



a service contract terminated or not renewed during the entire time of providing TRS service as the prime contractor. In fact, prior to the passage of the American's with Disabilities Act (ADA), CSD was providing Telephone Relay Services on a volunteer basis and has done so since 1975.

Key Personnel at CSD include the following:

- ◆ **DR. BENJAMIN SOUKUP**, Chief Executive Officer, has spent over thirty years as a human rights advocate for Deaf and Hard-of-Hearing people all across the country. He has built a sterling reputation as an entrepreneur, humanitarian, lobbyist and political activist, educator, inspirational role model, and leader in the area of disabilities. His direct influence on human services, telecommunications and educational programs can be evidenced in 30 states affecting more than 15 million Americans with hearing loss. As former President of the National Association of the Deaf and as a former delegate to the World Federation of the Deaf, Ben has met with world leaders, presidents and members of congress in an effort to improve public accessibility and increase public awareness of issues affecting Deaf and Hard-of-Hearing individuals worldwide. In recognition of his lifetime achievements, Ben received an honorary doctorate degree from Gallaudet University in 2000.
- ◆ **MR. CHRISTOPHER SOUKUP**, Senior Vice President, CSD Contact Centers, received a Bachelor of Science degree in Business Administration from Gallaudet University in Washington, D.C. For more than a decade, he has served CSD in a variety of capacities, including community outreach, public relations, marketing, large-client sales, business development, information technology and contact center operations. Serving as a company spokesperson, Soukup has appeared at numerous engagements across North America representing CSD at international conferences, community forums, professional panels and workshops, and company marketing events. Soukup was a part of the leadership team that formed CSD's first stand-alone subsidiary organization in 2004.
- ◆ **NANCY SOYRING**, Director of TRS Operations, joined CSD in November of 1996 as receptionist, during the start up of the Minnesota Center. She became HR manager in March 1998, Center Manager in April 2001, Regional Manager in September 2007 and Regional Director of TRS operations in October 2009. Nancy received her Call Center Industry Advisory Council Certification (CIAC) for Call Center Operations Manager (CCOM) in March of 2006 and recertified in April of 2009. She has past work experience is in banking and the medical field. She received her degree from Interstate Business College in Fargo, ND. Nancy is also fluent in ASL and involved in the community thru foster/respice care as well as in her church.
- ◆ **MS. DEBBIE HYMAN-SCOTT**, Honolulu TRS Center Manager, received her Bachelor of Science degree from the University of South Carolina. She started to work for CSD in July 2008 as the Center Manager for Hawai'i. Debbie has over ten years of call center experience. Prior to coming to CSD, she worked with DIRECTV as a Workforce Analyst and with Wells Fargo Bank as a Workforce Supervisor in Denver, CO.

- ◆ CSD Corporate office address is:

CSD  
102 N. Krohn Place  
Sioux Falls, SD 57103

- ◆ CSD operated TRS call centers addresses:



1833 Kalakaua Ave., Ste 308 Honolulu, HI 96815	4310 Iola Street Lubbock, TX 79407	800 Holiday Drive Moorhead, MN 56560
105 N. Krohn Sioux Falls, SD 57103	620 Erie Blvd. West Syracuse, NY 13204	2448 Dorothy Lane Moraine, OH 45439

- ◆ Sprint has a supply agreement directly with CSD. Please see Appendix A for a letter from CSD confirming this arrangement. Sprint has not received any notice of default under this agreement.
- ◆ CSD is one of the most experienced relay call center providers in the industry supporting 33 states and the federal government, including the following:

Alabama	Federal Govt.	Minnesota	New Jersey	Oregon	Washington
Alaska	Florida	Mississippi	New York	Puerto Rico	West Virginia
Arkansas	Hawai'i	Missouri	North Carolina	South Carolina	Wisconsin
Colorado	Illinois	Nebraska	North Dakota	South Dakota	
Connecticut	Indiana	Nevada	Ohio	Texas	
Delaware	Kentucky	New Hampshire	Oklahoma	Vermont	

- ◆ References for CSD include the following state customers who have selected Sprint Relay as their provider, using a combination of Sprint- and CSD-operated call centers:

	Contract Term	Location	TRS	CapTel	Point of Contact
<b>ILLINOIS</b>	2000-2014	Network	96,953	85,714	Trudy Snell Illinois Telecommunications Access Corporation 800-841-6167
<b>INDIANA</b>	1992-2010	Network	74,470	106,082	Virginia Barr, Director of Operations, Indiana Telephone Relay Access Corporation (InTRAC) 317-334-1413 V/TTY

***Captioned Telephone, Inc.***

Ultratec and its wholly owned subsidiary, CapTel, Inc. (CTI) provides Call Center services for CapTel services. CapTel technology and equipment was developed by Ultratec, Inc., a leader in the development of telecommunication solutions to enable individuals with a hearing loss to communicate over the telephone. Ultratec's philosophy of equal access for all includes every aspect of the business, including the company headquarters in Madison, Wisconsin. Even though it was built before the Americans with Disabilities Act, the entire building is designed to be completely barrier free.



Ultratec has chosen to focus their efforts on equipment design and development as opposed to selling CapTel services. Thus CapTel service is not available directly through Ultratec, but instead must be purchased through a third-party vendor such as Sprint Relay.

Key Personnel at Ultratec include the following:

- ◆ **JAYNE TURNER**, CTI Vice President of Call Centers, is responsible for the overall operations of the captioning center. She coordinates the interactions between operations and technical staff, as well as financial management and reporting. Ms. Turner received a Bachelor of Science Degree in Secondary Education from the University of Wisconsin.
- ◆ **PAM FRAZIER**, CTI Director of Call Centers joined Ultratec, Inc. in 1991 as a Customer Service Representative. Promoted in 1994 to Marketing Specialist and continued to work in the Marketing department as a Supervisor in 1996 and then promoted to Marketing Manager in 1998. Starting in 1999, Ms. Frazier worked in a dual role as Marketing Manager and assisting with development and testing of Fastran and CapTel technologies. This included setting up and coordinating Fastran Trials with several TRS providers plus the CapTel trials on-going in 13 states, setting up call center operations, and training of all call center positions. In 2002, Ms. Frazier was promoted to Director of the CapTel Call Center in Madison, Wisconsin. Ms. Frazier received her Bachelor of Science degree in Marketing from Ball State University, Muncie, Indiana in December 1990. Ms. Frazier is a hearing child of Deaf parents, has a sibling who is Deaf, is fluent in American Sign Language and experienced in Deaf culture.
- ◆ **PAM HOLMES**, CTI Director of Consumer and Regulatory Affairs, is responsible for work involving activity at the local, state, and national level on disability issues related to communication access and regulatory affairs. Work entails monitoring government regulatory activity, drafting submissions to the FCC including the petition for CapTel to be recognized as an enhanced VCO service, speaking at public hearings, making presentations on our products and service, and staying abreast to emerging regulatory and consumer issues. Since CapTel's beginnings, Pam has worked extensively with a core CapTel team on the set up and operation of the Captioned Telephone (CapTel) state consumer trials and full service with expertise in the area of consumer communications, consumer feedback on the product and service, consumer database development and maintenance, and coordination of training and customer support to existing customers. Ms. Holmes received her Bachelors Degree in English from Gallaudet University and a Master's Degree in Deaf Education from the University of Tennessee.
- ◆ **KEVIN COLWELL**, CTI Vice President of Engineering, designs and develops new enhancements and technologies for the CapTel platform, tests and implements new developments and platform configurations, and oversees systems network and traffic management.
- ◆ Ultratec and its wholly owned subsidiaries, CapTel, Inc. (CTI) provide call center services for CapTel services. Sprint has worked with Ultratec providing CapTel since 2002.
- ◆ CTI Corporate office address is:

Ultratec, Inc.  
450 Science Drive  
Madison, WI 53711

- ◆ CTI operated call centers addresses:

5801 Research Park Blvd  
Madison, WI 53711



310 W. Wisconsin Ave  
Milwaukee, WI 53203

- ◆ Sprint has a supply agreement directly with CTI. Please see Appendix A for a letter from CTI confirming this arrangement. Sprint has not received any notice of default under this agreement.
- ◆ CTI is the most experienced TRS operations provider in the industry supporting 31Sprint Relay states plus the federal government, including the following:

Alabama	Florida	Mississippi	New York	South Carolina	West Virginia
Alaska	Hawai'i	Missouri	North Carolina	South Dakota	Wisconsin
Arkansas	Illinois	Nebraska	North Dakota	Texas	
Colorado	Indiana	Nevada	Ohio	Vermont	
Connecticut	Kentucky	New Hampshire	Oklahoma	Virginia	
Federal Govt.	Minnesota	New Jersey	Oregon	Washington	

- ◆ References for CTI include the following state customers who have selected Sprint Relay as their provider, with CTI providing call centers:

State	Primary Contact	Secondary Contact
Nevada Office of Disability Services, Department of Human Resources	Betty Hammond 3656 Research Way, Suite 32 Carson City NV 89706 Ph: (775) 687-4452	Todd Butterworth, Bureau Chief 3656 Research Way, Suite 32 Carson City NV 89706 Ph: (775) 687-4452
North Dakota Information Technology Department	Mike J. Ressler, Director 600 E. Boulevard Ave., Dept. 112 Bismarck, ND 58505-0100 Ph: (701) 328-1001	Roxy Ennen, Telecom Specialist 600 E. Boulevard Ave., Dept. 112 Bismarck, ND 58505-0100 Ph: (701) 328-2300

***Weitbrecht Communications, Inc.***

Weitbrecht Communications Inc. (WCI) is a privately-held corporation incorporated in 1982 and certified Woman Business Enterprise (WBE) dedicated to serving the needs of the deaf and hard-of-hearing. We have been the distribution center for many state programs since the beginning of 1997.

