

Complaint Tracking for MO (06/01/2011-05/31/2012). Total Customer Contacts: 6

Tally	Date of Compl	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/02/11	A customer has had garbling issues with HCO. When they switched to TTY, the text was clear, when switching to HCO text garbles. The customer made sure there was no background noise or interference with the call. The Customer Service Representative apologized for the problem and turned in a trouble ticket. Follow up is requested. The customer would like the Customer Service Representative to let them know of the resolution by leaving a message on their machine.	06/02/11	A technician tested the PC that the Communication Assistant was using and everything is running fine. It might have been the customer's equipment since no trouble was found with the Communication Assistant's equipment. A message was left with the customer that their issue was resolved.
2	11/15/11	Dialing Issue - Phone line does not require "1" when dialing 800 number.	11/15/11	A customer reported that she could not make outgoing captioned calls. Technical support removed 1 from unit's "data-in" outbound dialing number and solved the customer's problem. It was confirmed that the customer is able to make outbound captioned calls after this adjustment.
3	11/28/11	The caller said the ready light was on for 2.5 minutes and there was nothing on the screen. The caller then asked the Communication Assistant twice, "Is there a problem?", and received no response. Then the Communication Assistant started dialing, so the caller asked twice again and respectfully requested a reply and was ignored. The caller said they did not like being ignored and said if the Communication Assistant would just reply, that would be courteous. The call took place at approximately 10 am on 11/28/11. The Customer Service Representative apologized for the issue with the Communication Assistant. Follow-up was not required on this issue.	11/28/11	The Communication Assistant explained the situation to the supervisor. They said there was no sound indicator that a call had dropped in and by the time she looked at her screen she noticed it had been 40 seconds and therefore hurried up and dialed the call out. She then read what the customer had typed but by that time the outbound answering machine came on and Communication Assistant began to type out the answering machine recording and was then going to answer the customer's questions. However, the customer disconnected before the Communication Assistant got a chance to respond.
4	11/30/11	A customer stated that the Communication Assistant did not know what in the world she was doing. The caller tried to get a message from the Communication Assistant and it took her 10 minutes to respond and then she transferred the caller to customer service for no reason.	11/30/11	A Supervisor spoke to the Communication Assistant regarding this complaint. The Communication Assistant said that she did retrieve the customer's messages, kept the customer informed and answered her questions but the customer was combative and didn't believe the Communication Assistant. The Communication Assistant then transferred customer to customer service for assistance.
5	02/27/12	Customer states that the Communication Assistant was rude and uncooperative. The call took place today at approximately 11:45 AM CST. The Customer Service Representative thanked the customer for calling in. No follow up was requested.	02/27/12	The Supervisor spoke with the Communication Assistant regarding the complaint. The Communication Assistant stated that the customer was talking over the Communication Assistant as she was reading what the tty user was typing and the customer was not paying attention as agent was reading asking agent to repeat several times. The Supervisor suggested to the Communication Assistant that if the customer is speaking at the same time the Communication Assistant is relaying, then to inform the caller to please hold their comments until they hear GO AHEAD. That way the Communication Assistant can relay the tty user's comments first then you'll be happy to type back whatever they need to say/ask.
6	05/14/12	A Missouri VCO customer said she usually receives very good service from Relay, however, today when she ended her call with her mother by saying ga to sksk, the Communication Assistant disconnected the call without waiting for her mother's response. The Customer Service Representative apologized and informed her this information would be forwarded to the Communication Assistant's Supervisor.	05/14/12	The Supervisor spoke with the Communication Assistant regarding the complaint and she does not remember this occurring. The Supervisor reminded her of the proper way to close out a call and the Communication Assistant said she would be mindful of this going further.

**Appendix G:  
TRS Information in  
Telephone Directory**

2012-2013 Phone book sample for Relay Missouri from the Kansas City metro area.

**KANSAS CITY Metro**

[www.yellowpagesoptout.com](http://www.yellowpagesoptout.com)

**2012 2013**  
 Blue Springs, Gladstone, Grandview, Independence, Leawood,  
 Lees Summit, Lenexa, Liberty, Olathe, Overland Park, Raytown, Shawnee  
 Yellow Pages and Business White Pages • Find Residential Listings at [yellowbook.com](http://yellowbook.com)

**866.460.RACE**  
 (866.460.7223)  
[kansasspeedway.com](http://kansasspeedway.com)

Large or Small - Your One Source General Contractor

**VP Contracting**

Roofing  
 Remodeling  
 Storm Damage  
 Residential & Commercial

616-888-3878  
 913-624-7238

[www.vpcontracting.com](http://www.vpcontracting.com)

Scan to download our mobile app!

