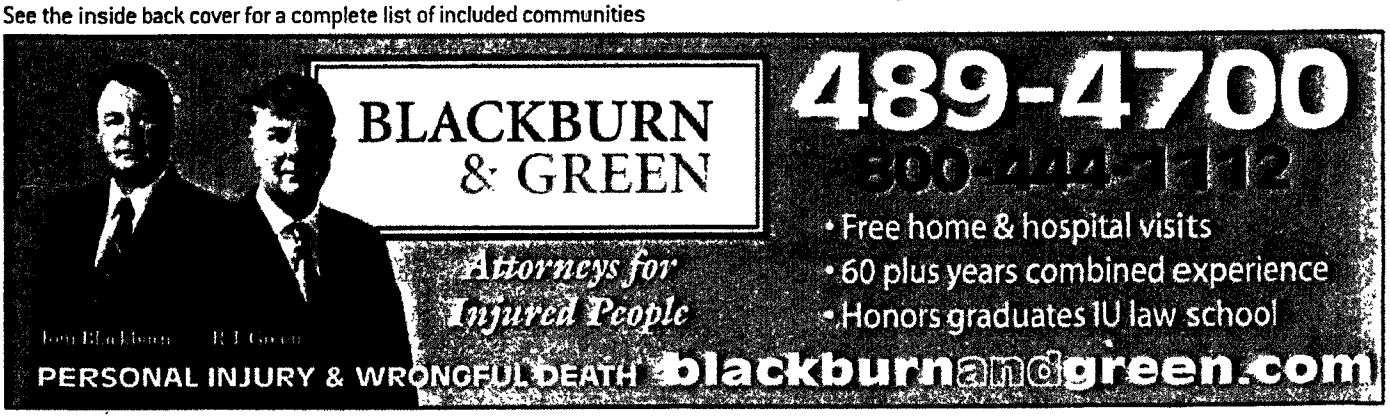

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4 Billing & Payments/Dialing Instructions

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Aurora, IL 60507-8100

Cincinnati Bell
P.O. Box 748001
Cincinnati, OH 45274-8001
www.evolvebusinesssolutions.com

MCI
PO BOX 31301
Salt Lake City, UT 84130-1301
Residential Customers
Call ***800-444-3333*** for billing questions
Small Business Customers
Call ***800-444-2222*** for billing questions

Navigator Telecommunications
P.O. Box 13860
North Little Rock, AR 72113-0860

Sage Telecom
Mail bill payments to
P. O. Box 79051
Phoenix, AZ 85062-9051
Residential Customers: 888-449-4940
Business Customers: 877-619-3969
Payment Line: 866-Pay-Sage
Pay online: ***www.sagetelecom.net***

