

TRS TRAINING SCHEDULE		
<b>DAY 8</b>	Review Practice Role Plays - VCO Final - VCO Surveys/ Observe ASL Translation Customer Database (CDB) Features	Emergency/ Threats Help Screen Review Take Calls - assisted Review for Test #4 *Typing Practice/Tests if necessary
<b>DAY 9</b>	Review Variations Practice Role Plays Return ASL Workbooks and Discussion Adherence/Trades/OT - OA Presentation	Administer Test #4 Overview of Federal Relay Take FRS Calls - assisted Review for Test #5 *Typing Practice/Tests if necessary
<b>DAY 10</b>	Administer Test #5 Final Review/ Questions & Answers Detachment Life After Training Complete Typing Tests if necessary	Graduation Take Calls Take digital pictures for Sprint ID Badge

Figure 1 - TRS CA Training Schedule

**Topics Covered During Training**

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

TRAINING TOPICS		
Orientation	Welcome and Introductions Introduction to Each Other Sprint Nextel Corporation (or Vendor Company) Sprint ahead Values Sprint Nextel Overview History of Sprint Corporation Founders Long Distance Local Telecommunications PCS	Internet Services Product Distribution The Sprint Campus The Sprint Nextel Merger Telecommunications Relay Service What is Relay? Relay Agent Training Relay- Connect to Your Future Video Observation Guidelines How a Call Reaches Sprint Nextel Relay
Connecting to Relay	The Role of a Relay Agent Connecting to Relay 711 Dedicated Toll-Free Numbers Equipment TTY TTY Basics TTY Etiquette Closing a Conversation Agent Responsibility Call Set Up Call Closing TTY to Voice Closing a Conversation Operator Role Closure Operator Close Protocol Guide: Disallowed Calls Glossary of Abbreviations and Terms TTY Practice Session Auto-Corrected Abbreviations Standard Abbreviations Typing Variations Internet Characters Non-Baudot Supported Characters Verbatim - Style	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

**TRAINING TOPICS**

	<p>Contraction Spelling Punctuation Agent/Operator Role SKSK Background Noises While TTY user is Typing Typing Monetary Units 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>Sprint International (SI) Inbound international calling Sprint International Variations Non-Standard TTY Outbound International calling Transfer Menu Reseller call processing CapTel Relay to CapTel CapTel to Relay CapTel Transfers Dedicated State CapTel Transfer Alternate Languages Spanish Language Customer Service Relay Caller ID True Caller ID Per Call Block Per Line Block Permanent Call Blocking Caller ID Blocking - True Caller ID – SS7 Connecting Variations Misdialed Relay Phrase Dialed 711 Instead of 911 711 Spanish Request for Relay Numbers Cellular/Wireless problem reaching 711 611/811 (LEC Service Access) 700 900 Numbers and Call Processing Correctional Facility/Prison Calls FAQS on the Use of Relay through Correctional Facilities: Correctional Facility Call Processing Relay Abuse</p>
<p>Overview of System and Equipment</p>	<p>System Overview Login/Logout Agent Profile The Mouse Clicking the Mouse Dragging/Dropping Copy/Paste Drop Down Boxes Lists Radio Button Scroll Bars Sliders Tables Tables Accessing a Program Screen Displays Call Handling Screen Title Bar Banner Conversation Area Disconnect Message Status Color Scheme Agent Text Transmission</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</p>

TRAINING TOPICS		
	Cancel Key Information Bar Profile Help Call Type	Ctrl-Function Keys Glossary of Telephony Terms Background Noises Voice Tones/Descriptive Words Standard Abbreviations
Phone Image (Tone of Voice)	Professional Phone Image 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	Voice Person Speaking in 3rd Person 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 & Confidentiality Rudeness, Types of Create an Exceptional Customer Experience Greeting Announce Closing Suggested Redirect Phrases
TTY to Voice and Voice to TTY	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	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
Branding	Inbound Answer Type Branding Database Branding	Branding procedures
Recordings, Answering Machines, Pagers and AMR	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	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
VCO (Voice Carry Over)	VCO Introduction VCO Announcement VCO Service Explanation	Reverse Two-Line VCO Intro Reverse Two-Line VCO Procedure VCO Variations

TRAINING TOPICS		
	<p>VCO Equipment  Non-Branded VCO  Branded VCO  VCO No Answer  VCO Busy  VCO Privacy  VCO Answering Machine  Voice to VCO Answered TTY  Voice to VCO Answered VCO  Two-Line VCO (2LVCO) Intro  Two-Line VCO (2LVCO) Procedure</p>	<p>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  VCO Types and Voices  Inbound Customer Requests VCO/HCO  VCO Requests CA gives name in notes</p>
Billing	<p>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</p>	<p>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</p>
HCO (Hearing Carry Over)	<p>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</p>	<p>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</p>
Customer Database	<p>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</p>	<p>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</p>

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

TRAINING TOPICS		
	Customer Requests to Call Relay Service Request for Calling From Number Request Telephone Number Referral Request for Date/Time Customer Requests Agent to Modify Call	Prompting VCO on Hold Requests VCO/HCO HCO Requests VCO/HCO Alternate Call Type Recording Bridge Left Open
Call Take Over Procedures	FCC Rule Protocol and process flow TTY-Voice and Voice-TTY ASCII	VCO VCO to VCO HCO VCO-TTY and TTY-VCO
Customer Service	Functions Language Services	Procedures
OSD	Operator Services for the Deaf (OSD) Functions	OSD to TRS TRS to OSD
Transparency	Non-Emergency Calls Emergency Center Evacuation	Network Failure
Emergency Call Procedures	Emergency Calls Intro Emergency Services FCC Requirements Emergency Call Processing Emergency Reporting TTY-Emergency Voice-Emergency	TTY-Emergency TTY Call Release Internet-Emergency Internet (IP) Emergency Instant Messenger (IM) Emergency Emergency Call Processing Variations Emergency Form
Federal Relay Service	FRS Intro FRS Announcement FRS Service Explanation FRS Relay Procedures Federal Relay Service call types	FRS Confidentiality Policy FRS Customer Information Requests FRS Customer Contacts FRS Reporting
STS (Speech-to-Speech)	Speech To Speech Training Outline STS Introduction and History STS Description Disabilities Characteristics of STS users Stereotypes Clarifying Phrases Phrases to Avoid STS Phone Image STS Agent Tools Consistency Patience Ask Yes or No Questions No Personal Conversation Phrases You Can Use Speech to Speech Alphabet Transparency/Call Control/Confidentiality	Ways to Reduce/Streamline Notes Standard Abbreviations (STS) STS-Voice Voice-STS STS VCO-Voice Voice to STS VCO (TTY answer r) Voice to STS VCO (VCO answer) STS VCO -- 2 Line VCO TTY-STS STS-TTY Non-branded HCO to STS STS-HCO STS Hold Message STS Call Takeover Confidentiality and Transparency Personal Conversations requests Speech to Speech Variations
Healthy Detachment	Healthy Detachment Intro Objectives Survival Skills Relay Traps	Perception Ways to Reduce Stress Hospitality Phrases
Healthy Relay	A healthy approach toward Relay Introduction Objectives Ergonomics Stretching Exercises Agent Reinforcement Ergonomic Review	Setting up Workstation GUAM - Get Up and Move Ergonomic Relief Slowing the Customer Down Overtime Relaxation
Adult Learner	Understanding the Needs of the Adult Learner The Learning Continuum Use of Different Modalities	Modeling Checking For Understanding Guided Practice

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

TRAINING TOPICS		
of Deaf-Blind Customers		Braille machine
Characteristics of Relaying for other users	Speech-Challenged Customers Spanish-Speaking Customers	Hearing customers
Ethics and Confidentiality	Interpreting Standards The ADA and FCC regulations for the Provision of TRS Regulations pertaining to call content	TRS Rules – Operator Standards Relay Center Agreement Regarding Confidential Customer Information.