WCI manages the distribution of CapTel and Ultratec products for the Honolulu, Hawai'i program and strives to provide excellent call handling and customer service for all distributed equipment.

Key Personnel at WCI include the following:

- ◆ **BARBARA DREYFUS**, the President of WCI, is Sprint's main point of contact for contract-related terms and agreements. She has been in the field of deafness since birth and was a professional sign language teacher and interpreter for many years. She has been with WCI since 1984 in an executive capacity. She has built strong relationships with programs and customers alike. Barbara has spent the duration of her employment ensuring optimum support and service to those within the industry; working closely with numerous state programs.
- ◆ **RICHELLE SOUTH**, Customer Service/Sales Manager, is Sprint's main point of contact for training and product-related inquiries. She is a fluent in American Sign Language and has been working within the deaf community for over ten years. She has been with WCI since 2004 and



has developed great relations with our state programs and other distribution accounts. Richelle has been the National CapTel Trainer and is our technical specialist for all product lines.

- ◆ **SHELLY STEIN**, Special Accounts Manager, is Sprint’s main point of contact for order processing, shipping, and return/repair inquiries. She is a dedicated account manager with years of successful experience ensuring optimum service. Shelly has been with WCI since 2004 servicing customers with special needs and requests. Shelly has many years of experience working closely with state programs, dealers, and direct consumers.
- ◆ **TANISHA EAVES**, Operations Manager, is Sprint’s main point of contact for financial and auditing inquiries. She is well-rounded in company operations; including but not limited to network administration support, general company operations and human resource management, as well as full cycle accounting functions. Tanisha has been with WCI since 2005 and provides WCI with timely and accurate information and processing.
- ◆ WCI Corporate office address is:

926 Colorado Avenue  
Santa Monica, CA 90401  
800-233-9130 V/TTY  
310-260-9363 Direct  
310-450-9918 Fax

### ***Overview of Experience***

Weitbrecht Communications Inc. (WCI), established in 1982, is a certified Woman Business Enterprise (WBE). WCI is the nation’s largest distributor of assistive listening devices, alerting systems, text telephones, and other telecommunications equipment for people who are deaf, hard of hearing, or speech or mobility impaired.

Over the years, we have been privileged to work with a majority of equipment distribution programs, developing long-standing relationships and gaining an expertise in this vital area of service.

Through our extensive partnerships with a variety of providers, WCI specializes in acting as “one stop source” for all program needs. This helps reduce program overhead and administration issues in dealing with multiple vendors and individual companies. Equipment distribution programs throughout the country, such as Bell Atlantic, N.E. Telephone, the Deaf and Disabled Telecommunications Program in California and State Distribution Programs in Missouri, Arizona, Oregon and Washington, among others all rely on WCI to service their needs.

With WCI’s expertise in disability issues, comprehensive selection of top quality equipment, and exceptional support and customer service, we have never lost a contract with a program and have consistently been recognized for our excellent service.

### ***Expertise in Disability Issues:***

WCI sales and customer service team is made up of nine full-time staff members who are knowledgeable about the products we offer as well as the various disabilities we serve. Four of the seven members are fluent in American Sign Language; all of them have had extensive training in working with customers with disabilities both in person and over the telephone.

### ***Support and Customer Service:***

WCI will be handling the equipment program for the state of Hawai’i through Sprint. We will continue to field the calls from CapTel customers that will be calling us directly to find out how to get the phone. WCI’s sales staff has been trained how to field these calls and process the application to qualified CapTel users. We will continue to meet all requirements of the RFS provided by Hawai’i. The WCI office is open from 7:00 a.m. to 6:00 p.m. Pacific Standard Time, Monday through Friday,



and on Saturday from 7:00a.m to 4:00 p.m. We are accessible by a toll free 800 number or fax. Our highly trained personnel are available to answer and assist product users in the operation and use of the products.

References for WCI include the following:

<p>Connie Phelps          Director          MT Telecommunications Access Program          111 N. Last Chance Gulch, Suite-2B          Helena, MT 59604          800 833-8503 V/TTY  <a href="mailto:cphelps@mt.gov">cphelps@mt.gov</a></p>	<p>Jon Cray          RSPF Manager, Central Services          Public Utility Commission of Oregon          550 Capitol St., NE - Suite 215          Salem, OR 97301-2551          503-373-1400 Voice, 503-373-1413 TTY  <a href="mailto:jon.Cray@state.or.us">jon.Cray@state.or.us</a></p>
<p>Rowena Holloway          Internal Policy Analyst III          KY Commission on the Deaf &amp; Hard of Hearing          632 Versailles Road          Frankfort, KY 40601          800-372-2907 V/TTY, 502-573-2604 V/TTY  <a href="mailto:row.holloway@kcdhh.ky.gov">row.holloway@kcdhh.ky.gov</a></p>	<p>Ginny Barr          Executive Director          InTRAC          7702 Woodland Drive #250          Indianapolis, IN 46278          317-334-1413 V/TTY  <a href="mailto:ginny.barr@relayindiana.com">ginny.barr@relayindiana.com</a></p>

**Alerting Solutions, Inc.**

Alerting Solutions, Inc. provides warning messages delivery service via SMS and email to the system subscribers. Alerting Solutions monitors the State of Hawai'i warning server and when a qualified alert is detected it is then sent to the target audience based on the area that the alert is issued for.

Alerting Solutions, Inc. (ASI) is a leading provider of public safety solutions, active on three continents. ASI is the provider for the State of California's statewide Emergency Digital Information Service ([edis.oes.ca.gov](http://edis.oes.ca.gov)), the award-winning Contra Costa County Community Warning System, as well as warning system integration and a siren-based tsunami warning system for San Mateo County. The 44 high-power sirens in Contra Costa were designed, installed and being maintained by ASI.

ASI has also deployed a Common Alerting Protocol-based (CAP) Emergency Alert System (EAS) at Hawai'i Civil Defense; designed and managed installation of a large outdoor public address system at an Israeli Army urban warfare training center; installed warning systems at large California oil refineries and the Contra Costa Community College District; supported installation of a warning system at UCLA; and is presently integrating warning systems at the University of California at San Francisco. Its sirens were provided and installed in refineries and ports in Nigeria and in Ecuador.

An ASI CAP Server system was recently just deployed at the San Francisco Academy of Art University, where it is used 24/7/365 for school announcements on LCD displays in addition to text messages, emails and computer pop-up.

Key Personnel at Alerting Solutions, Inc. include the following:

- ◆ **EFRAIM PETEL**, ASI President and CEO, is an Electrical Engineer. He has specialized in emergency warning and public alert and notification systems for more than three decades, and has an international reputation as a public warning and notification system expert. Mr. Petel's first professional position was as a design engineer for such systems with the Israel Defense Force. When the government of Singapore decided to install an island-wide public warning system, they contracted with Mr. Petel, who served as special consultant to that nation's civil defense and fire services. The project resulted in the creation of a sophisticated public alert





and warning system. Following that, Mr. Petel helped the Republic of China (Taiwan) to modernize its national warning system, which is used to warn of natural disasters and military attack. The system has saved many lives by providing typhoon warnings to the island's population. In the 1990s, Mr. Petel worked with Sage Alerting Systems, during the FCC transition from the Emergency Broadcast System to today's Emergency Alert System (EAS). He was an integral part of Sage's development team and instrumental in their manufacturing the widely used EAS ENDEC. While at Sage, Mr. Petel led the design and installation of several multi-million-dollar public warning systems in the United States. Mr. Petel left Sage to become a vice president at American Signal Corporation, a siren manufacturer, where he directed design and installation of siren systems throughout the U.S. He established Hormann America (now Alerting Solutions Inc.) in California in 1999 to assist emergency response professionals with modern alerting and notification systems and products. In 2003, at the request of the U.S. Federal Government, Mr. Petel joined a panel of experts whose mandate was to write a National Policy for Warning. In addition, he participated in the development of warning systems using the Common Alerting Protocol (CAP), an area of work he continues in coordination with experts in government and private industry. While serving as President and CEO of Alerting Solutions Inc. Mr. Petel has developed a CAP suite of emergency services tools including AlertNet, a "System of Systems" for public and private warning.