*Eco-friendly size • Packed with content*

**yellowbook**

Nationwide local search on [yellowbook.com](http://yellowbook.com) • For business solutions, visit [yellowbook360.com](http://yellowbook360.com)

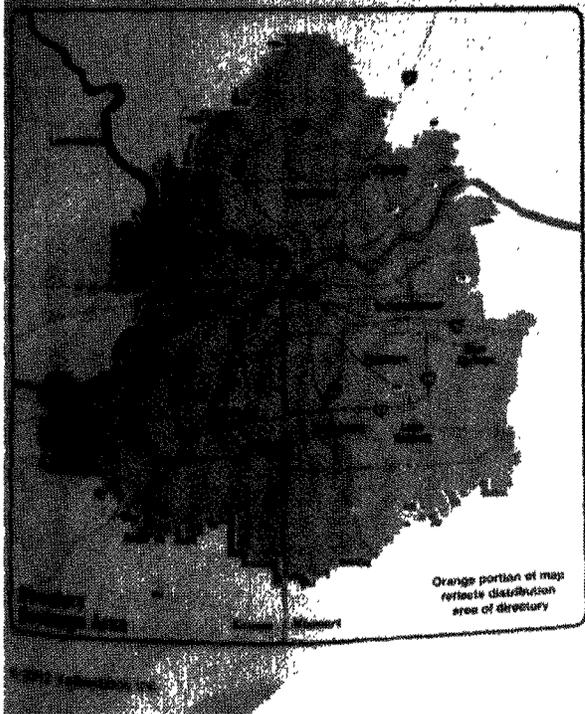
*yellowbook 360 beyond yellow*

**Information On How To Advertise In This Directory** 1-800-YE-YELLOW (400-420-3550)

**Special Advertising**  
 For more information regarding your current advertising program.

**Place A Business Or Residential Listing**  
 For more information regarding listing call 1-800-YE-YELLOW (1-800-420-3550). You will be able to contact us at the bottom of the page to provide your local telephone service provider that you would like information as to how we can be listed in this section under telephone services and applications for the need for you under the Telephone Service Providers heading in the yellow pages directory or at [yellowbook.com](http://yellowbook.com).

**Local & Long Distance Billing & Customer Service**  
 For more information regarding your local or long distance telephone service should be directed to your local telephone service provider. Their number can be found in this section under telephone services and applications of the service they provide to you, under the Telephone Service Providers heading in the yellow pages of this directory, or on [yellowbook.com](http://yellowbook.com).



**Relay Missouri**

Relay	711
TTY	800-735-2888
ADN	800-735-8135
Voice	800-735-2450
Spanish	877-243-2922
Spanish to Spanish (STS)	877-735-7877
Spanish	800-520-7309
800 Services	800-230-6360
Spanish	877-708-6775
TTY Voice Customer Service	800-678-3777
Web Site	<a href="http://www.hartmanque.com/relay.com">www.hartmanque.com/relay.com</a>

**Call Before Digging**  
 Protect Yourself - Call Before You Dig EVERY Project

Call the NEW national number: 811 to Locate Underground Utilities or call:

Kansas	800-DIG-SAFE (344-7233)
Missouri	800-344-7483

[www.811.com](http://www.811.com)

**Dial 2-1-1**  
 For Information On Human Services And Resources Available In Your Community.

**2-1-1**

- Basic Needs (Food, Shelter, Clothing)
- Childcare Services
- Crisis Intervention
- Elderly Care Services
- Financial Assistance
- Government Programs
- Health Care Referrals
- Volunteer Information and more



# **Appendix H: Relay Newsletter**

## Selznick, Dennis A [SLS]

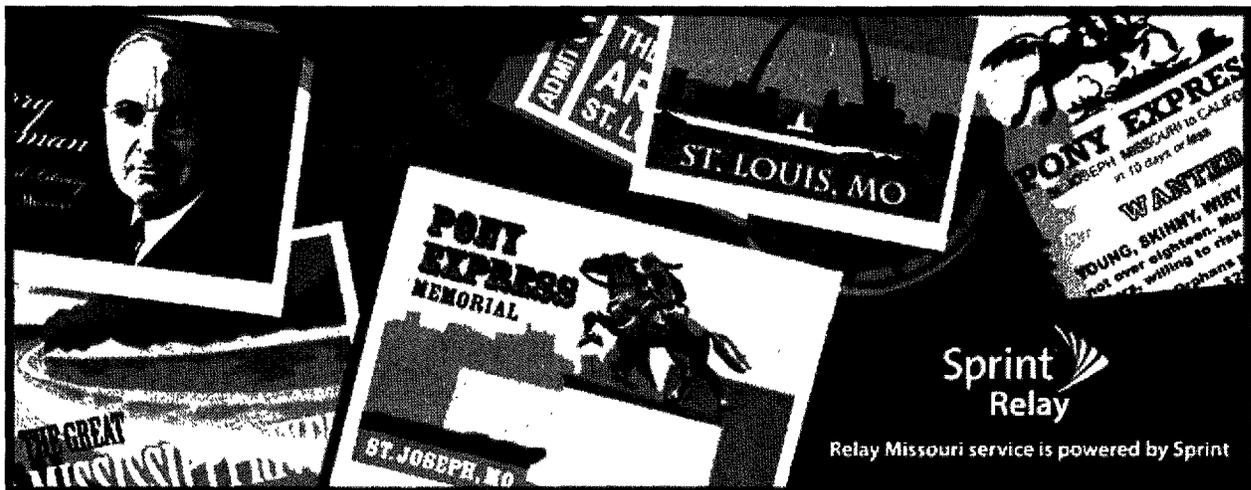
**From:** Selznick, Dennis A [BMG]  
**Sent:** Tuesday, June 08, 2010 4:19 PM  
**To:** Selznick, Dennis A [BMG]  
**Subject:** RelayMO June Newsletter - Summer's on its Way

If you're having trouble viewing this email, you may [see it online](#).