tw telecom
P.O. Box 172567
Denver, CO 80217-2567

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Indianapolis

Including Government and White Pages Business Listings

Area Code 317

November 2011-2012

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489-4700

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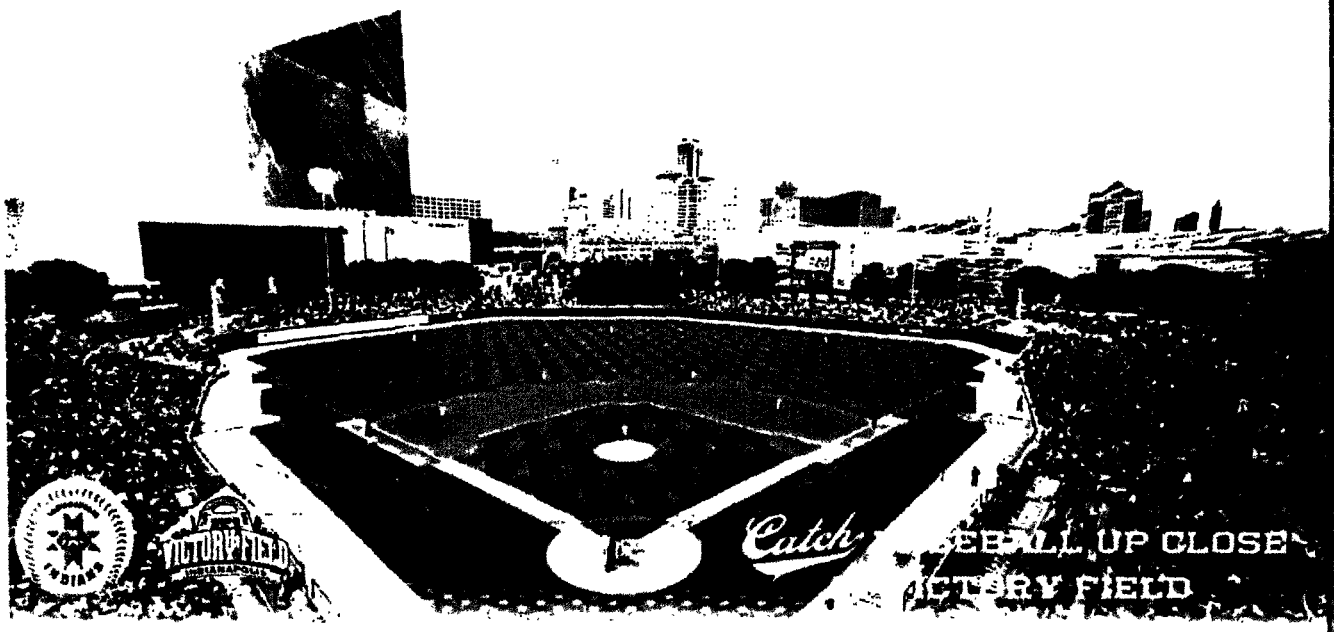

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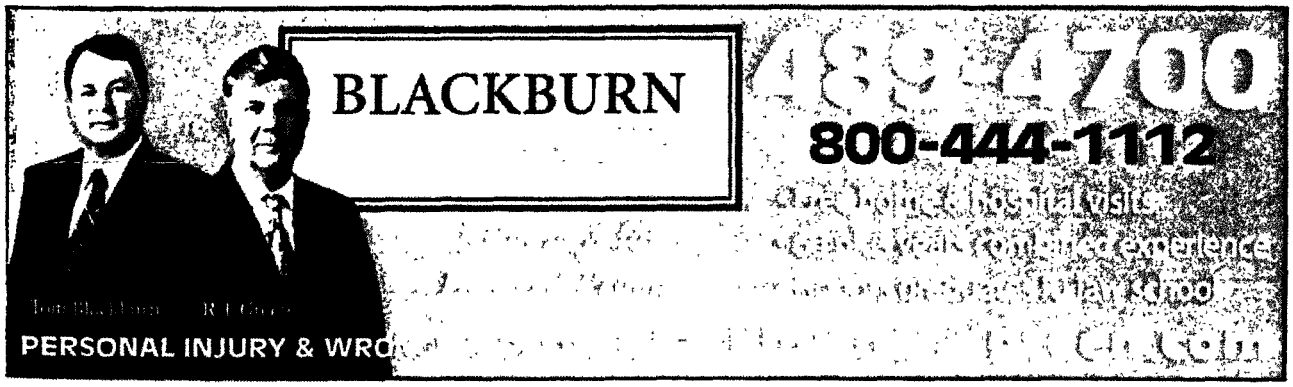

For a FREE copy of your residential listings, call 1-866-329-7118 or visit www.att.com/mydirectories.

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North Little Rock, AR 72113-0860

Sage Telecom
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Phoenix, AZ 85062-9051
Residential Customers: 888-449-4940
Business Customers: 877-619-3969
Payment Line: 866-Pay-Sage
Pay online: *www.sagetelecom.net*

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Denver, CO 80217-2567

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Dialing Instructions

Directory Assistance

When you can't find a number or the listing is new, Directory Assistance can help you. A charge may apply on calls to Directory Assistance. Customers desiring more than one listing per call should inform the operator at the beginning of the call.