## Appendix C

### TRS Pledge of Confidentiality

## **Agreement Regarding Confidential Information**

### **SPRINT TRS RELAY CENTERS AGREEMENT REGARDING CONFIDENTIAL CUSTOMER INFORMATION**

IN CONSIDERATION of: (1) my employment with Sprint/United Management Company or any subsidiary, affiliate, or successor-in-interest of Sprint Corporation ("Sprint"), (2) my continued employment as long as mutually agreeable, and (3) the opportunity to receive Sprint confidential customer information or other good and valuable consideration:

AS AN EMPLOYEE OF THE RELAY SERVICES ORGANIZATION, I UNDERSTAND THAT I AM BOUND BY ALL SPRINT POLICIES AND SPECIFICALLY, I AGREE AS FOLLOWS:

1. ALL TELECOMMUNICATIONS RELAY SERVICE CALL RELATED INFORMATION SHALL BE KEPT STRICTLY CONFIDENTIAL. I will not reveal any information acquired during or observing a relay call. I will only discuss call-related questions or problems with management or Human Resources. I agree to keep confidential all information I learn in my position for the duration of and after my employment with Sprint ends.
2. NO RECORDS OF CUSTOMER INFORMATION OR CONTENT OF ANY TELECOMMUNICATIONS RELAY SERVICE CALL SHALL BE KEPT BEYOND THE DURATION OF THE CALL, WITH LIMITED EXCEPTIONS FOR AUTHORIZED COMPANY PROCEDURES. I will not keep a record of any customer information or conversation content beyond the duration of the call except in accordance with company procedures for relaying Speech to Speech calls or for billing and customer profile purposes. I will destroy all such records in my possession immediately upon completion of their authorized use.
3. NOTHING MAY BE EDITED OR OMITTED FROM THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. I will transmit exactly what is said in the way that it is intended in the language of the customer's choice.
4. NOTHING MAY BE ADDED OR INTERJECTED INTO THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. I will not advise, counsel, or interject personal opinions, even when asked to do so by the customer.
5. TO ASSURE MAXIMUM CUSTOMER CONTROL, I WILL BE FLEXIBLE IN ADAPTING TO THE CUSTOMER'S NEEDS.
6. I WILL STRIVE TO FURTHER MY SKILLS AND KNOWLEDGE THROUGH CONTINUED TRAINING, WORKSHOPS, AND READING OF CURRENT LITERATURE IN THE FIELD.
7. ALL SPRINT MATERIALS IN MY POSSESSION PERTAINING TO ANY SPRINT CUSTOMER WILL BE DELIVERED UPON THE TERMINATION OF MY EMPLOYMENT.

I have read and understand the Sprint Relay center Agreement Regarding Confidential Customer Information. I agree to comply and understand that failure to do so will lead to company disciplinary action that may result in my termination and/or criminal prosecution. I also

understand that ascertaining damages resulting from a breach of this agreement would be difficult. I agree that Sprint shall have the right to an injunction against me, enjoining any such breach without any obligation to post bond. I agree that this will be in addition to and without limiting any other remedies or rights Sprint may have against me.

EMPLOYEE SIGNATURE DATE

MANAGER/SUPERVISOR SIGNATURE DATE

### **CAPTEL CONFIDENTIALITY**

Information obtained during a CapTel call should not be shared with any person except a member of the CapTel management staff who has asked for specific information. This information may be needed to clarify technical, policy, emergency, venting, consumer or customer service issues. General call information will not be shared unless it is used to clarify, vent, or teach. Information about call content should be discussed in a private area only.

Only information critical to resolving the situation will be disclosed. This may include consumer name, name of business/agency, gender of caller, type of call (voice in, CapTel in), day of week, time of day, city, state, or any other details that could in some way identify a consumer.

A Captionist may feel the need to “vent” about a call due to problems, complaints or stress from handling the call. The Captionist may ask to speak to a Supervisor or other member of management (as long as it wasn’t their call) in a private area. Clarify before the conversation you wish to “vent” about a call.

The success of CapTel depends on quality and complete confidentiality. Consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence. It is very important all Captionists understand and abide by the confidentiality policy. Any Captionist who breaks this policy will be disciplined, up to and including termination.

#### Confidentiality Policy

- I will not disclose to any individual (outside of a member of the CapTel management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any CapTel call.
- I will not act upon any information received while processing a CapTel call.

- I will not disclose to anyone the names, schedules, or personal information of any fellow worker at CapTel Inc.
- I will not share any information about CapTel calls with anyone except a member of the CapTel Inc. management staff in order to investigate complaints, technical issues, etc.
- I will continue to hold in confidence all information related to the work and calls I have performed while at CapTel Inc. after my employment ends.
- I will never reveal my Captionist ID number in conjunction with my name unless asked by a member of the CapTel Inc. management staff.
- I will not share with anyone any technical aspect of my position at CapTel Inc. unless asked by a member of the CapTel Inc. management staff.
- I will not talk about consumers or call content with any fellow Captionists.
- I will not listen to or get involved in calls taken by fellow Captionists.

I have read the above Confidentiality Policy and understand a breach of confidentiality will result in disciplinary action up to and including termination of employment at CapTel Inc. I recognize the serious and confidential nature of my position and therefore promise to abide by these guidelines.

Employee Name

Date



## **Appendix D**

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



<insert date>

<insert carrier name>

<insert contact name>

<insert tel nbr or fax nbr>

<insert email address>

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

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

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

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

Attachment A lists the facility-based providers who currently participate at Sprint TRS Carrier of Choice program. If your company (or your facility based provider) is not currently listed, please review the following and determine the appropriate follow-up action needed to be taken:

#### Facility-based provider

1. If you are a participating member at Sprint Carrier of Choice program, please disregard.
2. If you are not a participating member at Sprint Carrier of Choice program, you need to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of SS7 trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below). You will need to provide Sprint with your toll carrier's SS7 Network Transit Selector information.

#### Non-facility based provider

1. If your underlying toll carrier is a participating member at Sprint Carrier of Choice program, Sprint can implement the IXC brand name and pass the toll call information to the underlying carrier's CIC code and SS7 Transit Network Selector information. Please submit a letter of authorization that would advise Sprint to implement the carrier brand name and to send the toll call information to its underlying toll carrier.
2. If your underlying toll carrier is not a participating member at Sprint Carrier of Choice program, you will need to work with your underlying toll carrier to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of SS7 trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below). You will need to provide Sprint with your toll carrier's SS7 Network Transit Selector information.

Before you submit a letter of authorization to Sprint TRS, please consider the following four factors:

1. Your (or your underlying toll carrier) CIC codes and SS7 Transit Network Selector information associated with 1+, 0+, and 0- and International dialing must be loaded into the regional (and/or state) access tandems.
2. You (or your underlying toll carrier) will need to support SS7 tandem interconnection.
3. You (or your underlying toll carrier) will need to ensure that your translation tables are updated in order to appropriately receive, rate, and bill Sprint calls per Bellcore industry standards. Sprint calls are designated as ANI II Digit Pair 60, 66, and 67.
4. If you utilize more than one underlying toll carrier to carry the toll traffic, select a single toll carrier that will accept Sprint traffic.

Note: For detailed information regarding access tandem interconnection and carrier of choice provisioning through Sprint, please refer to ATIS/NIIF-008, the "Telecommunications Relay service – Technical Needs" document.

Attachment B lists Sprint TRS Access Tandem Interconnection locations. The best way to provide access to your Toll network through relay service for your customers is to designate the

8 Sprint Regional TRS center/Access Tandem combinations as the points at which Sprint will hand off Toll relay service traffic to you. In this manner, any relay caller that wishes to use your services may be efficiently, and with minimal time delay, routed to your network. Should you not have a presence at one or more of the Sprint regional center/access tandem combinations, the traffic may be handed off at one of the regional center's access tandem.