Share This: 

# RelayMO

June, 2010



Dear Dennis,

Summer's coming! Relay Missouri is hard at work ensuring that businesses and the community can correspond through the telephone during the hottest months of the year. Speaking of hot stuff, Relay Missouri is rolling out some **brand new ways to access relay** this year, so stay tuned. So, don't forget, when you hear a person who is deaf or hard of hearing calling you through Relay Missouri, "Don't Hang Up on Relay!"

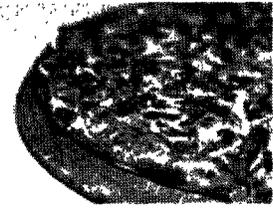
### Introducing the CapTel 800

The CapTel 800 model is a fantastic new way for people who are getting older to use the telephone. Now, instead of saying "what", "huh" and "say that again", every word heard will show up on the screen of the telephone. CapTel makes every conversation memorable!



## Raising Awareness with RelayMO

Having a summer picnic? Attending a chamber of commerce meeting?  
**Think you can benefit from knowing more about accessibility?** Relay Missouri loves to share. Contact us and we can help raise awareness. We might even bring cookies. Or pizza. But stay in touch!



10820 Sunset Office Drive, Suite 101 | St. Louis, MO 63127-1029  
[www.donthanguponrelay.com](http://www.donthanguponrelay.com)

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This email was sent to **Dennis.A.Selznick@sprint.com**. To ensure that you continue receiving our emails, please add us to your address book or safe list.

[manage](#) your preferences | [opt out](#) using **TrueRemove®**.

Got this as a forward? [Sign up](#) to receive our future emails.



# **Appendix I: Annual Report**



**ANNUAL REPORT**  
**July 2007-June 2008**

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



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**Sprint**  
10820 Sunset Office Dr  
Sunset Hills, MO 63127

800-317-2199 (VM)

**April Mason**  
Relay Program Manager

april.x.mason@sprint.com

Dear Missouri Public Service Commissioners:

On behalf of Sprint Relay, this annual report for the fiscal year of July 2007 to June 2008 outlines relay trends and provides Relay Missouri highlights. Relay Missouri continues to play an important part in the communication and independence of all deaf, hard of hearing, speech-disabled, and deafblind Missourians, as well as being in compliance with the state's relay service requirements.

Traditional telecommunications relay services (TRS) session minutes continued to decline due to the increase in Internet-supported relay calls, video relay services, and wireless communication. Compared to last fiscal year's total TRS session minutes of 2,580,092 to this fiscal year's total TRS session minutes of 2,068,547, there was a 20% decrease. However, on a positive note, the total CapTel session minutes climbed steadily, with 690,148 total session minutes at the end of the year. This reflects a 13% increase in usage rate compared to statistics from the previous fiscal year.

Other notables include implementation of:

- the new WebCapTel service in March 2008, an IP-based service geared towards hard of hearing professionals who are comfortable using computers; however, this service does not replace the traditional CapTel phone.
- platform upgrades in May 2008, which resulted in fewer VCO complaints.
- new E-911 services via IP-based products in 2008, which ensures that customers receive beyond than "functionally equivalent" services.

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

Sprint is pleased to have been awarded a contract extension by the Missouri Public Service Commission until 2010. Sprint looks forward to maintaining our commitment to delivering high-quality relay results for the next fiscal year, and thanks you for your continued support.

Sincerely,

April Mason  
Relay Missouri  
Relay Program Manager



# Outreach and Marketing



## Brochure

To promote Relay Missouri services, printed information was needed. A brand-new, eye-catching, all-in-one brochure was created in March 2008 to explain the myriad of relay products and services, since many consumers benefit from more than one relay service. The brochure has been well-received, and will continue to be distributed.

## Outreach Education

Relay Missouri, in collaboration with outreach vendors, promoted relay service awareness by providing demonstrations, exhibits, presentations and materials to various groups between July 2007 and June 2008. Products included all aspects of TRS as well as CapTel, video relay services (VRS), Internet Protocol (IP) relay, and wireless relay. Highlights of selected examples of outreach performed by the Relay Program Manager and eight outreach specialists include:

- National Black Deaf Advocates conference in St. Louis, which 600 attended.
- Aging Summit in Osage Beach, with 500 in attendance.
- BLAST Festival in St. Charles; 1,500 attended.
- ASL Expo in Kansas City, which 1,000 attended.
- Assistive Technology Fair in St. Louis, with 500 in attendance.

*See appendix for a complete listing of outreach activities performed.*

Sponsorships were also donated to various organizations. The sponsorships were earned through ticket proceedings for a film produced by an all-deaf cast and crew, *Wrong Game*; the film was shown in three cities: Maryland Heights, Fulton, and Springfield.