For local and national numbers
Dial 411

For 800, 866, 877 and 888 numbers
Dial 1 + 800 + 555-1212

Local & Long Distance Dialing

- Local calls within your area code
  Dial the 7-digit number
- Local calls outside your area code
  Dial 1 + area code + 7-digit number
- Long distance direct dial station paid calls
  Dial 1 + area code + 7-digit number
- Long distance alternately billed calls
  Dial 0 + area code + 7-digit number
- Toll free 800, 866, 877 or 888 area code calls
  Dial 1 + 800, 866, 877 or 888 + 7-digit number

Indiana Telecommunications Relay Systems

Toll free.....*711* or *800-743-3333*

Telecommunications Relay Systems is a free service to relay calls between a person using a text telephone (TTY) and users of the general telephone network in Indiana. Trained personnel are available 24 hours a day, 7 days a week to relay calls. Long distance calls placed through this service to destinations within the U.S. will be billed at discounted rates. To use the service, call **711** or **800-743-3333** (voice or text telephone) and give the operator the area code and telephone number of the party you are calling. For more information about this service and rates, call **800-676-3777** (voice or text telephone).

Instructions for making a Relay Call from a Payphone

For Local Calls:

1. Dial 7-1-1
2. Provide the Communications Assistant (CA) with the area code and phone number you wish to dial.
   - Local calls are free

For Toll or Long Distance Calls using a calling card or prepaid calling card:

1. Dial 7-1-1
2. Provide the CA with the toll-free number listed on the calling card, the PIN number, and the area code and phone number you wish to dial.
   - Calling card calls cost no more than if you paid with coins.
   - Prepaid calling card rates vary. Check with your card provider about their rates.

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Appendix G:

Copies of Telephone Bill Inserts

information

CenturyLink™

Customer Care

Correspondence Address
CenturyLink-ACS
100 CenturyLink Dr.
Monroe, LA 71203

Payment Address
CenturyLink
P.O. Box 2961
Phoenix, AZ 85062-2961

Internet Address
centurylink.com

CenturyLink™ Customer Care Call Centers
Residential Customers..... 1-800-788-3500
Residential Repair..... 1-800-788-3600
Business Customers (Sales, Service & Repair)..... 1-800-786-6272
Indiana Relay Service (TDD/TTY)*..... 711 or 1-800-743-3333

** TDD/TTY users: Please use this TTY number to connect you with CenturyLink at one of the above numbers.*

Current rules, regulations and rates regarding your telephone service are available for inspection by calling our Customer Care Call Center. Information is also available on our Web Page http://about.centurylink.com/legal.

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

CenturyLink™ Retail Store

122 E. Center St., Warsaw, IN 46580
Monday-Friday 8:00 a.m.-5:30 p.m..... 574-372-2900

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.

Repair/Maintenance Service

If trouble is reported to the telephone company, a trouble location fee is charged by the telephone company when trouble is found in the customer-owned equipment. If the customer subscribes to a maintenance program, the charge would not apply. THE TELEPHONE COMPANY DOES NOT REPAIR TELEPHONE EQUIPMENT OWNED BY THE CUSTOMER. If the trouble is found in the inside wiring or jacks and the customer subscribes to a maintenance program, the telephone company will make repairs at no charge. If the customer is not a maintenance program subscriber, a trouble location charge may apply. The telephone company will repair the trouble at the subscriber's request and will charge the customer on a time and material basis at the customer's request.

Interruption of Service

Bills for service are rendered monthly and all charges are due on the payment date indicated on the bill. Bills not paid by the payment date are considered delinquent. A late payment charge of 10% of the first $3.00 and 3% of the remainder of the bill will be charged when the total amount due is not paid prior to the "pay before" date stated on the return page of the bill. Accounts on which service is interrupted will be charged a restoration of service fee.

Local Calling

CenturyLink customers can call any number in the Local Calling Area without a charge. Ten-digit dialing may be required for local calls. Dialing ten-digits will not incur toll charges.