- ◆ **DAVID E. COURSEY**, Director, ASI Technical Marketing and Communications, is a widely published expert on the computer and Internet industries, who also works in emergency management. In that role, he has developed CAP clients and servers for Microsoft Corporation and is active with a variety of public safety and emergency medical services organizations. Mr. Coursey is also a writer, broadcaster, event host, industry analyst, and business consultant whose opinions have been sought for more than two decades.
- ◆ Alerting Solutions, Inc., a subcontractor of Sprint, has been providing the Emergency Notification System (ENS) service for Relay Hawai'i since January 2009.
- ◆ Alerting Solutions, Inc.'s corporate office address is:

Alerting Solutions, Inc.  
837 Arnold Drive, Suite 600  
Martinez, CA 94553  
[www.alertingsolutionms.com](http://www.alertingsolutionms.com)

References for Alerting Solutions, Inc. include the following:

- ◆ Contra Costa County (CA) Warning System: The Contra Costa County Warning System is a multi-million dollar system, installed and maintained by ASI. Original installation cost is \$5,000,000 that was paid by the surrounding refineries. It includes 44 high-power sirens, EAS, HAZcollect and OPEN, and many other alert and warning delivery tools. ASI installed a CAP Server and various CAPcons, including a commercial radio stations interface (Emergency Alert System), an interface between the CAP Server and American Signal Corporation sirens, a telephony interface, a trailer siren (CAP operated), an interface with NOAA radio to automatically transmit all hazard alerts and more. Estimated value in the last year is approximately \$550,000.00.

- ◆ Contact:

Katherine Hern, Community Warning System Manager  
Contra Costa County Sheriff's Office  
khern@so.cccounty.us  
(925) 313-9603



- ◆ Contra Costa Community College District: ASI installed Phase 1 of the system last year: A warning system based on CAP Server, IP CAP-controlled sirens in four colleges located in different cities, RSS, Web Display, SMS and E-mail service. Project value approximately \$130,000.00.

Contact:

Teddy Terstegge, Emergency Services Coordinator  
Contra Costa Community College District Police  
tterstegge@losmedanos.edu  
(925) 383-0666 (cell)  
(925) 439-2181 x3110 (office)  
(925) 427-1665 (fax)

**Solix, Inc.**

Sprint proposes to continue to subcontract the Relay Hawai'i TRS Fund Management process to Solix (formerly NECA Services). Solix currently serves as the Administrator or fiscal agent for Federal and State government programs that provides approximately \$4 billion in annual support. Solix annually processes thousands of data collections, applications, re-certifications, and funds disbursements using its secure and user-friendly proprietary systems.

In addition to Hawai'i, Solix also performs TRS Fund management services to several additional states.

Key Personnel at Solix include the following:

- ◆ **JEAN SNOBKOWSKI**, Director – State Program Management and Solix's designated VUSF Administrator, oversees the activities of all state universal service program operations through Solix. Her prior experience includes identifying new business opportunities, developing work plans, methods and procedures and performing billing and collection activities. Ms. Snopkowski holds an Associate of Science in Business Administration from County College of Morris.
- ◆ Solix's corporate office address is:  
Solix, Inc.  
100 S. Jefferson Road  
P.O. Box 902  
Whippany, NJ 07981
- ◆ Solix, Inc. is a subcontractor of Sprint and has been providing Fund Management Services for Relay Hawai'i since 2003.

References for Solix include the following:

Mr. David Dykeman – Oklahoma Commission D.Dykeman@occemail.com P.O. Box 52000 Oklahoma City, OK 73152-2000 (405) 521-2211	Ms. Sally Getz Utility Analyst Indiana Utility Regulatory Commission 101 West Washington Street, Suite 1500 E. Indianapolis, Indiana 46204-3407 Telephone: (317) 234-1543 Fax: (317) 232-6758
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### **Caption Colorado**

RCC is offered through a partnership with Caption Colorado Inc. Founded in 1991, Caption Colorado is a Limited Liability Company registered in the State of Colorado. Using the same Stenocaptioners that produce closed-captioning for live television, news, sports and weather, RCC users receive live, real-time text streamed to any Internet-connected computer.

Key personnel include the following:

- ◆ **R.T. (TAD) POLUMBUS**, President and Chief Technology Officer, was born in Billings, Montana and raised in Denver, Colorado. He was educated in the Denver Public School System and then went on to the University of Colorado on a football scholarship and graduated with a BS in Business in 1967. From there he went on to the University of Denver Law School and graduated Cum Laude and other academic honors in 1971. Tad went on to practice law with a large national firm and then from 1975-1980 his own firm with primary emphasis in oil and gas and business and financial investment. In the 1980's he owned and managed his own independent oil and gas company and gained extensive experience in the banking and real estate industries. Tad then became the President and CEO of Caption Colorado when he and a small group of investors acquired the company January 1, 1999. Under Tads leadership, Caption Colorado has grown from two management employees and 25 captioners, to approximately 50 management employees, 160 realtime captioners and 60 editors.
- ◆ **KURT SUPPES**, Chief Financial Officer, joined Caption Colorado in April 2002. Kurt is a CPA with over 25 years experience in public accounting and private industry, including 12 years with Ernst & Young and PricewaterhouseCoopers. At Pricewaterhouse Coopers, he was a senior manager in the firm's national Financial Services Industry Practice providing accounting and business consulting services to publicly-traded and private companies. He earned a Bachelor of Arts degree in Economics at the University of Colorado.
- ◆ **JOHN IRWIN**, Senior Vice President – Marketing and Sales, joined Caption Colorado in 2003 with over 30 years of experience in the television and radio industry. His time in the industry has been spent managing facilities in Indiana as well as in the cities of New York, Boston, Charlotte and Denver. In 1985 John was recognized in the National Association of Broadcasters Publication; In Search of Excellence-Lessons from Americas Best Run Radio Stations. This was written for the NAB by famed author Tom Peters for John's leadership as general manager of KOSI Radio in Denver. John has also held leadership positions in the non-profit sector; Focus on the Family, Colorado Community Church and Denver Youth for Christ.

Caption Colorado, a subcontractor of Sprint, has been providing Relay Conference Captioning service for Sprint Relay since 2003 and currently provides RCC for the states of Hawai'i, New Jersey, North Carolina, and Ohio.

- ◆ Caption Colorado is licensed to do business in the State of Hawai'i. Caption Colorado's tax ID number is W40764022.
- ◆ Caption Colorado's corporate office address is:

Caption Colorado  
5690 DTC Blvd Suite 500W  
Greenwood Village CO 80111

Each Captioner (Relay Agent) works remotely in locations across the country.

References for Caption Colorado include the following:



Lisa Colosimo  
Ohio Public Utilities Commission  
180 East Broad Street  
Columbus, OH 43215  
614-466-0126  
[Lisa.colosimo@puc.state.oh.us](mailto:Lisa.colosimo@puc.state.oh.us)

Tom Galey  
Telecommunications Resources Program  
2301 Mail Service Center  
Raleigh, NC 27699  
800-851-6099  
[Tom.galey@dhhs.nc.gov](mailto:Tom.galey@dhhs.nc.gov)

Please direct all questions and correspondence to James Skjeveland, Account Executive, at the following:

Sprint  
Attn: Jim Skjeveland  
3505 S Genevieve Avenue  
Sioux Falls, SD 57103-7202  
(605) 376-4081 (mobile)  
(605) 271-9646 (office)  
(913) 523-1637 (Fax)  
[James.skjeveland@sprint.com](mailto:James.skjeveland@sprint.com)

Sprint's proposal includes a statement-by-statement response to each RFS requirement, including the following Sprint appendices:

- ◆ APPENDIX A REQUIRED DOCUMENTATION
- ◆ APPENDIX B LETTERS OF SUPPORT
- ◆ APPENDIX C GOVERNMENT MASTER SERVICES AGREEMENT
- ◆ APPENDIX D CA PROFICIENCY TESTS
- ◆ APPENDIX E QUALITY RESULTS
- ◆ APPENDIX F CONFIDENTIALITY
- ◆ APPENDIX G STANDARD AND ENHANCED FEATURES
- ◆ APPENDIX H SPRINT PRICING PROPOSAL
- ◆ APPENDIX I DISASTER RECOVERY PLAN
- ◆ APPENDIX J FCC MINIMUM STANDARDS
- ◆ APPENDIX K RELAY HAWAII OUTREACH MATERIALS
- ◆ APPENDIX L FINANCIAL INFORMATION
- ◆ APPENDIX M HAWAII-SPECIFIC TRAINING
- ◆ APPENDIX N RESUMES

Sprint's history of providing TRS is a long and satisfying one. You can be assured of our commitment to providing outstanding relay services that will benefit the citizens of Hawai'i.

Sincerely,

Bill White  
Vice President, Federal Programs  
Sprint Communications Company, L.P.



## *Executive Summary*

Aloha from your Sprint Relay Hawai'i Family! It has been our honor to serve the Public Utilities Commission and the citizens of Hawai'i. Sprint understands the PUC's goals to contract with an experienced provider of TRS who will continue to meet the needs of the PUC and the users of Relay Hawai'i. Customer satisfaction and technical sophistication are the hallmarks of both the Relay Hawai'i and Sprint Relay brands. Sprint Relay offers a complete turn-key TRS cafeteria-style solution featuring the largest selection of products and services; plus low-maintenance for the PUC and world-class customer service for both. Here is what is on the menu:

### Experience and Support

- ◆ With almost eight (8) years experience providing Relay Hawai'i, Sprint is better positioned to meet the unique needs of Relay Hawai'i users and trigger **greater customer satisfaction and fewer customer complaints**.
- ◆ Sprint is one of the oldest and most-respected TRS providers with a successful performance track record; which ensures **greater reliability and less risk during the contract transition**.
- ◆ Sprint provides support to ensure that Relay Hawai'i maintains compliance with federal regulations and reporting requirements, which means **less administrative work and no fines**.
- ◆ Sprint is the only TRS provider that can provide all potential services for the Deaf, Hard of Hearing and Speech-disabled communities and continues to release new technologies. This ensures the PUC can provide the **most updated products and services without multiple contracts**.