## Radio Public Service Announcements

As mentioned in last year's annual report, from December 2006 to November 2007 (excluding the summer months), Relay Missouri worked with Learfield to air a different radio public service announcement (PSA) to promote "Don't Hang Up on Relay" at 60 radio messages per week statewide, except in the Kansas City and St. Louis vicinities.

Relay Missouri also worked with Emmis Communications from January to April 2008 on an additional radio campaign for "Don't Hang Up on Relay" in the Kansas City and St. Louis vicinities with approximately 40 radio messages per week.

## Recognition for Services Performed

Relay Missouri was honored with awards from two distinguished organizations:

- A certificate of appreciation from the National Black Deaf Advocates their biannual national conference on July 2007, and
- An "SJIAA Outstanding Award" from the St. Joseph Institute Alumni Association (SJIAA) in June 2008.

# Independence Call Center

Sprint operates a relay call center at an Independence, MO, facility to provide TRS services, connecting calls through various groups and means such as TTY, Speech-to-Speech, Voice Carry Over, DeafBlind pacing, and Directory Assistance. This call center has provided relay services to Missourians for over 15 years. Sprint call center staff supports the center's 18-hour day seven days a week, and its 47-plus communication assistants (CAs) who relay customer calls.

The center provides services to the deaf and hard of hearing community statewide, and is also staffed to handle overflow traffic from other states on an as-needed basis. This quality measure ensures that the Federal Communications Commission (FCC), state guidelines and contractual obligations are met in the event of any type of disaster.

## Community Services Performed

Sprint Relay participates in all Sprint community opportunities within the Kansas City area, including:

- Breast Cancer Walk
- Harvesters National Food Drive
- United Way
- March of Dimes WalkAmerica

We also have a great team of volunteers, who participated in activities such as:

- Assisting at the KCPT auction
- Sorting and stocking canned goods at Harvesters
- Sponsoring the Spoford Home and the Hope House by collecting and sorting clothes and canned goods, and providing school supplies
- Collecting items for the Homeless Animal Shelter in Kansas City
- Assisting with the Sprint exhibit at the deaf museum in nearby Kansas
- Collecting Campbell's labels for school equipment
- Collecting cell phones
- Continuing to contribute Yoplait lids for breast cancer research

## Adopt-a-Family

Throughout the year, employees donate garage sale items, which are then sold at a white elephant sale each quarter. The proceeds go towards our annual Adopt-a-Family activity; during the fourth quarter of each year, we adopt a needy family within the community and help them have a better holiday season. We post their wish list, and our employees donate brand-new items. Monies collected throughout the year are used towards the purchase of food and gift cards, and for any items not yet donated.

# Telecommunications Relay Services

## TRS Enhancements

### *Relay Platform*

During the third quarter of 2006, Sprint began to provide Sprint Relay accounts with a new state-of-the-art relay platform. This improved platform incorporated the latest in telephone-switching and data-transport technology, which will virtually replace the entire existing TRS platform with the best technology available. The combination of upgraded operator terminals and a new desktop call-processing application resulted in state-of-the-art, highly flexible, easily modified Sprint relay services using cutting-edge, IP-based technology.

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

## FCC Re-Certification Project

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

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

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

Sprint is pleased to demonstrate its commitment to provide quality customer care services to Relay Missouri.

## What is Relay?

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

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

# Telecommunications Relay Services

## TRS Statistics

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

See appendix for Relay Missouri TRS Statistics.

## Session Minutes

The chart indicates the monthly session minutes Relay Missouri generated, not including Speech-to-Speech. The total for this fiscal year amounted to 2,068,547 minutes.

Total Session Minutes: July 2007-June 2008			
Month	Minutes	Month	Minutes
July	193,195	January	175,382
August	196,729	February	170,147
September	181,118	March	154,680
October	202,856	April	154,825
November	172,577	May	145,864
December	173,262	June	147,913

As indicated in the chart, there has been a steady decline in session minutes. Compared with FY2007, there was a decrease of 20% during this fiscal year.

## Relayed Call Volume

The chart depicts the number of calls that were relayed by the operators for each month. Calls include: Local, Intrastate (both Intralata and Interlata), Interstate, Toll-Free, Directory Assistance, 900, International, General Assistance, and Busy Ring/No Answer.