Attachment C is a sample letter of authorization. Once Sprint receives your written request to participate in the Sprint TRS Carrier of Choice program, Sprint will schedule translation updates in the next available release (usually 30 to 90 days). Information obtained from the carriers will be used solely for the purpose of providing equal access for <insert carrier name> LD customers and shall be held proprietary.

Sprint welcomes your company's participation in our TRS Carrier of Choice program at no cost to you if your company has network presence at any of our listed regional center/state access tandem locations. Your participation at the Sprint Carrier of Choice program will create a win-win situation for our customers. Through Sprint, as the relay provider, customers will be able to enjoy uninterrupted service and your company will be able to generate additional revenue.

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

Sincerely Yours,

<insert name>

Program Manager, <insert state(s)>

Sprint Relay

CC: Michael Fingerhut, Federal Regulatory, Sprint

<insert name>, Program Manager, Sprint

**Attachment A**

**Current participating members (facility-based providers) at Sprint TRS Carrier of Choice:**

<b><u>Entity</u></b>	<b><u>CIC Code</u></b>
10-10-321 Telecom USA	0321
10-10-432 Qwest	0432
10-10-502 WorldxChange	0502
10-10-636 Clear Choice	0636
10-10-752 EXCEL	0752
10-10-811 Vartec	0811
10-10-834 WorldxChange	0834
10-10-987	0987
AT & T	0288
All Others	0001
Alltel	5253
Global Crossing	0444
Lightyear	0555
MCIWorldCom	0222
McLeod USA	0725
Netlojix	0333
OPEX LD	0444
SBC Long Distance	5792
Sprint	0333
Verizon LD	5483
Wiltel	0222
Working Assets	0649
WorldCom	0555

Updated: 9/18/2012

## Attachment B

### Access Tandem Interconnection Locations

State	Access Tandem	Tandem CLLI	Tandem LEC
Missouri	Kansas City	KSCYMO5503T	SBC
Texas	Ft Worth	FTWOTXED03T	SBC
North Carolina	Charlotte	CHRLNCCA05T	Bell South
South Carolina	Charleston	CHTNSCDT60T	Bell South
New York	Syracuse	SYRCNYSU50T	Verizon
Ohio	Dayton	DYTNOH225GT	Ameritech
South Dakota	Sioux Falls	SXFLSDCO09T	Qwest
North Dakota	Bismarck	BSMRNDBC12T	Qwest
Arkansas	Little Rock	LTRKARFR02T	Southwestern Bel
Florida	Miami	NDADFLGG01T	Bell South
California	Sacramento	SCRMCA0103T	Verizon / Pac Bel
Colorado	Denver	DNVRCOMA02T	Qwest
Illinois	Chicago	CHCGILNE50T	Ameritech
Minnesota	Owatonna	OWTNMNOW12T	Qwest
Wyoming	Cheyenne	CHYNWYMA03T	Qwest

Updated: 8/12/07

## Attachment C

### S A M P L E Letter of Authorization

< DATE >

<Name>, Account Manager  
 <Street1> <Street2>  
 <City>, <State> <Zip Code>  
 FAX: <Fax. No.>

This letter of authorization has been issued to give Sprint TRS permission to send < Toll Carrier Company Name > toll traffic associated with 1+, 0+, and 0- and International dialing through Sprint TRS at the < Regional COC Tandems >.

**1. Regional COC Tandems**

You will need to provide Sprint with the following:

Toll Carrier: < insert name>

CIC Code: <insert CIC>

Underlying Toll Carrier: <insert name>

Underlying Carrier CIC Code: <insert CIC>

Choose Tandem Below

State	Access Tandem	Tandem CLLI	Tandem LEC
Missouri	Kansas City	KSCYMO5503T	SBC
Texas	Ft Worth	FTWOTXED03T	SBC
North Carolina	Charlotte	CHRLNCCA05T	Bell South
South Carolina	Charleston	CHTNSCDT60T	Bell South
New York	Syracuse	SYRCNYSU50T	Verizon
Ohio	Dayton	DYTNOH225GT	Ameritech
South Dakota	Sioux Falls	SXFLSDCO09T	Qwest
North Dakota	Bismarck	BSMRNDBC12T	Qwest
Arkansas	Little Rock	LTRKARFR02T	Southwestern Bel
Florida	Miami	NDADFLGG01T	Bell South
California	Sacramento	SCRMCA0103T	Verizon / Pac Bel
Colorado	Denver	DNVRCOMA02T	Qwest
Illinois	Chicago	CHCGILNE50T	Ameritech
Minnesota	Owatonna	OWTNMNOW12T	Qwest
Wyoming	Cheyenne	CHYNWYMA03T	Qwest

Updated 8/12/07

**2. Call Type Restrictions**

< Toll Carrier Brand Name > will accept any intrastate, international and operator services call types that will be routed to the < tandem location(s) > tandems.

**OR**

< Toll Carrier Brand Name > will accept any (*specify intrastate, interstate, international, and operator services*) call types except for (*specify what call types and restrictions*) that should not be routed to the < tandem location > tandems.

If there are any questions regarding this letter of authorization, please contact < Name >, < Job Title >, < Department Name > at xxx-xxx-xxxx.

Sincerely, < Name >< Job Title >, < Department Name >



## Appendix E

# Disaster Recovery Plan and the Network Support Plan

## Disaster Recovery Plan and the Network Support Plan

Sprint's comprehensive Disaster Recovery Plan details the methods Sprint will utilize to cope with specific disasters. The plan includes quick and reliable switching of calls, Sprint's TRS network diagrams identifying where traffic will be rerouted if vulnerable circuits become inoperable, and problem reporting with escalation protocol. Besides service outages, the Disaster Recovery Plan applies to specific disasters that affect any technical area of Sprint's Relay network.

The first line of defense against degradation is the Sprint's Relay dynamic call routing that Sprint employs. During a major or minor service disruption, the Sprint's Relay dynamic call routing network feature bypasses the failed or degraded facility and immediately directs calls to the first available Relay Operator in any of Sprint's fully inter-linked TRS Call Centers. ROs are trained in advance to provide service to other States; the transfer of calls between Centers is transparent to users.

Beyond the Sprint's Relay dynamic call routing network, Sprint's TRS Disaster Recovery Plan details the steps that will be taken to deal with any Relay problem, and restore Telecommunications Relay service to its full operating level in the shortest possible time.

### STATE NOTIFICATION PROCEDURE

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To provide the State with the most complete and timely information on problems affecting Relay service, the trouble reporting procedure will include three levels of response:

- An immediate report (as defined in the contract)
- A 24-hour status report
- A comprehensive final report within 5 business days

Sprint will notify the designated representative of the State within fifteen minutes if a Relay service disruption of 30 minutes or longer occurs. The report will explain how the problem will be corrected and an approximate time when full service will be restored. Within 24 hours of the Relay service disruption, an intermediate report provides problem status and more detail of what action is necessary. In most cases, the 24-hour report reveals that the problem has been corrected and that full Relay service has been restored. The final comprehensive written report, explaining how and when the problem occurred, corrective action taken, and time and date when full operation resumed will be provided to the Contract Administrator within five business days of return to normal operation. Examples of Relay service disruption include:

- TRS Switching System failure or malfunction
- Major transmission facility blockage of the last-leg circuits to the Relay Call Centers
- Threat to RO safety or other RO work stoppage

➤ Loss of RO position capabilities

Performance at each Sprint Relay Center is monitored continuously 24-hours-a-day, seven-days-a-week from Sprint's Service Assurance Monitoring Center (SAMC) in Overland Park, KS.

## DISASTER RECOVERY PROCEDURES

If the problem is within a relay center, maintenance can usually be performed by the on-site technician, with assistance from Sprint's SAMC. If the problem occurs during non-business hours and requires on-site assistance, the SAMC will page the technician to provide service remedies. Sprint retains hardware spares at each center to allow for any type of repair required without ordering additional equipment (except for complete loss of a center).