### Customized Relay Hawai'i Solution

- ◆ Innovation makes the dream of functional equivalence a reality; Sprint's sophisticated platforms, products and services are designed to deliver **more communication choices**.
- ◆ Sprint offers the option of maintaining the **experienced, local workforce**.
- ◆ Quantifiable quality assessments prove that Sprint leads the industry in key performance areas and that Relay Hawai'i users are receiving **quality service**.
- ◆ Sprint provides a comprehensive Outreach program ensuring **greater awareness**.
- ◆ For the past seven (7) years, Relay Hawai'i has lead the nation by supporting mobile TRS solutions; Sprint's wireless prowess makes **continued mobile evolution** possible.

### Best Value

- ◆ Sprint is offering a fully customizable solution for Hawai'i which allows the PUC to select from a full menu of products and services which means **greater selection and control over program costs**. In addition to competitive prices, Sprint offers additional discounts including long-distance discounts and equipment costs discounts which **saves the State money**.
- ◆ Sprint will build upon the existing Relay Hawai'i Programs to ensure that **each dollar spent goes further**.
- ◆ Automated platform technology minimizes non-productive call-processing time (such as call set-up, wrap-up) while protecting the quality of the call resulting in **less billable minutes**.



## EXPERIENCE AND SUPPORT

In 2003 and again in 2008, Sprint was honored to be selected by the PUC as the Relay Hawai'i provider. Sprint attributes its success in Hawai'i to one very simple strategy: *Sprint understands that the state of Hawai'i is unique in its culture and language and cannot be treated with a "cookie-cutter" approach.* Sprint works with the local communities to deliver products, services and outreach based on what consumers tell us they want, not based on what works on the mainland.

By opening a call center in Hawai'i, hiring a local Account Manager in Hawai'i and listening openly and appreciatively to all feedback received by the PUC and the local communities, Sprint has been able to deliver a complete Relay service that is not only deserving of the title "Relay Hawai'i", but also one that leads the nation in both services offered and satisfaction of its users.

### Customer Support and Satisfaction

**Sprint has received 145 letters of support** to continue providing Relay Hawai'i. Sprint is humbled and grateful for this outpouring of support by the community. Please see Appendix B for copies of the letters. Several excerpts have been provided below.

"SPRINT HAS PROVIDED CONSISTENT CUSTOMER SERVICE, TECHNICAL RESOURCES AND FOLLOW-UP SUPPORT TO ASSURE IMPROVED ACCESS TO TELECOMMUNICATIONS. THEY HAVE EXCELLENT UNDERSTANDING AND KNOWLEDGE OF THE NEEDS HERE IN HAWAII AND HOW TO COMMUNICATE AVAILABLE TECHNOLOGY AND SERVICES."

CAROL YOUNG, STAFF SPECIALIST, STATE OF HAWAII VOCATIONAL REHABILITATION AND SERVICES FOR THE BLIND DIVISION

"TAKING CARE OF LOVED ONES THAT ARE HEARING IMPAIRED IS NOT AN EASY TASK, BUT HAVING SPRINT RELAY HAWAII PROVIDE OUR FAMILY WITH AN AVENUE OF COMMUNICATION THAT TOTALLY FITS OUR FAMILY'S SITUATION IS EXACTLY WHAT WE WERE LOOKING FOR. . . . I STRONGLY ENCOURAGE THE HAWAII PUBLIC UTILITIES COMMISSION TO RENEW ITS CONTRACT WITH SPRINT RELAY HAWAII SO THAT INDIVIDUALS, LIKE NANA, HERE IN HAWAII CAN COMMUNICATE WITH FAMILIES ONCE AGAIN."

SHARON BRUM, DAUGHTER-IN-LAW OF HAWAII CAPTEL USER

"I URGE THE HAWAII PUBLIC UTILITIES COMMISSION TO RENEW THE CONTRACT WITH SPRINT RELAY HAWAII."

EDWARD T. TEIXEIRA, VICE DIRECTOR OF CIVIL DEFENSE, STATE OF HAWAII DEPARTMENT OF DEFENSE



Sprint began offering Relay Hawai'i in 2003 and has continued to improve services each year by working with the PUC, Advisory Board and consumers to tailor products and services. During the most recent FCC annual reporting period (June 1, 2009 through May 31, 2010), Relay Hawai'i received only five (5) complaints, 20 compliments on the service and 300 customer inquiries or requests for information.

### Relay Hawai'i Customer Contacts

June 2009 - May 2010

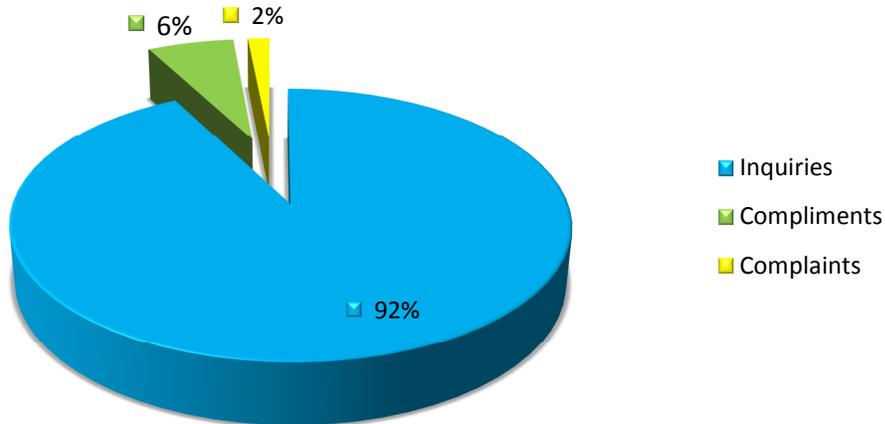


Figure 1 – Relay Hawai'i Customer Contacts for FCC Reporting Period

### Additional Relay Experience

Sprint was one of the earliest providers of Relay services following the passage of the Americans with Disabilities Act (ADA) in 1990. In 2010, Sprint celebrated its 20<sup>th</sup> anniversary in the industry. Sprint has been steadfast in its commitment to relay customers and its State customers during the past twenty years. As a result of our commitment, Sprint Relay has grown to become the largest and most technologically advanced TRS and CapTel provider in the nation. This is evidenced by the fact that Sprint provides relay services for an unprecedented 35 government entities including the following:

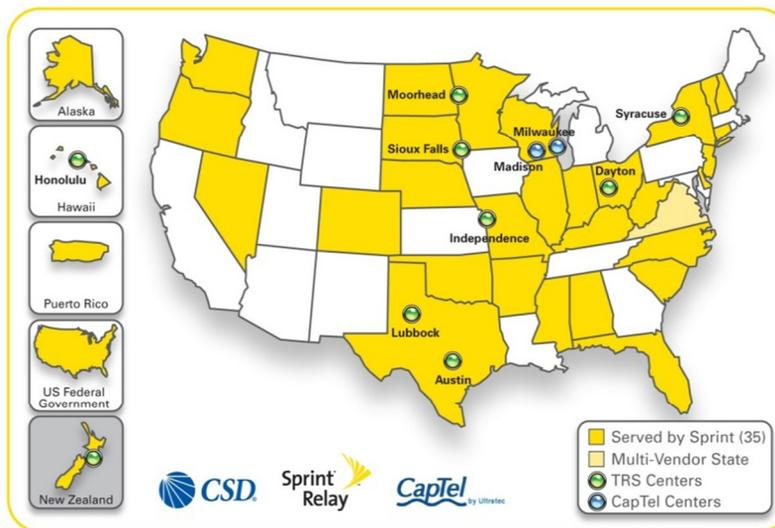


Figure 2 - Map of Sprint TRS and CapTel Customers and Call Centers



## Greater Reliability and Less Risk

As Hawai'i experienced when the largest earthquake in two decades shook the Islands in 2006 and caused State-wide power shortages, Sprint TRS, long distance and wireless networks remained functioning. Sprint is the largest TRS provider in the nation with the most geographical diverse distribution of call centers; Sprint offers a redundant service that is unparalleled. As a Sprint TRS State, Hawai'i will have the highest level of service security. Please review Section 2.9.4 for further details.



"Sprint is reliable, very reliable. I don't have to worry about the citizens of my state getting quality service, because they are consistently."

Betty Hammond  
Nevada TRS and CapTel Contract Administrator

### ***Telecommunications Service Priority (TSP)***

To demonstrate its commitment to ensuring that Relay Hawai'i users have telecommunication access during times of emergencies, Sprint is pleased to announce that all critical circuits supporting the domestic Sprint Relay Call Centers (including TRS and CapTel) are enrolled in the FCC's Telecommunications Service Priority (TSP) program and registered at a priority level three (3). This program presently restores telephone services most critical to national and homeland security on a priority basis in the event of a national crisis.

### ***Emergency Notification System (ENS)***

Hawai'i holds the distinction of creating the first State-wide Emergency Notification System designed for the Deaf and Hard-of-Hearing community. As a part of this proposal, Sprint is offering the option to continue this life-altering service. In times of crisis, Sprint will send an SMS text message to all registered users so that the entire Relay Hawai'i community has access to critical information.