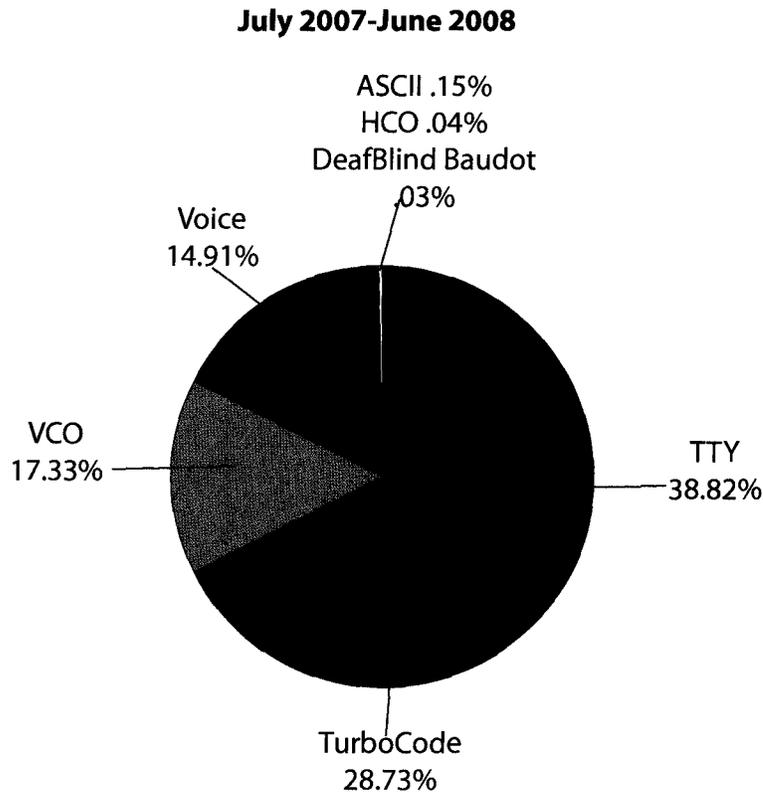
Relayed Call Volume: July 2007-June 2008			
Month	Calls	Month	Calls
July	57,799	January	54,359
August	58,345	February	51,131
September	53,882	March	50,309
October	72,666	April	49,279
November	52,199	May	48,908
December	52,188	June	48,567

For this fiscal year, there were a total of 649,632 calls relayed by the operators.

# Telecommunications Relay Services

## Call Origination

The chart indicates that most of the Relay Missouri calls are being originated by TTY users followed by TurboCode users. This follows a similar pattern in other states.



## Average Speed of Answer and Service Level

The charts illustrate that Sprint has exceeded the speed of answer requirement throughout the year. "Speed of answer" identifies the number of seconds required to answer a call. The daily requirement is 85% of all calls being answered within 10 seconds. The Average Speed of Answer (ASA) for July 2007 to June 2008 was **1.79 seconds** and the Service Level (SVL) was that **93.25%** of calls were answered within 10 seconds.

Speed of Answer and Service Level (July 2007-June 2008)					
July	August	September	October	November	December
2.5	2.3	3.1	2.1	1.9	2.3
90%	91%	90%	92%	92%	90%
January	February	March	April	May	June
1.9	1.9	.9	.8	.9	.9
92%	93%	97%	98%	97%	97%

# Telecommunications Relay Services

## Customer Service Contact Data

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

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

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

As with every year, the Relay Program Manager closed and completed customer comments for the FCC Annual Report filing.

Call Types Received (July 2007-June 2008)						
	July	August	September	October	November	December
<b>Commendations</b>	4	7	4	3	3	1
<b>Complaints</b>	4	1	4	7	1	2
	January	February	March	April	May	June
<b>Commendations</b>	1	3	1	4	0	2
<b>Complaints</b>	1	2	1	1	5	1

*Total commendations: 33*

*Total Complaints: 30*

# CapTel®

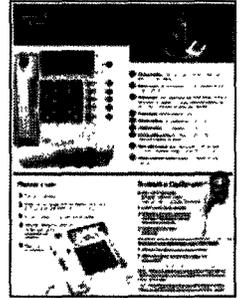
## CapTel® Literature

### Instructions

To promote CapTel services, Sprint developed an instruction sheet explaining how to use the CapTel phone. More information on the CapTel phone and service can be found at [www.sprintrelay.com/captel.htm](http://www.sprintrelay.com/captel.htm).

### Newsletter

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



## CapTel® Statistics

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

## Session Minutes

This fiscal year generated a total of 690,148 CapTel session minutes. A breakdown of monthly minutes is indicated below:

Session Minutes: July 2007-June 2008			
Month	Calls	Month	Calls
July	49,735	January	61,939
August	54,055	February	57,125
September	48,945	March	65,811
October	52,068	April	63,586
November	53,993	May	64,257
December	59,466	June	59,167

## What is CapTel?

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

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



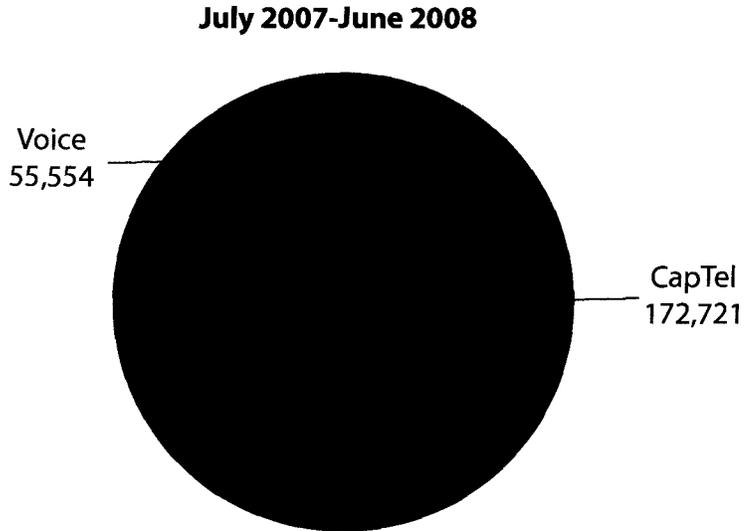
## Call Volume

This fiscal year generated a total of 228,275 CapTel calls. A breakdown of monthly call volume is below:

Relayed Call Volume: July 2007-June 2008			
Month	Calls	Month	Calls
July	20,151	January	19,136
August	19,499	February	17,457
September	18,155	March	19,158
October	18,231	April	18,997
November	18,314	May	20,217
December	19,487	June	19,473

## Call Origination

The chart indicates that most Relay Missouri calls are made by CapTel users:

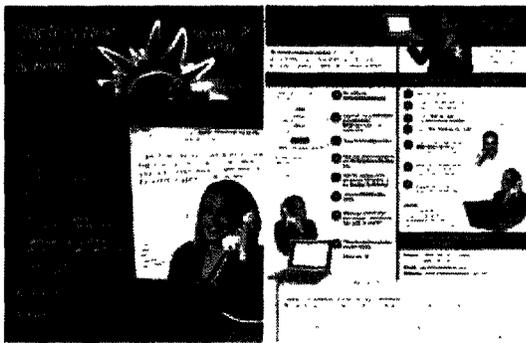
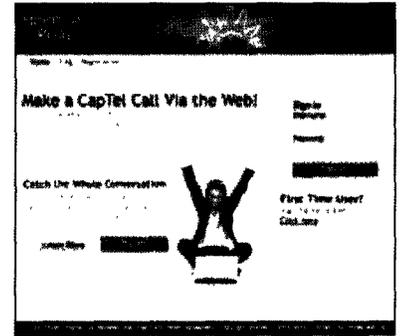


# WebCapTel®

## What is WebCapTel®?

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

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



Special equipment or downloads are not required; users register for free at [www.sprintcaptel.com](http://www.sprintcaptel.com), and then they can start making calls. Users only need a computer with a Web browser, an Internet connection to the computer, and a phone that can receive calls.

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

# Sprint Relay Product Enhancements

*(Available in Missouri)*

## Federal Communications Commission

The FCC outlined that all Internet-based relay services such as VRS, IP Relay, and IP captioned telephone relay service (IP CTS) must be able to promptly provide access to emergency services. This ensures that all relay users are able to reach 911 through their preferred relay provider.

Taking the proactive route, Sprint implemented the WebCapTel, Sprint VRS, and the Sprint IP services using 911 in 2008. Providers were allowed to ask the relay user to verify their location and locate the most appropriate emergency center before forwarding the call. Call-back procedures were also established in case of a disconnection by either party.

## Sprint Video Relay Service

### *Sprint VRS Addresses*

Sprint VRS contracted with a different VRS provider and the enhanced service was effective July 1, 2007. To reflect this change, Sprint promoted the interim address of [sprintrelay.tv](http://sprintrelay.tv) until 4Q2007. Then Sprint marketed the familiar stand-by of [sprintvrs.tv](http://sprintvrs.tv) address once again, yet [sprintrelay.tv](http://sprintrelay.tv) continues to work.

Also, for quicker access to VRS in public places such as airports, regional centers, and others, consumers can use the 711.tv address.

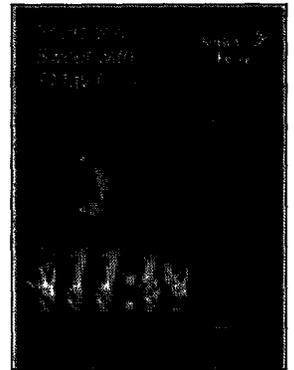
Another accomplishment in the Sprint VRS arena applies to Webcam/PC users. Sprint is excited to offer a new video application for Sprint VRS PC users at [www.sprintvrs.com](http://www.sprintvrs.com).

PC application minimum requirements:

- Pentium III - 800 MHz or higher
- 8MB video card (16 MB video card is recommended)
- 16K color (minimum)
- 256 MB RAM
- 20 MB free disk space
- Cable, DSL, or other broadband Internet connection
- USB webcam with CCD sensor (Sprint does not recommend using a camera with CMOS sensors; this type of sensor may slow down videoconference capabilities)

## What is Video Relay Service?

Sprint Video Relay Service (VRS) is a free service that is available any time, 24/7/365. Sprint VRS enables users who use sign language to communicate using videoconferencing technology, with an interpreter via the Internet. The interpreter relays the signed conversation over a standard phone in real time to the hearing caller. By using sign language over the full-motion video, the sign language user can communicate in their natural language and convey facial expression and cues to ensure nothing gets lost in the translation. The sign language user needs a videophone with a television or a Webcam with a computer.