## TIME FRAMES FOR SERVICE RESTORATION

### Complete or Partial Loss of Service Due to Sprint Relay Equipment or Facilities

- **Sprint Relay Call Center Equipment**  
A technician is on-site during the normal business day. The technician provides parts and / or resources necessary to expedite repair within two hours. Outside of the normal business day, a technician will be on-site within four hours. The technician then provides parts and /or resources necessary to expedite repair within two hours.
- **Sprint or Telco Network**  
Facilities or an outage of facilities directly serving incoming TRS Relay calls will immediately be routed to one of the other Centers throughout the US. No inbound calls will be lost. Repair of Interexchange and Local Exchange fiber or network facilities typically requires less than eight hours.
- **Due to Utilities or Disaster at the Center**  
Immediate rerouting of traffic occurs with any large-scale Relay Center disaster or utility failure. Service is restored as soon as the utility is restored, provided the Sprint Relay equipment has not been damaged. If the equipment has been damaged the service restoration for Sprint equipment (above) applies.
- **Due to Telco Facilities Equipment**  
A Telco equipment failure will not normally have a large effect on TRS traffic within the state unless it occurs on Telco facilities directly connected to the relay call center. In this case, normal Sprint Relay traffic rerouting will apply.

## TROUBLE REPORTING PROCEDURES

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The following information is required when a user is reporting trouble:

- ◆ Service Description
- ◆ Callers Name
- ◆ Contact Number
- ◆ Calling to/Calling from, if applicable
- ◆ Description of the trouble

Service disruptions or anomalies that are identified by users may be reported to the Sprint Relay Customer Service toll-free number at any time day or night, seven days a week. The Customer Service operator creates a trouble ticket and passes the information on to the appropriate member of Sprint's Maintenance Team for action. Outside the normal business day, the SAMC will handle calls from the Customer Service RO 24 hours a day, 7 days a week. The Maintenance Team recognizes most disruptions in service prior to customers being aware of any problem. Site technicians are on call at each of Sprint's twelve sites across the United States TRS call centers to respond quickly to any event, including natural disasters.

## MEAN TIME TO REPAIR (MTTR)

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MTTR is defined and detailed in Tables 1 and 2:

Time to Investigate	The time needed to determine the existence of a problem and its scope.
Time to Repair	Repair time by Field Operations plus LEC time, if applicable.
Time to Notify	From the time repair is completed to the time the customer is notified of repair completion.

Table 1 – Time to Investigate + Time to Repair + Time to Notify

Switched Services	8 Hours
Private Lines	4 Hours (electronic failure)
Fiber Cut	8 Hours

Table 2 – Current MTTR Objectives

Sprint's Mean Time to Repair is viewed from the customer's perspective. A critical element in the equation is the Time to Notify, because Sprint does not consider a repair complete until the customer accepts the circuit back as satisfactory.

## ESCALATION PROCEDURES

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If adequate results have not been achieved within two hours, the Contract Administrator or a user may escalate the report to the next level. The table below details the escalation levels.

Escalation Level	Contact	Phone
2	Regional Maintenance Manager	Office Phone Number (913-794-1130)
3	Senior Manager, Technical Staff	Office Phone Number 913-794-3603

### Network Support Plan

## NETWORK DESIGN

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Sprint's service is provided over an all-fiber sophisticated management control networks that support backbone networks with digital switching architecture. These elements are combined to provide a highly reliable, proven, and redundant network. Survivability is a mandatory objective of the Sprint network design. The Sprint network minimizes the adverse effect of service interruptions due to equipment failures or cable cuts, network overload conditions, or regional catastrophes.

A 100 percent fiber-optic network provides critical advantages over the other carriers. These advantages include:

- **Quality**  
Since voice and data are transmitted utilizing fiber optic technology, the problems of outdated analog and even modern microwave transmission simply do not apply. Noise, electrical interference, weather-impacting conditions, and fading are virtually eliminated.
- **Economy**  
The overall quality, architecture, and advanced technology of digital fiber optics make transmission so dependable that it costs us less to maintain, thereby passing the savings on to our customers.
- **Expandability**  
As demand for network capacity grows, the capacity of the existing single-mode fiber can grow. Due to the architecture and design of fiber optics, the capacity of the network can be upgraded to increase 2,000-fold.
- **Survivability**  
Network survivability is the ability of the network to cope with random disruptions of facilities and/or demand overloads.

**Sprint has established an objective to provide 100 percent capability to reroute backbone traffic during any single cable cut. This is a significant benefit to \_\_\_\_\_, and a competitive differentiation of the Sprint network.**

Network switched services are provided via 49 Southern Telecom DMS-250/300 switches at 29 locations nationwide. Three DMS-300s located at New York, NY; Fort Worth, TX; and Stockton, CA, serve as international gateways. The remaining 46 switches provide switching functions for Sprint's domestic switched services.

Interconnection of the 49 switches is provided in a non-hierarchical manner. This means that inter-machine trunk (IMT) groups connect each switch with all other switches within the network. Each of these IMT groups is split and routed through the Sprint fiber network over SONET route paths for protection and survivability. As an extra precaution to preclude any call blockage, Dynamically Controlled Routing (DCR) provides an additional layer of tandem routing options when a direct IMT is temporarily busy.

Reliability is ensured through a corporate commitment to maintain or surpass our system objectives. Beginning with the network design, reliability and efficiency are built into the system. Sprint continues to improve the network's reliability through the addition of new technologies.

The effectiveness of this highly reliable and survivable network is attributed to the redundant transmission and switching hardware configurations, SONET ring topology, and sophisticated network management and control Centers. These factors combine to assure outstanding network performance and reliability for the State.

## NETWORK CRITERIA

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### ■ System Capacity

The Sprint network was built with the capacity to support every interLATA and intraLATA call available in the US. With the continuing development of network fiber transmission equipment to support higher speeds and larger bandwidth, the capacity of the Sprint network to support increasing customer requirements and technologies is assured well into the future.

## ■ Service Restoration

Sprint provides for the restoration of service in the event of equipment malfunctions, isolated network overloads, major network disruptions and national/civil emergency situations. In the event of service disruption due to Sprint's equipment, service typically is restored within four hours after notification. Sprint does everything possible to prevent a total outage at its switch sites or at any of its' POPs through the use of advanced site designs. All processors, memory, and switch networks within our switches are fully redundant. All switch sites are protected by uninterruptible power supplies and halon systems planned in conjunction with local fire departments. Most of our new sites are earth sheltered to increase survivability. A multi-pronged program is used to minimize outages:

## ■ Minimized "single points of failure" including:

- Diversification of all facilities' demands between switch sites. All switch sites are connected to the long haul network over at least two separate Sprint fiber routes; many have three paths.
- Deployment of multiple switches at large switching Centers. This prevents a single switch outage from disabling the site.
- Have systems in place allowing for the rapid redeployment of network resources in case of a catastrophic outage. Fiber cuts, which can affect thousands of calls at several locations, are sometimes unavoidable. Response to these outages is maximized through the following procedures:
- Utilization of established plans to respond effectively to these outages.
- The capability to rapidly deploy network transmission facilities when needed.
- Immediate execution of alternate routing in the digital switches and cross-connect systems to assist in the handling of temporary network disruptions and forced overloads.

The entire spectrum of survivability needs, expectations, and requirements can be met by the proper engineering of customer and Sprint switches and facilities.

## FIBER BACKBONE LOOP TOPOLOGY AND RECONFIGURATION

Fiber optic cable routes are designed to include redundant capacity to insure survivable fiber optic systems. Sprint's SONET network, using four-fiber bi-directional line switched ring capability, allows automatic switching to alternate paths to provide for traffic rerouting in the event of a route failure. The SONET fiber optic backbone topology is currently designed with more than 100 overlapping rings to ensure sufficient alternate paths for total network survivability.