Sprint's ENS solution in tandem with the State of Hawai'i to alert Deaf and Hard of Hearing citizens who have registered to receive alerts. On March 11, 2011, a Tsunami alert was issued which required immediate attention and action by many Hawai'ian citizens. ENS alerts were activated with additional messages sent every 15 minutes until the "all clear" message was posted by the State of Hawai'i. Many ENS users commented that these alerts were their source of information during the event.

In addition, the Relay Hawai'i center was closed due on this date. While no major damage was reported to the center; the center is closed due to a security restriction in the area where the center is located. During this time, Relay Hawai'i TRS calls were handled by Sprint Relay call centers on the mainland. On this day, 95% of all calls were answered within ten (10) seconds and the average speed of answer was 1.3 seconds.

### ***Less Risk during Contract Transition***

As the incumbent Relay Hawai'i provider, only Sprint can ensure that the citizens of Hawai'i experience absolutely no interruption in service or deterioration in service quality as a result of the new contract term. Relay Hawai'i users who are accustomed to Sprint's understanding of local dialect, fast typists and proven quality may be dissatisfied with another provider. This could greatly increase the number of customer issues and complaints. In cases where states have selected another provider after having Sprint, many states see a dramatic increase in customer complaints.



Figure 3 below provides publicly-available customer complaint information as reported through the FCC's annual filings at [http://www.fcc.gov/cgb/dro/trs\\_by\\_state.html](http://www.fcc.gov/cgb/dro/trs_by_state.html).

State	Massachusetts		Utah	
Provider	Sprint	Hamilton	Sprint	Hamilton
FCC Reporting Period	June 1, 2007 - May 31, 2008 (12 months)	June 1, 2008 - May 31, 2009 (12 months)	June 1 2009 - January 27, 2010 (7 months)	January 28, 2010 – May 31, 2010 (5 months)
Number of Complaints	24	195	3	20

Figure 3 - Complaint Comparison

When Sprint assumes a new State, many customers quickly notice an improvement in quality and speed. Recently Sprint began providing service in Kentucky, a customer (unaware of the change) called in the following morning with the following observation:

“THE CA [SPRINT CA] HANDLING MY CALL WAS SO FAST AND SO POLITE. KENTUCKY RELAY MUST BE DOING NEW TRAINING.”

Likewise, when Sprint begins providing service in a new state, many of those states see a decrease in the number of complaints reported. Figure 4 below provides publicly-available customer complaint information as reported through the FCC's annual filings at [http://www.fcc.gov/cgb/dro/trs\\_by\\_state.html](http://www.fcc.gov/cgb/dro/trs_by_state.html).

State	Nebraska		West Virginia	
Provider	Hamilton	Sprint	Hamilton	Sprint
FCC Reporting Period	June 1, 2008 - May 31, 2009 (12 months)	July 1, 2009 - May 31, 2010 (11 months)	June 1, 2009 – May 31, 2010 (12 months)	November 1, 2009 – October 31, 2010 (12 months)
Number of Complaints	24	8	7	3

Figure 4 - Complaint Comparison

### Reduced Administrative Tasks and Risk of Fines

Sprint understands that it is critical for a TRS provider to proactively support and assist the PUC in maintaining its FCC certification. Sprint does and will continue to meet or exceed all FCC requirements in the provision of relay services. Sprint is a facilities-based FCC certified telecommunications relay service provider. Sprint has been granted certification by the FCC in 1993, 1998, 2003, and 2008.

### Customer Complaints

To support the PUC, Sprint provides annual customer complaint information including the date of initial report, the customer's issue, date of resolution and explanation of actions taken. While most complaints are resolved with the customer while on the phone, Sprint is dedicated to ensuring each and every customer's issue is resolved. In many cases this means that the local Account Manager personally calls, emails or visits the customer for one-on-one assistance.

For example earlier this year, a VCO user had an issue using Relay Hawai'i, she was provided written instructions which assisted her in understanding how to use the service, but still experienced problems.



Relay Hawai'i Account Manager, Ms. Lisa Tom, discovered it was an issue with the VCO phone itself. She personally delivered the new VCO phone and assisted the customer in making test calls to ensure that the new phone was working and that the customer understood how to use it.

This level of commitment ensures that complaints are addressed quickly and to the customer's satisfaction. Sprint's commitment to customer satisfaction also reduces the need for the PUC to engage its resources to follow up on unresolved customer complaints.

### ***Recertification Process***

Sprint also provides a comprehensive recertification application package to assist the PUC in obtaining State recertification. As demonstrated in 2007, Sprint will continue to support the PUC by organizing all of the information required by the FCC in a logical and usable format for the PUC to submit for recertification. Sprint includes items such as detailed compliance with FCC regulations, training outlines, confidentiality forms, copies of Outreach materials and customer complaint logs.

### ***Local Account Manager***

Providing a visible and knowledgeable presence in Hawai'i is extremely important to Sprint. A key factor behind Sprint's success is the involvement of its Deaf and Hard-of-Hearing employees, including the Relay Hawai'i Account Manager, Lisa Tom. She embodies the philosophy of the Sprint Relay team to set the standard by living and working in the communities we support. As a relay user herself, she shares the same experiences and truly understands Relay Hawai'i users's needs.

A significant example of Sprint's success in this area is the Hawai'i's Relay Advisory Council (HI-RAC) established by Sprint in 2004. Each meeting is a community event, attended by over 30 people representing all user groups and Islands. HI-RAC is a dynamic and popular program that offers the opportunity for Sprint staff to collect feedback and educate potential users about communication options. The Relay Hawai'i community is perhaps the most knowledgeable user group in the nation as it relates to communication options and new technology.



Lisa Tom, Sprint Relay Hawai'i Account Manager

### ***Care Support Team***

In addition, Sprint is excited to announce the availability of the new Sprint Relay Care Support team. This team was created with a specific goal in mind: to **Serve, Solve and Satisfy** our State customers. The Care Support team can work directly with the PUC (if desired) or work behind the scenes with Lisa to ensure that the PUC receives the best Customer Care in the industry. The Care Support team can provide many valuable benefits to the PUC such as providing state traffic report explanations or providing upcoming forecasted usage.



## CUSTOMIZED RELAY HAWAII SOLUTION

While some Relay providers may promise a customized solution, a closer look at their proposal and services for other States reveal a standard, off-the-shelf solution for each customer. Under the Commission’s leadership in partnership with Sprint, Relay Hawaii’i has evolved into a service program that leads the nation in innovative offerings. Relay Hawaii’i offered by Sprint, was the first State to offer CapTel, Video Phones, Wireless Devices (in an Equipment Distribution Program) and a statewide Emergency Notification System for the Deaf and Hard-of-Hearing communities. As demonstrated in Figure 5 below, Relay Hawaii’i currently leads the nation in delivering true functional equivalency for its citizens.

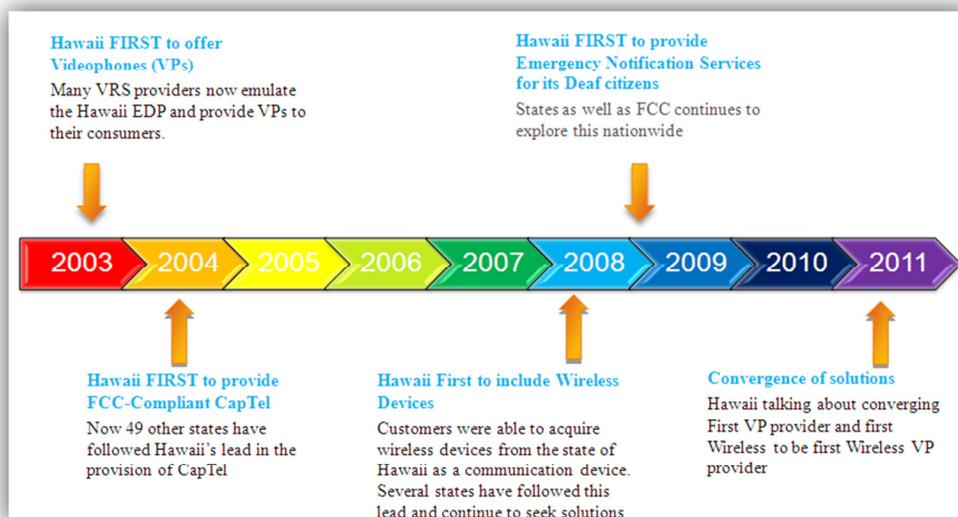


Figure 5 – Relay History Timeline of Industry-leading Achievements

Sprint is offering a full menu of products and services for the PUC. Sprint is providing separate pricing for each enhancement so that the PUC can decide which products and services to offer its citizens based on its current budget objectives. As seen in Figure 6, only Sprint provides all of the products and features as required in this RFP and/or available in the industry.

Relay Products	Sprint	AT&T	Hamilton
Traditional TRS	Yes	Yes	Yes
Emergency Notification Services (ENS)	Yes		
Deaf Blind Service (Pacing)	Yes	Yes	
Speech-to-Speech	Yes	Yes	Yes
CapTel	Yes		Yes
Internet Relay	Yes	Yes	Yes
Wireless Relay (Internet Relay through IM)	Yes	Yes	Yes
Video Relay Services	Yes	Yes	
Sprint Mobile VRS (SMVRS)	Yes		
WebCapTel	Yes		Yes

Figure 6 - Competitive Comparison of Services



### ***Relay Hawai'i Equipment Program (RHEP)***

Perhaps the most significant endeavor over the last eight years in Hawai'i has been the evolution of the Relay Hawai'i Equipment Program (RHEP). Managed locally by Sprint's Account Manager Lisa Tom, Hawai'i was the first State to distribute both Video Phones and Wireless devices. **Sprint is the only TRS Provider with significant State distribution EDP experience.** Sprint's position as a wireless provider will be critical in the new contract as current TRS products continue to transition to wireless and the need for additional specialized wireless equipment increases.