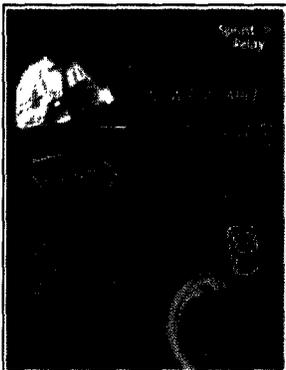
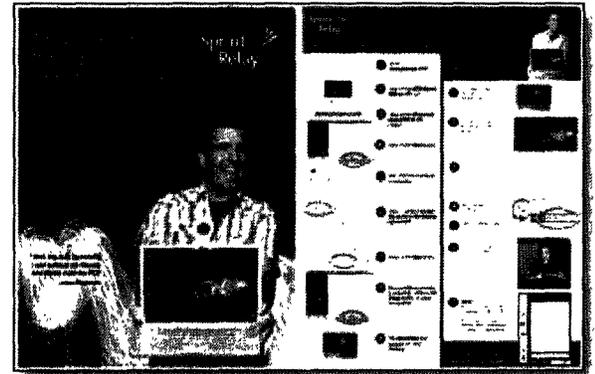


# Sprint Relay Product Enhancements

*(Available in Missouri)*

## VRS PC Features:

- Resizable video screen (four sizes, including full screen)
- Moveable self-view window that can also be hidden
- Text-based chat feature for communication with VIs during calls
- Ability to save and/or print text chats
- Manual bandwidth utilization adjustments
- Auto-accept incoming call option
- Personalization options to announce VRS, Select VCO or Spanish
- Ability to keep application on top of all other applications on screen
- Dial VRS, which allows the user to enter the phone number and click on the phone icon to connect to a Sprint Video Interpreter (VI)
- Video-to-Video, which allows the user to connect directly by typing in an IP address or a domain name (such as name.no-ip.org) to talk
- A personal phone book maintained by the user for both video contacts as well as hearing contacts for use with VRS



## Video Customer Support (VCS)

Initiated in November 2007, Sprint provided its customers assistance with their billing, technical, and rebate questions on wireless devices purchased from the [www.sprintrelaystore.com](http://www.sprintrelaystore.com) site. Sprint is pleased to be the only provider to support its customers via this Video Customer Service (VCS) comprised of deaf representatives who use American Sign Language (ASL). Customers are not transferred from one department to another, resulting in a higher chance of disconnections and misunderstandings. Instead, these deaf representatives communicate directly to the customer via videophone or webcam and are able to resolve issues more quickly and effectively, resulting in higher customer satisfaction rates.

## VRS Platform

Launched on June 10, 2008, the upgraded Sprint VRS platform enhanced the users' Video Relay Service experience by:

- streamlining the job of the Video Interpreter (VI);
- announcing the call takeover and then immediately a new VI will appear onscreen and continue to process the call;
- providing an AIM text chat feature (ideal for credit card information, confirmation and telephone numbers, addresses, etc.); and
- enabling fewer steps for the VCO VRS users to undertake.

**NOTE: Video Relay Services (VRS) are authorized by the Federal Communications Commission (FCC). Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the National Exchange Carriers Association (NECA). The State of Missouri does NOT pay for VRS.**

# New VRS Service from Sprint Offers Higher and Enhanced Level of Satisfaction

**Reston, Va. [July 6, 2007]** – A new and improved Sprint Video Relay Service (SprintVRS) is now available for individuals who are deaf and hard of hearing. Sprint (NYSE: S) recently signed a new contract with Hands On Video Relay Services, Inc. (HOVRS), a leading video relay service platform provider. With this new affiliation, Sprint will provide an innovative video relay service that will include enhanced video quality, quality interpreters, and expanded customer service.

The new SprintVRS service includes

- Enhanced video quality images
- Expert, highly qualified video interpreters
- Spanish-speaking video interpreters
- Voice Carry Over (VCO)
- 24 hours a day/7 days a week
- Phone Book
- Free domestic long distance calling

“We are pleased to work with HOVRS, a top quality video relay service provider. This is a major step forward in providing services for our customers,” said Mike Ligas, director of Sprint Relay for Sprint. “With this new contract, customers will have a better quality video to video to see gestures, facial expressions and other physical nuances during the call, for a smoother communications experience.”

“We are privileged to partner with a company like Sprint. It’s exciting for us to see how a leading brand such as Sprint recognizes the strong competencies HOVRS continues to build in the quality of our interpreters, our call center management and our advanced carrier class video network,” said Ed Routhier, Chairman and President of HOVRS. “Our leadership in the VRS market makes us the best partner to uphold the brand promise Sprint has made to its customers, by delivering a superior customer experience.”

SprintVRS is a free service that allows deaf and hard of hearing customers to use a videophone or web

camera with a computer or laptop to connect with a qualified, certified Sprint Video Interpreter (VI). They can then use American Sign Language (ASL) and the VI will interpret the phone call with anyone they wish to contact.

By using a high-speed Internet connection, customers who are deaf or hard of hearing can use video relay services to place phone calls wherever they may find themselves: at home, at the office, in the classroom, or anywhere a high-speed Internet-connected computer with a web camera or videophone is available. Hearing callers can use a standard or wireless telephone to contact SprintVRS. SprintVRS is an alternative relay technology for a deaf or hard of hearing person to communicate freely and expressively, utilizing the linguistic richness of his or her native language. The SprintVRS Video Interpreter can relay information between the hearing and individuals who are deaf and hard of hearing in a fluid, precise, and more natural conversational style.