## SPRINT ROUTE OUTAGE PREVENTION PROGRAMS

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- **Call Before You Dig Program**

This program uses a nationwide 1-800 number interlinked with all local/state government utility agencies as well as contractors, rail carriers, and major utilities. Sprint currently receives in excess of 60,000 calls per month for location assistance over the 23,000-mile fiber network.
- **Awareness Program**

This Sprint program proactively contacts local contractors, builders, property owners, county/city administrators, and utility companies to educate them on Sprint's cable locations and how each can help eliminate cable outages.
- **Route Surveillance Program**

This is a Network Operation's department program using Sprint employees to drive specific routes (usually 120 miles) and visually inspect the fiber cable routes. This activity is performed an average of 11.6 times per month or approximately once every 2-3 days.
- **Technician Program**

Technicians are stationed at strategic locations and cover an area averaging 60 route miles. Each technician has emergency restoration material to repair fiber cuts on a temporary basis. Other operations forces within a nominal time frame accomplish total repair.
- **Fiber/Switch Trending Program**

This includes a weekly summary of equipment failure events highlighting bit error rate (BER) and cable attenuation. As a result, Sprint identifies potential equipment problems and monitors performance degradation to establish equipment-aging profiles for scheduled repair, replacement, or elimination. Aging profiles are computer-stored representations of the characteristics of a fiber splice. The profile is stored at the time the splice is accepted and put into service. A comparison of the original profile and current profile are compared for performance degradation. Maintenance is scheduled based on this type of monitoring.

## NETWORK MANAGEMENT AND CONTROL SYSTEMS

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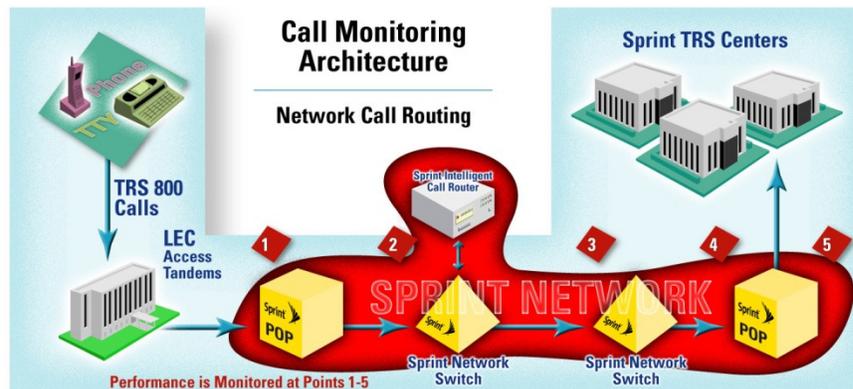
Surveillance for the Sprint network is managed by the Network Operations Center located in Overland Park Kansas. In the event of a network problem causing customer degradation of service, Network Operations will notify the Service Assurance Management Center (SAMC) of Sprint's TRS Group. SAMC will then notify the appropriate PSC with a description of the problem and an estimated time of repair.

## INBOUND CALL ROUTING

Sprint incorporates a dynamic routing system that continuously monitors circuit and RO availability to ensure calls are answered within the required time frames. This includes reporting for the long distance network and equipment, which many Relay providers are unable to provide, as well as reporting for the Relay network.

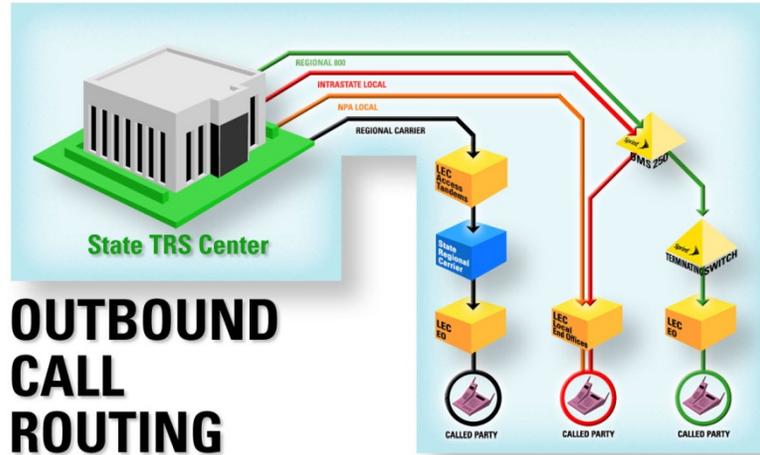
**Sprint's inbound configuration ensures that if an issue is identified anywhere in the network, it will be promptly addressed and reported.**

The Call Monitoring Architecture diagram in the figure below depicts the standard inbound call path to Sprint's Relay Center. Unlike other Relay providers, Sprint monitors each leg of the inbound call path at the points shown to ensure the call reaches the Relay Center with little to no blocking.



Call Monitoring Architecture Diagram

The Network Design Configuration for Outbound Calling in the figure below indicates the extensive complexity of Sprint's Relay platform, including standard call paths for local, intra-state, regional 800, and COC calls.



# OUTBOUND CALL ROUTING

Outbound Routing Diagram

## **CapTel Disaster Recovery Plan**

### **CAPTEL OUTAGE PREVENTION STATUS**

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Sprint will provide FCC compliant CapTel® service from the two CapTel call centers in Madison and Milwaukee, WI. Sprint's CapTel vendor CapTel Inc. (CTI) operates the two current CapTel and WebCapTel® call centers in the nation. These unique centers operate with enough terminals for 200 ROs each, along with support personnel, Technicians, and Supervisors.

Both CapTel call centers are equipped with redundant systems for power, ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

Having two CapTel call centers ensures minimum interruptions in service if something unexpectedly halts operations in one center or the other such as a flood or a tornado. In those instances, traffic from one Center can automatically be routed to the other.

### **SPRINT OUTAGE NOTIFICATION FROM CAPTEL CALL CENTER**

---

Performance at the CapTel call center is monitored continuously by CTI technicians 24 hours a day, seven days a week. Sprint will be notified by the CapTel Service Center Manager immediately upon determination of any type of natural or man-made problem that causes either:

- A complete (100 percent) loss of the CapTel Service Center, OR
- Any partial loss of service in excess of 15 minutes that is service affecting. Examples of such a loss in service include:
  - An accidental switch rebooting
  - Loss of transmission facilities through the telephone network
  - Terrorist attack
  - Bomb threat or other work stoppage
  - Sudden loss of agent position capabilities.
  - Impact to minimum ASA / Speed of Answer times
  - Acts of God

Contact from the CapTel Service Center Manager or designated CTI contact person will be made to the assigned contact people at Sprint immediately upon awareness of an outage meeting the above criteria, 24 hours a day, seven days a week including holidays with the following documentation:

- 1.) What time did the outage happen in CENTRAL TIME?
- 2.) What caused it?
- 3.) Which customers are (or were) impacted?
- 4.) What is (was) the solution to restore service?
- 5.) What is the time that service will be (or was restored by) IN CENTRAL TIME?