Figure 7 –Equipment Distributed by Sprint to Relay Hawai'i users

### ***Fund Management***

Sprint proposes to continue to work with Solix to manage the collection and distribution of the Relay Hawai'i Fund. Throughout the term of the current contract, this service has met the Commission's requirements in a very efficient and professional manner.

### ***Greater Awareness***

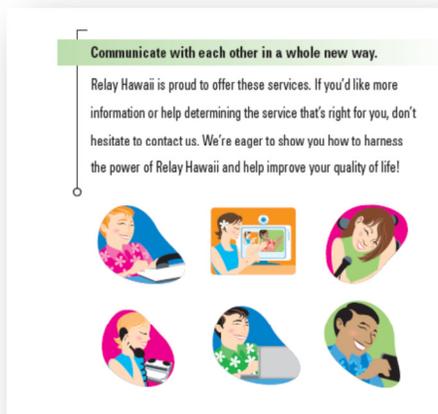
Sprint is proud of the Relay Hawai'i Outreach and Advertising program that we have cultivated over the years. Sprint's proposal includes the support of an in-state Account Manager and an annual marketing budget of \$75,000.00 for outreach expenditures, depending on the PUC's preference. **With Sprint each dollar spent on Marketing goes further.**

Based on our years of experience, we recommend maintaining a dedicated in-state manager and both options offer this benefit. Sprint has provided many additional options to continue to build upon the momentum achieved during Sprint's tenure as the Relay Hawai'i provider. Dependent upon the Outreach and Advertising budget selected, Sprint's proposal contains the following benefits:

- ◆ **Customized:** Sprint's programs for Relay Hawai'i have been designed with the specific needs of Hawai'i and its citizens. Sprint is the incumbent provider and understands and appreciates the distinctive culture and language.
- ◆ **One-on-One Training:** Sprint will continue the use of Outreach Specialists to reach more individuals throughout the State.
- ◆ **Visible Presence:** Through workshops, tradeshows and sponsorships Sprint is committed to being visible and serving the communities it represents. This includes relationships with Deaf and Hard-of-Hearing agencies and the popular "Taste of Technology" annual event.
- ◆ **Mass Media Options:** Sprint has launched a successful CapTel mass-media program through the use of Public Service Announcements (PSAs). Sprint offers options to continue this program and includes options for radio and newspaper advertisements, as well.
- ◆ **Internet Marketing:** Unlike some providers who offer a corporate website with a page dedicated to the state, Sprint offers the State three dedicated websites ([www.RelayHawaii.com](http://www.RelayHawaii.com), [www.HawaiiCapTel.com](http://www.HawaiiCapTel.com) and [www.HawaiiRCC.com](http://www.HawaiiRCC.com)) for customers to learn more or submit feedback.



- ◆ **Business-to-Business Campaign:** Sprint recognizes that Relay users continue to face the challenge of being hung up on by businesses unfamiliar with Relay. Sprint's Outreach program contains options to continue the popular "Please, Don't Hang Up" campaign.
- ◆ **Focus on Underserved Users:** In addition to reaching the general population, Sprint conducts specialized marketing programs for users who may be overlooked by other providers including Speech disabled users, Deaf Blind, and Veterans.

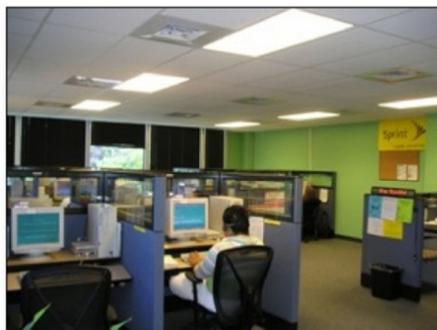


Sample Relay Hawai'i Advertisement

### Experienced Local Workforce

Relay Hawai'i TRS call volumes have dropped dramatically since the Relay Hawai'i call center originally opened in 2003. Sprint recognizes that the dramatic decrease in TRS call volume makes maintaining an in-state call center difficult due to the additional cost. Since Sprint Relay responded to the PUC's last Request for Services in 2008, Sprint has closed TRS centers in California, New Jersey, Florida, New Mexico and South Carolina due to reduced call volumes.

However, we believe strongly that maintaining the Honolulu Relay Center is critical for the citizens of Hawai'i who depend on the support that can only be provided locally. The vocabulary and the culture of Hawai'i are unique. The Honolulu Relay Center is one of Sprint's most top-performing centers.



What our Communication Assistants say about working for Relay Hawai'i:

- ◆ *I love working for Relay because the users really appreciate me. OPR 3803*



- ◆ *After working for Relay Hawai'i for seven years, I enjoy the different types of calls I receive everyday. I get to work with many types of Relay users. OPR 3818*
- ◆ *Working for Relay makes me feel good about my job because I get to help people from my home state of Hawai'i. OPR 3815*

**Cost-Effective Alternative**

Sprint understands that many State governments are currently under budget constraints and looking to save money, whenever possible. Although Sprint does not believe it (or any other provider) can provide the same level of quality using mainland call centers, Sprint is offering the PUC the option of closing the Honolulu call center and processing Relay Hawai'i calls using Sprint's existing network of Sprint Relay TRS call centers.

**CapTel**

At the time of this proposal offering, the Captioning industry is going through dramatic changes. While NASRA demands that the FCC not move forward with mandating CapTel and encourages interoperability, (NASRA letter to FCC – Attachment C), four different providers are currently launching Caption Telephone service. Many of Sprint's current customers are anticipating the emerging technology and, with Sprint, are ready to evaluate the various services and encourage the emerging competition in the market place.

All of these changes are occurring as Sprint is preparing to make long term commitment to the CapTel product by becoming a provider of the service. The Honolulu TRS Center has been identified as a prime target for these services as the linguistic needs of the Hawai'ian communities is so unique.

The National Association for State Relay Administrators (NASRA) recently cautioned the FCC of the risk of having all of the Nation's CapTel service located in two centers. Sprint understands the pressure to move forward quickly is intense. It is Sprint's intention, and we are currently planning, to locate a CapTel Center in at least one of our existing TRS centers. At the same time, we have determined that the emerging new Captioning technology should not be ignored and time is required to evaluate the technology and sustainability of the different services.

Together the State of Hawai'i and Sprint Relay launched CapTel as a full service. We ask that the State consider the timing of the dramatic industry changes and allow the time required to evaluate the new Captioning products to determine the best service for the future of Relay Hawai'i and Sprint Relay.

**More Communication Choices**

Based on descriptions of TRS technology provided by other vendors in recent bids, many of the products and features offered by Sprint are not available from all providers. Figure 8 demonstrates a small sampling of Sprint Relay enhancements.

Sprint Relay Enhancements for Relay Hawai'i		
<ul style="list-style-type: none"> <li>◆ Enhanced Turbocode</li> <li>◆ 900 service which detects blocks registered with the customer's LEC</li> <li>◆ SS7 Caller ID</li> <li>◆ Dialing Call Type Identification (Local/Long Distance)</li> </ul>	<ul style="list-style-type: none"> <li>◆ Self-learning database</li> <li>◆ Enhanced Outbound line Auto-Detect (requires no relay operator intervention)</li> <li>◆ Automatic Spell Correction</li> <li>◆ Fraud Prevention Measures for Correctional Facility calls</li> </ul>	<ul style="list-style-type: none"> <li>◆ Call Pacing</li> <li>◆ Speed Dial numbers (up to 30 entries)</li> <li>◆ Advanced Recording Feature</li> <li>◆ Spanish Relay Services (including Customer Service)</li> </ul>

Figure 8 - Sprint Relay Enhancements



### Enhancements to the Speech-to-Speech Service

Speech-to-Speech (STS) users are often overlooked by many providers. Sprint is excited to announce the availability of many new features and enhancements for STS users including the following:

- ◆ **Dedicated STS Customer Support:** Sprint will offer a dedicated 24/7/365 STS Customer Service toll-free number as well as a STS Customer Service email address to specifically address questions and concerns related to STS.
- ◆ **STS Message Retention:** Sprint allows STS customers to dictate the first message to be read to the called party. If the called party is unavailable (e.g. busy signal, no answer), the STS user may request that this message is retained up to 24 hours.
- ◆ **STS Email Call Set Up:** To be launched in 2011, this enhancement allows STS users to email call information before initiating the call including the number to be dialed, who the STS user wants to speak to, any special instructions and subject of the call, or anything that makes it easier for the STS user to complete the call.
- ◆ **STS Contact Numbers:** Communicating telephone numbers may be difficult for some STS users. This feature allows STS users to simply advise friends, family and others to dial 7-1-1 and provide the STS user’s username.

### Better Quality

Customers are the backbone of any business, and Sprint’s customer service philosophy is based on this fact. Sprint’s philosophy is not to focus on how many customers we have, but how many satisfied customers we serve. We listen closely to what our customers tell us and respond immediately by delivering superior service in a timely fashion. In short, each member of Sprint does what is within his or her power to make customers glad they chose Sprint.