Calling from:	Calling to:
CROMWELL	Ligonier, North Webster, Syracuse
LEESBURG	Milford, North Webster, Warsaw
MILFORD	Leesburg, New Paris, Syracuse
MILLERSBURG	Goshen, Middlebury, New Paris
NORTH WEBSTER	Cromwell, Leesburg, Pierceton, Syracuse
PIERCETON	North Webster, Warsaw
SYRACUSE	Cromwell, Milford, North Webster
WARSAW	Claypool, Leesburg, Pierceton

Directory Listing

We make every effort to verify the accuracy of listings in our directories. It will help us if you will check your own listing and advertising. If incorrect, notify the CenturyLink™ Customer Care Call Center at once so that we may adjust our records for the next issue and meanwhile protect your service. Our company and the publishers of this directory are not liable for damages arising from errors or omissions in listings. Its liability in the case of paid listings shall not exceed the charge for such listings during the life of this directory.

Kosciusko Countrywide, IN 2011

Telecommunications Relay Service Information — 711

Telecommunications Relay Service, **711**, allows telephone communications between individuals who are deaf, hard of hearing, deaf-blind or speech disabled using a Telecommunications Device for the Deaf (TDD) and anyone using a regular telephone. Dial **711** 24 hours a day, 7 days a week, including holidays. Customers must continue to dial 911 for emergencies. If you have any questions regarding the Telecommunications Relay Service, **711**, feel free to contact the customer service number on your bill.

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Welcome to the New Frontier

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Appendix H:

Copies of Annual Report

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REGULATORY COMMISSION

Annual Report

INDIANA TELEPHONE RELAY ACCESS CORPORATION FOR THE HEARING AND SPEECH IMPAIRED

For the fiscal year ended September 30, 2011

- **VIDEO RELAY SERVICE (VRS)** – If a person is deaf and using American Sign Language, the interpreter/operator will appear on the screen of the computer or television and will place the call in the same way as a standard relay call.

- **INTERNET RELAY**– If a person is deaf, he or she may use a computer to see what is typed by the operator (while the standard phone user speaks) and can see what the relay operator is typing, at the same time.

- **VOICE USER** – If a person uses a standard phone and wishes to speak with others who use special equipment to communicate, he or she can connect to relay.

The VRS provides the deaf community an opportunity to use their primary form of communication – sign language. The users must have high speed internet connection ability and either a webcam or a videophone. The users go online to any of seventeen video relay providers and see a live interpreter at the relay center on their screen. The relay users then sign their conversations to the interpreter who voices the call for them. The standard phone users' responses are then signed back to the deaf user. This is real-time communication and a much more natural form of conversation.

The WebCapTel service is popular with the hard of hearing. WebCapTel allows users to log onto an internet website and connect to an operator. The operator then calls the user on a standard telephone. Now the users can use their voice over the standard telephone but use their computer screen to view the text.

Currently, IP Relay, VRS, and WebCapTel are funded at the federal level and not paid for by InTRAC. However, with the new 10-digit phone numbering system that the Federal Communications Commission has developed for calls over the internet, paying for these types of relay calls may become the responsibility of each state in the near future. If InTRAC were to pay for IP and VRS calls terminating within Indiana at the current rate, the costs would more than double the costs currently funded by InTRAC.

The operators who staff the TRS centers are well trained. To be employed, each must pass an examination that covers spelling, typing, dictation, TRS procedures, certain aspects of American Sign Language, deaf culture, ethics, etiquette, and a confidentiality statement.

InTRAC's TRS centers process several types of calls, including: local calls, intrastate long distance calls, interstate long distance, and international calls that originate in Indiana. Users of the centers can choose the carrier they wish to process their long distance calls to the same extent standard phone users may choose their long distance carriers.

No special charge for TRS is imposed on those who use the TRS centers. Neither the party originating nor the party receiving a call processed by the centers pays a surcharge for calls originating and terminating within the same toll-free, local calling area -- even though the call must pass through the TRS centers located throughout the country. Similarly, those who use the centers to make long distance calls are charged rates no greater than the rates paid for functionally equivalent voice communication services.