Sprint will internally escalate outages in the following manner:

Level	Escalation Procedure for Outages	Point of Contact (POC)	Contact Info:
1	Sprint Product Innovation Manager	Dennis Selznick Product Innovation Manager	913-663-7278 <a href="mailto:Dennis.A.Selznick@sprint.com">Dennis.A.Selznick@sprint.com</a>  After Hours: <a href="mailto:getdennis@gmail.com">getdennis@gmail.com</a> (pager) 913-231-1386 (cell)
2	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	(608) 441-8800 <a href="mailto:Pam.Frazier@captelmail.com">Pam.Frazier@captelmail.com</a>  After Hours: 608-516-7517 (cell) 608-832-6233 (home)
3	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 <a href="mailto:Jayne.Turner@ultratec.com">Jayne.Turner@ultratec.com</a>  After Hours: 608-274-0598 (home)

Table 44 – Sprint CapTel Outage Escalation

## SPRINT PROCEDURE FOR OUTAGE NOTIFICATION TO CONTRACT ADMINISTRATORS

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Upon receiving notification from CTI, Sprint will have one of the below managers contact the Contract Administrator, depending on availability:

	Point of Contact (POC)	Position	Contact Information:
1	John Moore	Relay Program Management Mgr	P: (925) 904-4014 M: (925) 895-9176 H: 925-968-1418 E: <a href="mailto:John.E.Moore@sprint.com">John.E.Moore@sprint.com</a> Pgr: <a href="mailto:jmoore45@sprintpcs.com">jmoore45@sprintpcs.com</a>
2	Angela Officer	Relay Program Manager	P: (703) 689-5654 E: <a href="mailto:Angela.Officer@sprint.com">Angela.Officer@sprint.com</a>
3	Assigned On-Call Relay Program Manager	Relay Program Manager	Assigned as necessary

Sprint Customer Notification Procedure

Upon receiving notification from CTI, Sprint will assess the problem and contact will be made by email to the Contract Administrator.

In cases of partial loss of service, such as several inoperable RO positions or, local area network outages, the CapTel Center on-site technician will notify CapTel Service Center to schedule repair. Only those partial losses of service that are service affecting in excess of 30 minutes will be emailed to the state Contract Administrator.

If the problem is within the CapTel call center, maintenance can usually be performed by the on-site technicians. Hardware spares are retained at the CapTel call center to allow for the most common type of repair required without the ordering of additional equipment.

### DISASTER RECOVERY FOLLOW-UP

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Upon notifying customers of an outage, Sprint's contact person will provide regular updates from CTI to all customers and internal team members. The follow up will be kept in sync with CapTel Customer Service so that the information shared with customers from CTI is the same as what customers receive from Sprint.

### DISASTER RECOVERY POST-MORTEM DOCUMENTATION

---

Within 72 hours (3 days) after the outage is resolved, CTI will provide a formal written analysis of the outage to the designated Sprint people (outlined above).

Sprint will send a document with the analysis to the Contract Administrator. John Moore will be the primary point-of-contact for the letter to be shared with customers. If John Moore is not available, then Angie Officer will provide the letter directly to customers.

- 1) What time did the outage happen in CENTRAL TIME?
- 2) What caused it?
- 3) Which customers are (or were) impacted?
- 4) What is (was) the solution to restore service?
- 5) What is the time that service will be (or was restored by) IN CENTRAL TIME?
- 6) What will CapTel, Inc do to prevent this from happening again?

CTI will be available to answer questions from Contract Administrators through Sprint.

#### TIME FRAMES FOR SERVICE RESTORATION

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- Complete loss of service due to equipment
  - Normal business day – A technician is on site during the normal business day. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.
  - Outside of the normal business day – A technician will be on-site within four (4) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.
- Due to Utilities or Disaster at the Center – Service will be restored as soon as the utility is restored provided the equipment was not damaged. If the equipment was damaged then refer to the timing in the statement previous (Due to Equipment).
- Due to Telco Facilities Equipment – A technician will be dispatched as necessary. The normal Telco escalation procedures for a partial outage will apply:
  - Two hours at first level,
  - Four hours at second level
  - Eight hours at third level

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

- Partial loss of service – Due to Equipment
  - Normal business day – A technician is on site during normal business hours. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.

- Outside of the normal business day – A technician will be on-site within eight (8) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.
- Due to Position Equipment – A technician will be on-site within eight (8) hours, provided there are not enough positions working to process the forecasted traffic volumes. The technician will provide parts and/or resources necessary to expedite repair within 48 hours. If there are enough positions functional to process the forecasted traffic, the equipment will be repaired as necessary by Sprint.
- Due to Telco Facilities Equipment – A technician will be dispatched as necessary by Sprint. The normal Telco escalation procedures for a partial outage will apply:
  - Eight hours at first level
  - Twenty-four hours at second level

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

### TROUBLE REPORTING PROCEDURES (FOR INDIVIDUAL CUSTOMERS TO CUSTOMER SERVICE)

---

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

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

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

Level	Escalation Procedure during business hours	Point of Contact (POC)	Phone Number
1	CapTel Customer Service	Customer Service Agent	(888) 269-7477 <a href="mailto:captel@captelmail.com">captel@captelmail.com</a>
2	CapTel Customer Service Supervisor	Pam Holmes	(888)-269-7477 <a href="mailto:Pam.Holmes@captelmail.com">Pam.Holmes@captelmail.com</a>

Level	Escalation Procedure during business hours	Point of Contact (POC)	Phone Number
3	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	(608) 441-8800 <a href="mailto:Pam.Frazier@captelmail.com">Pam.Frazier@captelmail.com</a>
4	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 <a href="mailto:Jayne.Turner@ultratec.com">Jayne.Turner@ultratec.com</a>

Table 46 – CapTel Customer Service Escalation Procedures

## ALTERNATIVE USAGE FOR CAPTEL PHONE DURING OUTAGE FOR VCO USERS.

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CapTel phones are equipped with the capability to connect to traditional relay services even in the event that the captioning service is not available.

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



## Appendix F

### TRS Information in Telephone Directories

# General Information

## CALLING ASSISTANCE FOR PEOPLE WITH HEARING OR SPEECH DISABILITIES

The Americans with Disabilities Act of 1990 requires all states to provide access to a nationwide Telecommunications Relay Service.

### Telecommunications Relay Service (TRS)

Through TRS, callers using Text Telephones (TTY/TDD) are able to communicate with people who use standard voice telephones and vice versa. A specially trained Communications Assistant (CA) relays telephone conversations verbatim. The CA translates typed words into speech and spoken words into typed messages so that TTY users and voice telephone users can converse. The CA relays the entire conversation, leaving nothing out. Calls made through the relay service are entirely confidential. TRS operates 24 hours a day, seven days a week.

To use TRS, (both TTY and non-TTY users, as well as Speech-to-Speech users) simply dial 7-1-1.

Note: For emergency calls, users should dial 9-1-1.

### How to Make a TRS Call from a Coin Telephone

Some public pay phones are specially equipped to provide service to persons with speech and hearing disabilities. You can make a TRS call from a coin phone that has a built-in TTY. Local calls can be made at no charge but for long distance calls, you must use a calling card, prepaid card or make the calls collect or third-number billing.

### WHEN USING A COIN PHONE WITH A BUILT IN QWERTY KEYBOARD

#### TO PLACE A LOCAL TTY CALL:

- Step 1: Lift the phone receiver
- Step 2: Dial \*\*\*
- Step 3: Dial 7-1-1 or the TTY direct telephone number
- Step 4: When the screen says "call answered:" dial \*\*\*
- Step 5: Wait for the display screen to say "<TYPE MESSAGE HERE>," then type your message using the keyboard
- Step 6: When you have completed your call, hang up the phone receiver

#### TO SEND AN SMS (TEXT) MESSAGE:

- Step 1: Lift the phone receiver
- Step 2: Dial \*\* 01
- Step 3: When prompted, enter the destination number (10 digit number of the device you want to send the message to)
- Step 4: When you have entered the destination number, enter \*9 to move the next screen
- Step 5: Enter your message, when complete, send your message using \*9
- Step 6: When you have completed your call, hang up the phone receiver

### WHEN USING A COIN PHONE WITH A SLIDE OUT KEYBOARD DRAWER

#### TO PLACE A LOCAL TTY CALL:

- Step 1: Lift the handset and place it in the holder on the side of the phone
- Step 2: Dial 7-1-1 or the TTY direct telephone number
- Step 3: LED (Red Light) Line Status: Slow flashing – line ringing/Fast flashing – line busy
- Step 4: If a TTY machine or the CA answers the call, the TTY drawer will open automatically. You may begin typing
- Step 5: If the call is answered by a hearing person, press \*\*\* to start the TTY announcer
- Step 6: If the drawer begins to close before you complete your call, press any button on the keypad to reopen it
- Step 7: When you have completed your call, hang up the phone. The drawer will close automatically