### Relay Operator Typing Speeds

Sprint has engaged third-party independent evaluations to benchmark Relay providers using “secret shopper” random test calls. The Paisley Group, LTD (PGL) benchmarks the TRS service provided by Sprint along with other Relay providers. PGL rates all providers in key quality areas including typing speed and typing accuracy in processing calls. PGL is a well respected auditing firm who is experienced evaluating relay performance.

Figure 9 demonstrates the most recent 2010 test results which demonstrate Sprint’s superior quality documented by the testers.

Provider	Typing Speed		Typing Accuracy	
	WPM	Greater than 60 wpm	Average Accuracy	Greater than 95% and 60 wpm
Sprint	86.5	100.0%	96.6%	73%
Hamilton	79.4	90.7%	92.4%	39%
AT&T	78.2	94.7%	96.5%	70%

Figure 9 - Relay Provider Independent Comparison

### CapTel Quality Assurance Programs

To the best of our knowledge, Sprint is the only CapTel provider with a formal quality assessment program. Sprint currently conducts test calls monthly to evaluate service and works directly with CapTel on the results. The CapTel operator is timed and scripts are designed to give the operator enough transmission time and a variety of words and phrases to test the speed and accuracy fairly. Sprint focuses on the following key performance indicators:



Evaluation Criteria	2006	2007	2008	2009
Corrected Accuracy	98%	98%	98%	99%
Raw Accuracy	94%	94%	93%	94%
Average Transcription Rate	161	175	175	162
Average Delay	5.5	4.7	5.1	5.8

Figure 10 - CapTel Quality Results

### *Speed of Answer*

Sprint strives to exceed customer expectations by answering all calls functionally equivalent to what a voice caller would experience using the telecommunications network. Sprint fully meets and, in many cases, exceeds the FCC requirement for speed of answer. As demonstrated in the chart below, Sprint currently answers between 94% to 100% of TRS and CapTel callers within ten (10) seconds, which greatly exceeds the minimum of 85% of all calls answered. On average, customers using Sprint's Relay services typically experience wait times between less than a second to a second and a half.

Figure 11 illustrates Sprint's superior performance statistics for Relay Hawai'i TRS and CapTel.

Month	Relay Hawai'i Service Level (% within 10 seconds)	Relay Hawai'i Average Speed of Answer (seconds)	CapTel Service Level (% within 10 seconds)	CapTel Average Speed of Answer (seconds)
Oct. 2010	95%	1.4	100%	0.7
Sep. 2010	96%	1.3	99%	0.7
Aug. 2010	96%	1.2	100%	0.5
Jul. 2010	96%	1.2	100%	0.5
Jun. 2010	96%	1.2	100%	0.4
May 2010	96%	1.2	100%	0.4
Apr. 2010	96%	1.2	99%	0.5
Mar. 2010	96%	1.1	99%	0.6
Feb. 2010	97%	1.0	99%	0.5
Jan. 2010	98%	0.7	99%	0.6
Dec. 2009	98%	0.6	97%	0.8
Nov. 2009	98%	0.7	99%	0.5

Figure 11 - Sprint Relay Speed of Answer (Service Level)

### **Relay Operator Training**

Sprint's training programs are second-to-none. Sprint requires all TRS and CapTel operators to complete two to three weeks of initial training. Due to the efficiency and automation of the software, much of this training is dedicated to in-depth cultural awareness, telephony and faster transmission.

As demonstrated in Figure 12 below, Sprint's system is designed to walk the relay operator through the call processing steps whenever possible, which allows the relay operator to focus on the customer.



Call Processing Steps	Sprint	Hamilton <sup>1</sup>
Relay operator accepts the call at the relay operator position and connects in correct mode	Automated	Relay operator presses space bar, pauses, and then is required to press the space bar again
Relay operator Greeting (“ALOHA RELAY HAWAII OPR XXXXF/M NBR CALLING PLS GA”)	Automated	Relay operator presses CTL N
User types number to call	--	--
Relay operator enters dialing info	Relay operator types number	Relay operator presses F5, Relay operator types number
Relay operator Reviews Customer’s Profile	Automatically displayed	Relay operator presses key to display
Dial number	One Key	One Key
Dialing confirmation (DIALING XXX-XXX-XXXX)	Automated	Relay operator presses CTRL D
Relay operator informs user that line starts to ring	One Key	One Key plus Relay operator must count and manually type additional rings
Inform user if no answer after ten rings	Automated	Relay operator presses CTRL J

Figure 12 - Comparison of Call Processing Steps for Basic TTY to Voice Call

### Full Suite of Products

In addition, Sprint has built an ever-extending portfolio of products and enhancements based on the needs of Relay users. As seen in Figure 13, only Sprint provides all of the products and features as required in this RFP and/or available in the industry.

Relay Products	Sprint	AT&T	Hamilton
Traditional TRS	Yes	Yes	Yes
Emergency Notification Services (ENS)	Yes		
Relay Conference Captioning (RCC)	Yes	?	?
Deaf Blind Service (Pacing)	Yes	Yes	
Speech-to-Speech	Yes	Yes	Yes
CapTel	Yes		Yes
Internet Relay	Yes	Yes	Yes
Wireless Relay (Internet Relay through IM)	Yes	Yes	Yes
Video Relay Services	Yes	Yes	
Sprint Mobile VRS (SMVRS)	Yes		
WebCapTel	Yes		Yes

Figure 13 - Competitive Comparison of Services

<sup>1</sup> Hamilton’s call processing steps obtained from Hamilton’s training manual, as submitted in West Virginia application to provide TRS.



## Mobile Evolution

With the recent revolution of 4G access throughout many areas of Hawai'i, Sprint is excited to offer an opportunity to the Commission to once again set the standard for equal access. We are pleased to submit this proposal which details options for the latest wireless advancements including the a wireless 4G trial, Wireless CapTel and Sprint Mobile Video Relay Service (SMVRS).

### Wireless 4G Trial

The State of Hawaii has led the industry in providing mobile access to its Deaf, Hard of Hearing and Speech-disabled citizens. The State of Hawai'i was the first State in the nation to offer wireless devices in its Equipment Distribution Program (EDP). Since that time many states have emulated the program that began in Hawai'i. The evolution to Sprint 4G makes mobile access to video communication a reality. As a part of this proposal, Sprint is offering the ability to host a trial service for up to 50 Hawai'ian residents including both the equipment and services.

### VRS Enhancements

Sprint is also dedicated to bringing mobility to Relay Hawai'i users who prefer to use American Sign Language (ASL) rather than text. Recently Sprint launched Sprint Mobile VRS (SMVRS) which takes advantage of the power and speed of Sprint's 4G network and the quality of Sprint's Video Relay Service (VRS).



Sprint's 4G service has been launched on Oahu and Maui.

### Sprint Wireless CapTel™

Coming in Spring 2011, Sprint will be offering one of the newest and most exciting technologies available to CapTel users: Wireless CapTel by Sprint®. This easy-to-use application brings distinctive benefits over other competitors' wireless enhanced VCO products including the following:

- ◆ **Carrier Neutral:** Sprint's Wireless CapTel product is not carrier-specific. Unlike providers who only provide access through a single wireless carrier, Sprint's application will be available through any carrier using a data connection (3G, 4G or WiFi).
- ◆ **Faster Captions:** Sprint's Wireless CapTel product uses voice recognition technology (i.e., speech-to-text), rather than using typing. This ensures that the customer receives up to two times faster service.
- ◆ **Multiple Handsets:** While some providers require a specific handset, Sprint's Wireless CapTel will be available to all handsets running on the Android 2.2 platform.
- ◆ **Affordable:** Sprint's Wireless CapTel application will be available free-of-charge to end users. In addition, Sprint offers a discounted, data-only plan for Deaf and Hard of Hearing.
- ◆ **Savings to the State:** As an internet-based service, the minutes associated with this application will be billed to the TRS fund, rather than the State of Hawai'i.



Sprint believes the Wireless CapTel application will be the most advanced application of its kind in the marketplace. Our goal at Sprint Relay remains to provide the most functionally equivalent service by making it easy to access, easy to use and easy to afford.



## BEST VALUE

### Control over Program Cost

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Sprint is offering a cafeteria-style approach to the PUC so that it can easily pick and choose from the broad range of features and services offered. Sprint's goal is to help the PUC meet its budgetary objectives while continuing to provide the services and products it feels are most valuable to its citizens.

### Each Dollar Spent Goes Further

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As the incumbent provider, Sprint is able to build upon the existing infrastructure to deliver the existing products and services at a lower cost including the following:

- ◆ Call Center infrastructure
- ◆ Existing Outreach materials (informational brochures, website designs, etc...)
- ◆ Equipment Distribution Program materials
- ◆ Emergency Notification set-up costs

These savings have been incorporated into Sprint's costs to the PUC.