Because InTRAC's relay services are processed through a Network Call Distribution system, and have the ability to automatically process calls through several TRS centers, it is unlikely that service will ever be disrupted by a cable cut, adverse weather or other event. Each TRS center provides TRS to Indiana callers seven days a week, 52 weeks a year, and each is equipped with state-of-the-art telecommunications equipment and software. Each center can receive messages from text telephones that use Baudat and ASCII codes and can automatically identify the type of incoming signals.

Developments During the Year. During InTRAC's 2011 fiscal year, the following activities occurred:

Equipment Loaner Program. InTRAC initiated an equipment loaner program on March 6, 1997 for hearing- and speech-impaired persons unable to afford a TTY. Through the end of this fiscal year, September 30, 2011, we have lent more than 5100 pieces of equipment. InTRAC repairs and replaces the units as necessary. As technology improves, InTRAC is committed to providing the most updated equipment to individuals who have a financial need in order that they too are able to utilize the relay service.

Currently, InTRAC lends a Superprint 4425 TTY; a multipurpose Uniphone 1140 for VCO/HCO/TTY users; a Dialogue VCO for either amplification or VCO users; and special TTYs for the Deaf Blind by request. and CapTel units for Enhanced VCO captioning relay calls. Citizens of Indiana earning below the median income can apply to receive equipment on loan from InTRAC.

Service Volume. In the twelve months ending September 30, 2011, InTRAC processed 751,274 minutes of TRS calls and 1,324,692 minutes of CapTel calls. The number of minutes for both TRS calls and CapTel calls have decreased. However, CapTel minutes continue to exceed traditional TRS minutes, which have declined as users have migrated to VRS calls.

The chart below shows the number of minutes of use by InTRAC's TRS and CapTel centers and the comparison over the last three years.

TRS Year of Operation	**Inbound Calls**	**Outbound Calls**	**Session Minutes**
2009	178,761	226,568	1,165,704
2010	147,641	190,351	834,188
2011	131,464	163,085	852,565
CapTel Year Of Operation	**Data Calls**	**Voice Calls**	**Session Minutes**
2009	320,428	41,029	1,098,125
2010	380,647	59,096	1,387,398
2011	348,269	72,249	1,324,692

Complaint Filing. On July 1, 2011, InTRAC filed its Annual Report of Complaints with the FCC. Users of InTRAC's relay centers have been extremely pleased with the overall quality of the service. The 430,088 calls processed by the centers during June 2010 – May 2011 resulted in 17 commendations and 35 complaints.

Service Levels. The FCC has established stringent operational, technical and functional standards for telecommunications relay services. For example, 85% of the calls received in the relay center must be answered in ten seconds or less. During 2011, InTRAC's numbers exceeded the FCC performance standard, with 95% of the calls answered in ten seconds or less. The average answer time for all calls was 0.98 seconds. A second important FCC requirement for relay service providers is that the grade of service must be a minimum of PO1. This means that if one hundred people simultaneously call the relay center during the busiest period of the day, only one call would be blocked due to the lack of available telephone equipment. InTRAC's results have continuously exceeded this requirement.

Promotional Activities. An important part of InTRAC's mission is to ensure that Indiana citizens are aware of the relay services that InTRAC provides. Toward that end, InTRAC has engaged in a number of promotional activities. In 2011, InTRAC contacted over 10,480people at 77 such events as conferences, trade shows, town hall meetings, and other informational meetings in 23 cities. Additionally, Indiana residents were informed about Relay Indiana services by radio, television, and print advertisements.