### CALLS THAT MUST GO THROUGH A TRS COMMUNICATIONS ASSISTANT:

- COLLECT CALLS
- CALLING CARD CALLS
- BILL TO THIRD NUMBER CALLS



## Appendix G

### Copies of Telephone Bill Inserts

**Always on.****Hawaiian Telcom**

Account Number:  
 Billing Telephone #:  
 Usage Period: 06/22/12-07/21/12

Invoice Date: 07/22/12  
 Service Period: 07/22/12 - 08/21/12  
 Payment Due: August 21, 2012

**BALANCE FORWARD**

PREVIOUS BALANCE			\$39.77
PAYMENTS RECEIVED			\$39.77 CR
	07/03/12	Check Payment # 000001658 - Thank you	\$39.77 CR
<b>TOTAL BALANCE FORWARD</b>			<b>\$0.00</b>

**ACCOUNT ACTIVITY DETAIL**

<b>ACCOUNT CHARGES</b>			<b>\$5.93</b>
<b>Long Distance Account Charges</b>			
	Hawaiian Telcom Minute Saver 30	(07/22/12 - 08/21/12)	\$5.00
<b>Account Taxes, Surcharges and Regulatory Fees</b>			
	Federal Universal Service Fee		\$0.79
	General Excise Tax - Interstate Toll		\$0.14

 <b>HOME PHONE SERVICE - (808)373-8312</b>			<b>\$33.90</b>
<b>Additional Services</b>			
	Residence Line *		\$14.40
	Touch Call *		\$1.65
	Distinctive Ring *		\$6.00
<b>Regulated and Non-Regulated Taxes, Surcharges and Regulatory Fees</b>			
	Access Recovery Charge		\$0.12
	Federal Excise Tax		\$0.97
	Federal Universal Service Fee (Primary Line)		\$1.03
	General Excise Tax		\$0.36
	Intrastate Surcharge		\$2.48
	PUC Fee		\$0.06
	Statewide 911 Emergency Service Surcharge		\$0.27
	Telecommunications Relay Service		\$0.06
	Subscriber Line Charge Sgl Ln		\$0.50



## Appendix H

### Copies of Relay Newsletters



Child & Family  
SERVICE  
Private, nonprofit since 1899

By Valorie Taylor, Program Director  
Child & Family Service, Gerontology Program

## ANOTHER FACE OF ELDER ABUSE

Elder abuse and neglect is a problem in Hawaii as it is elsewhere in the U.S., but the precise dimensions of the problem are unknown due to under-reporting. In FY 2007 there were 711 (73%) cases reported to Adult Protective Service on Oahu involving individuals who were age 60 and older. A total of 335 (48%) of those reported were investigated and 79 (24%) of those cases were confirmed as being abusive. A total 84% of the confirmed cases of abuse involved individuals 60 and older. These numbers are similar on all islands.

To fully understand the depth and breadth of elder abuse, it is important to look at the variety of abuse situations. At one end of the continuum are those who are over 60, who, after many years of abuse, have decided to end the abusive relationship. Their needs are similar to the needs of younger individuals but with the possible addition of needing help with physical limitations. This limits their ability to use shelters as the shelters may

not be equipped to help those who need assistance with Activities of Daily Living and/or Instrumental Activities of Daily Living.

Older battered women are a nearly invisible, yet tragically sizable population and uniquely vulnerable to domestic violence. They are more likely to be bound by traditional and cultural ideology that prevents them from leaving an abusive spouse or from seeing themselves as a victim. Many are financially dependent on their abusive spouse and do not have the financial means needed to leave the relationship. Many find themselves isolated from their family, friends and community due to their spouses' neglect and abuse. This is especially true because older women suffer greater rates of chronic illness, making them dependent upon their spouses or caregivers and thus, reluctant or unable to report abuse.

Late onset domestic violence begins in old age. There may have been a strained relationship or emotional abuse earlier that got worse as the

*Continued on page 2*

### INSIDE THIS ISSUE

- 1-2 ANOTHER FACE OF ELDER ABUSE
- 3 STATE LONG TERM CARE OMBUDSMAN PROGRAM
- 3 HAWAII DISABILITY RIGHTS CENTER
- 4 BITS AND PIECES
- 5 MEDICAID FRAUD CONTROL UNIT
- 5 MIPPA HELPS LOW-INCOME SENIORS WITH MEDICARE
- 6 ADULT PROTECTIVE SERVICES IN HAWAII
- 7 CALENDAR OF EVENTS

### EDITOR'S NOTE

*In the September-November 2010 edition of the Aloha Pumeohana, the issue focused on elder abuse, the types of abuse, and why seniors are targeted for abuse. Several resources dealing with various abuse situations were highlighted. This issue of the newsletter continues its focus on abuse by providing a more detailed description of what these important resources can do to help prevent, to detect, and to intervene in suspected cases of elder abuse. Foremost, if you suspect that a crime has been committed, you should call 911.*

*-The Editor*



## BITS & PIECES

By Tony Baccay



### EAD WELCOMES NEW STAFF:

**Ashley Muraoka** was recently hired as the new Medicare Improvement for Patient and

Providers Act (MIPPA) Coordinator, where she helps individuals qualify for the low income subsidy, Medicare Savings Program, and State Pharmacy Assistance Program. These cost-saving programs provide assistance in paying for Medicare premiums, deductibles, and/or co-payments. Recently, a couple saved over \$900 in prescription drug costs through these programs.

Ashley is no stranger to the aging network. She was a Community Service Aide with EAD in 2007 and also volunteered with Project Dana. While pursuing her Masters of Urban and Regional Planning degree at UH Manoa, she complemented her Certificate on Aging by working with Dr. Dolores Foley on the Re-Visioning of the State's Kupuna Care program with the Executive Office on Aging and the Area Agencies on Aging. "Helping Hawaii's kūpuna has always been a passion of mine," she said. "Growing up in a multi-generational household, I learned to respect my elders at a very young age and cherish the knowledge I gained from my grandparents. Our kūpuna have an abundance of knowledge to teach. We just need to listen."

Eligibility for MIPPA is based on income and asset determination. For more information, please call Ashley at 768-7723.

### THE FUTURE IS HERE WITH THE "CAPTEL" CAPTIONED TELEPHONE!

An Innovative Telephone for Individuals Experiencing Difficulty Hearing on the Telephone

Sleek, Smart, SIMPLE! There are two kinds of CapTel® 800 phone models. One is CapTel® 800i and the other is CapTel® 800. Both models have same look except for a minor phone line requirement difference.

The CapTel® phone combines the convenience of a traditional telephone, with the text capabilities of the internet, to display captions of what the other person is saying right on the telephone. Captions appear virtually at the same time as the person speaks, allowing callers to enjoy the natural flow of an interactive telephone conversation.

CapTel® is a FREE service that allows a person to use their own voice for speaking and listening, while reading word-for-word captions of what the other person is saying. Long distance charges will be handled just the same as they are today, according to the user's long distance telephone provider. Captions are available in both English and Spanish and are available free of charge, 24 hours-a-day, 7 days-a-week.

Some of the benefits of the CapTel® phone are detailed below:

- Captions can be turned on or off at any point during a call.
- The display screen tilts for comfortable reading or lies flat to mount the phone on the wall.

- Adjustable background, font size and color for user's preference.
- Adjustable volume control (up to 40dB) for captioned calls. The volume button is easy to see and adjust during a call.
- One-touch access to CapTel® Customer Service (during standard business hours).
- Easy-to-follow menu with Yes/No questions.

For more information on CapTel 800, visit [www.hawaiicaptel.com](http://www.hawaiicaptel.com). Hawaii residents may be eligible to receive a CapTel phone at no charge through the Relay Hawaii Equipment Program (RHEP). This service is regulated by Hawaii Public Utilities Commission. Contact RHEP office at 808-847-9032 or email [relayhawaii@sprint.com](mailto:relayhawaii@sprint.com).