To access the new SprintVRS via videophone, customers will need to enter the new IP address SprintRelay.TV on their videophone. Customers can also elect to use [www.sprintvrs.com](http://www.sprintvrs.com) to get the dedicated IP addresses for voice carry-over (VCO), Spanish and customer service as well direct telephone numbers for voice, callers and direct customer service numbers for all customers.

Sprint has 17 years of experience in providing relay services to persons who are deaf, hard of hearing or deaf-blind or have a speech disability to communicate with hearing persons on the phone. Sprint’s experience in the field assures users of Sprint Relay receive quality service no matter what type of Relay service they are using. Relay service is available 24 hours a day, 365 days a year, with no restrictions on the number of calls placed or call length. For more information, visit [www.sprintrelay.com](http://www.sprintrelay.com).

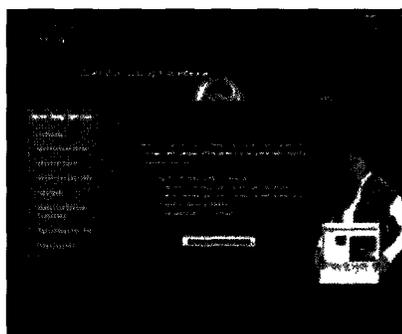
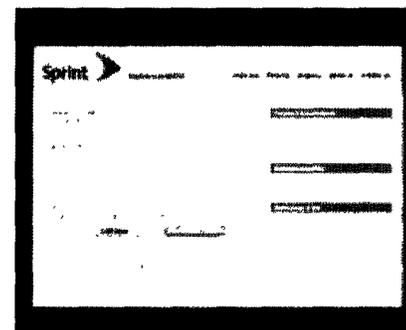
# Sprint Relay Product Enhancements

(Available in Missouri)

## Sprint Internet Protocol Relay

*SprintIP Wireless via BlackBerry Pagers*

Sprint launched Sprint IP Wireless Relay via BlackBerry wireless devices. This free Sprint IP wireless application allowed BlackBerry users to access Sprint IP Wireless Relay at any time, 24/7/365. However, due to the popularity of using SprintIP via AIM, this Sprint IP wireless download was discontinued in December 2007 on new devices but the service continues to work for existing customers.



*SprintIP via Facebook*

Sprint Relay is proud to Sprint ahead as the first relay provider to add the SprintIP Relay application to Facebook!

Sprint IP Relay makes communicating on the go easier than ever via Facebook. The application can be downloaded at no cost and users can make confidential internet relay calls right from their profile page with only few clicks.

Users simply type their conversation to a relay operator. The relay operator then reads aloud their typed message and turns verbal responses into text. So no matter where life takes them, access to an internet connection and a computer means they can stay in touch 24/7 while surfing Facebook. For details and instructions on how to download SprintIP to a Facebook profile, visit [www.sprintrelay.com/facebook](http://www.sprintrelay.com/facebook) or for first-time Facebook users, visit [www.facebook.com](http://www.facebook.com).

## What is Internet Protocol Relay?

Sprint IP Relay is a free service that is available any time, 24 hours a day, 7 days a week, 365 days a year. Sprint IP allows people who are deaf or hard of hearing or who have a speech disability to enjoy the ease of communicating with hearing individuals from any computer. The process to place a Sprint IP call is very similar to a TTY call, only with Sprint IP, there is a split screen to view both conversations simultaneously.

One can view the Sprint IP website at [www.sprintip.com](http://www.sprintip.com).

**NOTE: Internet Protocol (IP) relay is authorized by the FCC. Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the NECA. The State of Missouri does NOT pay for IP relay services.**

# Sprint Relay Product Enhancements

*(Currently not available in Missouri)*

## Relay Conference Captioning

*What is Relay Conference Captioning?*

Relay Conference Captioning (RCC) uses the same high-quality captioning agents that provide closed-captioning for live news, sports and weather on television. Real-time text is streamed to an Internet-connected computer anywhere in the world, and does not require a high-speed Internet connection; dial-up (56k) will work. RCC has user-friendly features, including:

- Background color options
- Text color/size options
- Text transcript of teleconference conversation
- Online customer support

To enable deaf and hard of hearing individuals to fully participate in conference calls, Sprint and Caption Colorado jointly developed RCC, which combines real-time captioning with relay conference services.

RCC is currently provided to five states/accounts.

### *RCC Enhancements*

During this fiscal year, enhancements were made to the RCC service:

- Increased dedicated customer service staffing levels as well as RCC captioning agents.
- Continued growth in hours.
- Created online training program for all captioning agents to complete and stay current with training.
- General Services Administration transition to the new agency list for FedRCC and all changes required.
- Increased customer satisfaction through better training, service and quality.
- Implemented Sprint-branded RCC ordering site and consequently, increased security.
- Implemented two new websites to support ordering and billing needs.
- Made cosmetic enhancements to the websites.