- **Radio Advertisements.** InTRAC continued to advertise on Network Indiana which covers 65 radio stations within Indiana. The ads explain how the captioned telephone can help users increase their self esteem and regain their independence. The ads vary from actual interviews with CapTel users and a promotion by a local celebrity about using the phone in the business world.
- **Television Advertisements.** InTRAC continued to advertise on SkyTrak13 Weather Channel in 2011. The CapTel ad depicts a hard of hearing person who is trying to use the phone but cannot hear to make his appointment. Information is then given to the viewer how to obtain a CapTel phone and learn more about the service. In addition, a scrolling banner runs daily informing viewers to learn more about the telephone relay service on InTRAC's website at www.relayindiana.com. Channel 8 continued to air ads throughout the year and InTRAC ran several ads during the Indianapolis Mini-Marathon. Indianapolis celebrity Patty Spitler stars in the current ad promoting CapTel and Relay Indiana. InTRAC's ad also runs on her show "Pet Pals" each Saturday morning. Patty Spitler also mentions captioned telephones at other events she attends.
- **Print Advertisements.** InTRAC is currently advertising in the *Senior Life* newspaper which reaches more than 130,000 readers monthly within central Indiana and several northern counties.
- **Town Hall Meetings.** At these meetings, InTRAC's relay services are explained to the hearing- and speech-impaired persons, employees of service agencies and businesses that may need to communicate with those who are hearing- or speech-impaired. During the past fiscal year, InTRAC held town hall meetings in the

following Indiana communities: Evansville, Fort Wayne, Goshen, , Indianapolis, Kokomo, Paoli, and Valparaiso..

- **Other Informational Meetings.** In addition to town hall meetings, InTRAC has also held a number of meetings at educational institutions, service agencies, and businesses in Indiana. During the last fiscal year, informational meetings were held at three universities and colleges; two deaf and hearing schools; seven state and non-profit agencies; and five deaf clubs.
- **Conferences and Trade Shows.** To make others aware of InTRAC's relay services, InTRAC also participated in a number of conferences and trade shows held throughout Indiana. More than 6,500 persons received Relay Indiana information at various conferences and trade shows during the last fiscal year at the Indiana School for the Deaf Homecoming, deaf sporting events, Indiana Chapter of Registry Interpreters for the Deaf Conference, Parent Teacher Counselor Organization Festival, Senior Expo, Indiana Deaf Education Conference, Vocational Rehabilitation Training Conference, National Association of State Relay Administrators Conference, TEDPA, Hoy/Seeger National Track Championship, STARS, and a movie tour of "See What I'm Saying" with promotion of Relay Indiana.
- **Outreach Personnel** - InTRAC employs a member of the deaf community to travel throughout the state to communicate the role of InTRAC, the telecommunications providers, Federal Communications Commission rules and orders, and the relay service as well as support the expanding office operations. He then provides feedback to InTRAC about concerns of the deaf and hard of hearing community regarding Relay Indiana or the Equipment Distribution Program.
- **CapTel Outreach.** InTRAC continues to contract with an individual to provide community outreach for the CapTel units and the captioning service through relay. As the outreach has increased, so has the distribution of CapTel units. This person is providing presentations to a variety of clubs, churches, nursing homes, disability expos, and hospitals. During the year, nearly 4,945 people were reached at 45 events. As more organizations learn about our CapTel presentations, we are now being contacted and invited to attend many more events.

In addition to the cities listed above, InTRAC also presented both traditional TRS and CapTel events in Bloomington, Clermont, Danville, Fishers, Frankfort, Greenville, Greenwood, , Lafayette, Lebanon, , Milan, Mishawaka, Tipton and Wakarusa..

Annual Meeting. On December 28, 2011, InTRAC held its annual meeting. To maintain continuity in its membership, InTRAC's directors are elected to staggered three-year terms. Consequently, only two of the seven directors' seats are up for election at each annual meeting. Elected to a three-year term were Sharon McKay, NITCO, and Robert Stewart, Frontier Communications.

Board of Directors. Members of the Board are as follows: Alan Matsumoto, Century Link Telephone, President; Martha Niehaus, Perry Spencer R.T.C., Secretary; Sharon McKay Treasurer; Tom Hess, AT&T; Cindy Taylor, Ligonier Telephone;; Robert Stewart, Frontier Communications; and Rhonda Marcum, Deaf and Hard of Hearing Services, State of Indiana.