\*CapTel Operators are governed by the same FCC requirements regarding confidentiality of communications as those of the traditional relay service. ☎





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## Emergency Preparedness E-News

for Individuals with Disabilities and Special Health Needs

July 2010

Issue 10

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Images used here are from the *Homeowner's Handbook to Prepare for Natural Hazards* by Dennis J. Hwang and Darren K. Okimoto from the University of Hawaii's Sea Grant College Program.

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### In this issue

[Help Run a Pet Disaster Shelter](#)

[FEMA Appointments to National Advisory Council](#)

[Emergency Notification System \(ENS\) for the Deaf and Hard of Hearing Community](#)

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### Emergency Notification System (ENS) for the Deaf and Hard of Hearing Community

Beginning on July 1, 2008, the Emergency Notification System (ENS) was the first statewide program in the nation developed for the Deaf and hard of hearing community in the State of Hawaii. The ENS offers a text notification system that allows Hawaii residents to receive emergency alert messages related to a natural disaster on any wireless device. The ENS is a free service, provided by Sprint Relay, as regulated by the Hawaii Public Utilities Commission. Hawaii State Civil Defense uses the ENS to send alert messages during a natural disaster, such as the recent tsunami this past February.



To qualify for the ENS program you must be a resident in Hawaii; have proof of a hearing loss or communication disorder certified by a doctor; and have a wireless device on any carrier (AT&T, Mobi, Sprint, T-Mobile, Verizon). To register for the program to receive emergency alert messages, obtain an application form Sprint Relay and return it to Sprint in person, by fax or mail. On the application form you can select the geographic area for which you wish to receive emergency alerts (Counties of Hawaii, Kauai, Maui or the City & County of Honolulu).

Once you have registered to receive emergency alert messages, you are responsible to notify the Relay Program Manager of any changes to zip code, mobile number, e-mail address, wireless carrier, mobile phone model, or if you have moved away from Hawaii.

For more information or an application form, contact LisaAnn Tom, Relay Program Manager at [lisa.l.tom@sprint.com](mailto:lisa.l.tom@sprint.com) or leave a voice message at 1-800-357-5168.

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### Contact Information



Disability and Communication Access Board  
919 Ala Moana Blvd., Room 101  
Honolulu, HI 96814  
Phone: (808) 586-8121 (V/TTY)  
Fax: (808) 586-8129



## **Appendix I**

### **Copies of Annual Report or Other**



## Relay Hawaii Outreach Report July 2011-June 2012

Date	Event	City	CapTel (C), RHEP, Both (B), Wireless Devices (WD)	Hard of Hearing (HOH), Deaf (D), Hearing (H), Multiple (M)	# of Part.	# of Part. Contact	Present (P), Demo (D), Exhibit (E), Works hop (W), Training (T)	Freebies	Banner	Program Book	Sponsor/ ex change/ reasons
Jul-2011											
8	Customer	Office	WD	D	1	1	Demo Epic, T	No	No	No	
12	Customer	Office	WD	HOH	1	1	WD inquiry 4G, D	No	No	No	
14	Customer	Office	WD, billing support, V.P	D	1	1	HTC EVO (D), T, No	No	No	No	
27	Customer	Office	FHEP (WD)	HOH	1	1	T	No	No	No	Billing issues
28	Customer	Office	RHEP (WD)	D	1	1	T	No	No	No	Technical support
Aug-2011											
4	BNS subscriber	Home visit	RHEP	D	3	3	T	No	No	No	BNS Online
5	Customer	Office	RHEP (WD)	D	1	1	T	No	No	No	WD issues
11	Customers	Sprint Store	RHEP (WD)	D	3	3	D, T (SMVRS, 4G)	No	No	No	
12	Deaf Starbucks	Kahala Mall	FHEP	D, H, HOH	60+	50	WD inquiry, BNS	No	No	No	Distributed TRS flyers
16	Subcon tractor training	Office	B, WD	D	1	1	T, P, D	No	No	No	
18	CapTel customer	2 Home visits	C	HOH	2	2	T, D	No	No	No	
20	ASAD State Conference	Pacific Beach Hotel	B, WD	D, H, HOH	188	40	E, D	No	No	Yes	Sponsored conference program books
23	Subcontractor training	Office	B, WD	D, H	2	2	T, P, D	No	No	No	

24	Customer	Office	WD	D		1	1	D, T (SMVRS, 4G), VCS	No	No	No	
Sep-2011												
2	Customer	Office	RHEP WD	D		1	1	T, file insurance claim, Billing issues	No	No	No	
2	CapTel customer	Office	C	HOH		1	1	T, D	No	No	No	
7	Customer	Mobile	RHEP WD	D		1	1	T	No	No	No	E-billing via online, VCS, how to download apps including SMVRS
8	Customer	Office	RHEP WD	D		1	1	T, D	No	No	No	SMVRS, how to make relay calls, demo HTC EVO 4G
10	Home visit	Hawaii Kai	RHEP WD	D		2	2	T, D	No	No	No	Samsung Epic 4G, SMVRS, apps
12	Customer	Videophone	WD-HTCEVO	D		1	1	T	No	No	No	How to remove and install apps, upgraded apps, billing issues
13	ENS training	Online	RHEP	D, H		4	4	T	No	No	No	ENS upgrade project training

14	Customers	Dillingham Sprint Store	RHEP/W/D	D		2		2 D, T	No	No	No	Demond different W/Ds SMVRS, how to make relay calls, how to download apps
21	Customer	Office	C	HCH		1		1 D, T	No	No	No	CapTel series WCS, RCC
20	ENS training	Online	RHEP	D,H		3		3 D, T	No	No	No	Administrator's ENS training
22	HI-PAC meeting	Main Conference Room in the office	RHEP	D, H, HOH		25		25 P, D	No	No	No	TRS reports, SMVRS, SMIP, WCS
22	27th Annual Hawaii Seniors* Fair: The Good Life Expo, Inc.	NBC	C	D,H		1		1 E	No	No	No	Set-up booth
23-25	27th Annual Hawaii Seniors* Fair: The Good Life Expo, Inc.	NBC	C	M		21, 128		Distributed 600 CapTel brochures and 400 Hawaii CapTel application forms D, E,	Yes	Yes	No	Sponsored SWIS for HAWK's fundraiser
24	SWIS (See What I am Saying-DVD)	McKinley H.S. Auditorium	RHEP	M		150		150	No	No	No	

26	Interpreting Education Coordinator	KCC	WD	H		2	2D	No	No	No	Corporate/Individual virtual file accounts, inquiry
27	ENS training	Office	RHEP	H		2	2T	No	No	No	Launch update ENS website
27	CapTel workshop	Main Conference Room in the office	C	M		8	B,W,D	Yes	No	No	CapTel Series, WCS
27	SMVRS/SMP workshop	Main Conference Room in the office	RHEP	M		23	23W,D	No	No	No	Helped registering 10 local digit numbering
28	PUC meeting	PUC office	RHEP	D, H		7	7	No	No	No	
Oct-2011											
5	Customer	Office	RHEP/WD	D		1	1 T, D	No	No	No	downloaded apps on HTC EVO
7	Customer	Office	RHEP/WD	D		1	1 T, D	No	No	No	downloaded apps on HTC EVO, VCS related to billing issues
8	Home visit	Hawaii Kai	RHEP/WD	D		2	2 T, D	No	No	No	Samsung Epic training
11	Customer	Microphone	RHEP/WD	D		1	1 T, D	No	No	No	Billing issues and VCS
11	Home visit	Milani	RHEP/WD	D		1	1 T, D	No	No	No	BlackBerry
12	Customer	Office	RHEP/WD	D		1	1 T, D	No	No	No	HTC EVO, SMVRS, SMP, registered 10 local digit numbers, e-billing