Test of Surcharge Collected and Remitted by Members. InTRAC's accounting firm, Kehlenbrink, Lawrence & Pauckner, has been engaged to perform tests of the books and records of the local exchange carriers and cellular providers that are members of InTRAC, to determine whether the members are collecting and remitting properly the surcharge that funds InTRAC's operations. Since the surcharge was enacted, tests have been performed of the books and records of several local exchange carriers and cellular providers. Additional tests were conducted during the last fiscal year. These reviews have revealed that the members are collecting and remitting the surcharge correctly.

Audit of Sprint Billings. Telecommunication relay services are provided in Indiana on behalf of InTRAC under a contract with Sprint Services. InTRAC pays Sprint based upon the number of minutes of relay service that Sprint provides. Under the contract with Sprint, InTRAC has the right to audit and test Sprint's books and records to ensure that InTRAC is billed properly for the services that Sprint provides. As a result, InTRAC employed the accounting firm of Kehlenbrink, Lawrence & Pauckner to perform various tests of Sprint's billing system. These tests revealed no failures in the systems for generating the billing to InTRAC.

Financial Statements. Financial statements prepared by the independent accounting firm of Dunbar, Cook & Shephard meeting the requirements of Ind. Code § 8-1-2.8-21(6)(D) are attached.

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InTRAC

Indiana Telephone Relay Access Corporation
for the Hearing and Speech Impaired

AUDITED FINANCIAL STATEMENTS

September 30, 2011 and 2010

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dunbar, cook & shepard, p.c.
Certified Public Accountants

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Ronald E. Cook
Bernard J. Shepard
Michael A. Berlier
Harry A. Wright, Jr.
Michelle L. Siner
Nicholas G. Dallas
William E. Dunbar 1929-1991

INDEPENDENT AUDITORS' REPORT

To the Board of Directors
Indiana Telephone Relay Access Corporation
for the Hearing and Speech Impaired
Indianapolis, Indiana

We have audited the accompanying statements of financial position of **Indiana Telephone Relay Access Corporation for the Hearing and Speech Impaired (InTRAC)**, a nonprofit organization, as of September 30, 2011 and 2010, and the related statements of activities and changes in unrestricted net assets and cash flows for the years then ended. These financial statements are the responsibility of InTRAC's management. Our responsibility is to express an opinion on these financial statements based on our audits.

We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audits to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Indiana Telephone Relay Access Corporation for the Hearing and Speech Impaired as of September 30, 2011 and 2010, and the changes in its unrestricted net assets and its cash flows for the years then ended in conformity with accounting principles generally accepted in the United States of America.

December 19, 2011

Dunbar, Cook & Shepard, P.C.

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INDIANA TELEPHONE RELAY ACCESS CORPORATION
FOR THE HEARING AND SPEECH IMPAIRED
(InTRAC)
STATEMENTS OF FINANCIAL POSITION
September 30, 2011 and 2010

	2011	2010
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	$ 123,819	$ 156,175
Investments - money funds	262,654	394,369
Estimated accounts receivable	232,955	262,229
Interest receivable	15,604	20,693
Prepaid expenses	33,547	7,824
TOTAL CURRENT ASSETS	668,579	841,290
PROPERTY AND EQUIPMENT		
Furniture and equipment	59,767	54,436
Less accumulated depreciation	(48,901)	(44,066)
TOTAL PROPERTY AND EQUIPMENT	10,866	10,370
OTHER ASSETS		
Deposits	1,000	2,333
Investments	5,580,657	5,996,035
TOTAL OTHER ASSETS	5,581,657	5,998,368
TOTAL ASSETS	$ 6,261,102	$ 6,850,028
LIABILITIES AND UNRESTRICTED NET ASSETS		
CURRENT LIABILITIES		
Accounts payable	$ 426,116	$ 418,685
Accrued payroll taxes	3,967	3,959
TOTAL CURRENT LIABILITIES	430,083	422,644
UNRESTRICTED NET ASSETS	5,831,019	6,427,384
TOTAL LIABILITIES AND UNRESTRICTED NET ASSETS	$ 6,261,102	$ 6,850,028

See accompanying notes and independent auditors' report.