### Cost Savings

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Sprint introduced its new TRS platform in 2008 to Relay Hawai'i. The new platform features the following efficiencies which reduce the amount of billable minutes as well as ensuring accurate billing to the State:

- ◆ **Accurate Reporting:** Sprint rounds call detail records to the nearest second and calculations for invoicing are rounded to the nearest 100th of a minute.
- ◆ **Billable Time:** Sprint ensures that it invoices the state for only time that is billable per the terms of the contract. Sprint does not include any network-associated time or time when the call is in queue.
- ◆ **Self-learning software:** Sprint's platform learns each user's preferred communication modes and connection speed as they dial into relay based on the number they are calling from. Users are always answered using their last known communication method and connection speed, unless they have registered a permanent preference or dial a dedicated specialty toll-free number such as Speech-to-Speech.
- ◆ **Customer Profile:** Relay users are able to enter call handling preferences such as speed dial, long distance preferences, and call handling preferences.
- ◆ **Fast Call Connections:** Sprint TRS platform has been designed to quickly connect the inbound and outbound parties. When processing a call, the system automatically connects to callers without CA intervention, whenever possible.
- ◆ **Accurate ANI-based Billing:** Sprint is excited to offer ANI-based billing for CapTel meaning that the State is only billed for calls to or from a Hawai'i-based telephone number.
- ◆ **Reduced Equipment Distribution Program Costs:** As technology evolves from expensive TTYs to newer technology, Sprint is able to pass on savings to the State.

### Additional Discounts

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As a telecommunications company, Sprint is able to offer a full suite of calling discounts including an increased long distance discount of 50% for CapTel and TRS users placing intrastate or interstate calls to all Relay Hawai'i callers selecting Sprint as their long-distance Carrier. If a Sprint subscriber is on a Special Promotion plan, the caller will be charged at his/her Special Promotion rate and not the Hawai'i TRS rates.



## SUMMARY

It has been an honor to work with the Commission and the Hawai'i Deaf and Hard-of-Hearing community for the last eight years. The Relay Hawai'i program is complex to manage, with many components unique to Hawai'i. We feel that the current Relay Hawai'i program has exceeded the expectations of the original bid and we look forward to continuing to provide this outstanding service which the Commission has come to expect, including the following:

### Experience and Support

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- ◆ Greater customer satisfaction and fewer customer complaints
- ◆ Greater reliability and less risk during contract transition
- ◆ Reduced administrative work for the Commission

### Customized Relay Hawai'i Solution

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- ◆ More communication choices
- ◆ Experienced, local workforce
- ◆ Quality service
- ◆ Greater awareness
- ◆ Continued mobile evolution

### Best Value

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- ◆ Greater selection and control over program costs
- ◆ Each dollar spent goes further
- ◆ Less billable minutes
- ◆ Additional discounts

When the Commission awarded Relay Hawai'i to Sprint almost eight years ago, we committed to the Commission and to the community that we would deliver a service that would exceed expectations. It is heartwarming to read directly from the community how much the Relay Hawai'i program means to the citizens of Hawai'i and how it has improved the quality of life.

Our team at Sprint has learned so much about the unique culture and people of Hawai'i. We are excited for the opportunity to continue leading Relay Hawai'i into the future. Mahalo for the wonderful experience.



## ***Section 1: Introduction***

### **1.1 Terms and Acronyms**

**“ASL” or American Sign Language means a visual language based on hand shape, position, movement and orientation of the hands in relation to each other and the body.**

**“ASCII” means American Standard Code for Information Interexchange which employs an eight bit code and can operate at any standard transmission baud rate including 300, 1200, 2400, and higher.**

**“Baudot” means a seven bit code, only five of which are information bits. Baudot is used by some text telephones to communicate with each other at a 45.5 baud rate.**

**"BREG" means the Hawaii State Department of Commerce and Consumer Affairs, Business Registration Division.**

**“CapTel” means Captioned Telephone TRS technology which enables VCO users to speak to the called party directly and the voice response is enabled through voice-to-text captioning application displayed on the user’s telephone.**

**“Commission” or “PUC” means Hawaii Public Utilities Commission.**

**Communications Assistant or “CA” means a person who transliterates or interprets conversation between two end users of TRS. CA supersedes the term “TDD operator.”**

**“Contracting Officer” means the State of Hawaii Public Utilities Commission Chairman.**

**“FCC” means Federal Communications Commission.**

**“GC” means General Conditions, issued by the Hawaii State Department of the Attorney General.**

**“GET” means General Excise Tax.**

**“HAR” means Hawaii Administrative Rules.**

**“HCE” means Hawaii Compliance Express.**

**“HRS” means Hawaii Revised Statutes (“HRS”).**

**“H.S.T” means Hawaii Standard Time.**

**“Hearing carry over” or “HCO” means a reduced form of TRS where the person with the speech disability is able to listen to the other end user and, in reply, the CA speaks the text as typed by the person with the speech disability. The CA does not type any conversation.**

**“Interexchange carrier” or “IXC” means a telecommunications carrier that provides service between local exchange carriers. Commonly called a long-distance telephone company.**

**“Internet Protocol Relay” or “IP” means a text-based form of TRS that uses the Internet, rather than traditional telephone lines, for the leg of the call between the person with a hearing or speech disability and the CA. Otherwise, the call is generally handled like a TTY-based TRS call. The user may use a computer or other web-enabled device to communicate with the CA.**



**“Non-English language relay service”** means A telecommunications relay service that allows persons with hearing or speech disabilities who use languages other than English to communicate with voice telephone users in a shared language other than English, through a CA who is fluent in that language.

**“Offeror”** means any individual, partnership, firm, corporation, joint venture, or other entity submitting directly or through a duly authorized representative or agent, a bid for the goods, service, or construction contemplated.

**“Pay-per-call”** means a service, offered only using a 900 number, (a) providing audio information or entertainment; (b) providing access to simultaneous voice conversation; (c) including the provision of a product, where charges are assessed on the basis of completion of the call; or (d) for which the caller pays a per-call or per-time charge greater than the charge for the transmission of the call.

**“Procurement Officer”** means the Contracting Officer.

**“Public Safety Answering Point”** or **“PSAP”** means a facility that has been designated to receive 911 calls and route them to emergency services personnel.

**“Qualified interpreter”** means an interpreter who is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.

**“RFS”** means Request for Services. For purposes of this document, RFS is equivalent to an Invitation For Bids, a.k.a. IFB.

**“Selected Service Provider”** means the Offeror awarded the contract by the Commission to provide TRS for the State from July 1, 2011 through June 30, 2014, with an option to extend for an additional three (3) years, at the sole discretion of the Commission.

**“Signaling System 7”** or **“SS7”** means a standard for control signaling in the Public Switched Telephone Network.

**“Speech-to-Speech relay service”** or **“STS”** means a telecommunications relay service that allows people with speech disabilities to communicate with voice telephone users through the use of specially trained CAs who understand the speech patterns of persons with disabilities and can repeat the words spoken by that person.

**“Sprint Communications Co., LP”** or **“Sprint”** means the current TRS service provider in the State.

**“State”** means State of Hawaii.

**“Telecommunications carrier”** or **“Carrier”** means any telecommunications carrier engaged in interstate communication by wire or radio as defined in section 3(h) of the Communications Act of 1934, as amended (the “Act”), and any telecommunications carrier engaged in intrastate communication by wire or radio, notwithstanding section 2(b) and 221(b) of the Act.

**“Telecommunications relay services”** or **“TRS”** means telephone transmission services that provide the ability for an individual who has a hearing or speech disability to engage in communication by wire or radio with a hearing individual in a manner that is functionally equivalent to the ability of an individual who does not have a hearing or speech disability to communicate using voice communication services by wire or radio. Such term includes services that enable two-way communication between an individual who uses a text telephone or other



nonvoice terminal device and an individual who does not use such a device, speech-to-speech services, video relay services and non-English relay services. TRS supersedes the term “dual party relay system,” “message relay services,” and “TDD Relay.”

“Text telephone” or “TTY” means a machine that employs graphic communication in the transmission of coded signals through a wire or radio communication system. TTY supersedes the term “TDD” or “telecommunications device for the deaf,” and “TT.”

“Video relay service” or “VRS” means a telecommunications relay service that allows people with hearing or speech disabilities who use sign language to communicate with voice telephone users through video equipment. The video link allows the CA to view and interpret the party’s signed conversation and relay the conversation back and forth with a voice caller.

“Voice carry over” or “VCO” means a reduced form of TRS where the person with the hearing disability is able to speak directly to the other end user. The CA types the response back to the person with the hearing disability. The CA does not voice the conversation.

“Wireless Relay” means a telecommunications relay service provided through the use of a wireless device, allowing a person with a hearing or speech disability to make a relay call while mobile.

Sprint has read and understands.

## 1.2 Overview

The purpose of this RFS is to select a telecommunications relay services provider to provide telecommunications relay services for the period beginning July 1, 2011 and ending June 30, 2014, with an option for three (3) additional years at the Commission’s discretion. The source of revenue for the service described herein will be a percentage surcharge upon the revenues of every telecommunications carrier in the State, except for payphone providers.

Sprint has read and understands.

## 1.3 Issuing Office

This RFS is issued by the PUC. The PUC is the sole point of contact concerning this RFS.

Sprint has read and understands.

## 1.4 Official Means of Communication

During the solicitation process for this RFS, all official communications with offerors will be by mail or e-mail. All communications and inquiries concerning this RFS should be addressed to:

Hawaii Public Utilities Commission  
Attention: Administrative Director  
465 South King Street, Room #103  
Honolulu, Hawaii 96813  
Telephone: 808-586-2020  
E-mail: [brooke.k.kane@hawaii.gov](mailto:brooke.k.kane@hawaii.gov)

Written inquiries must be received by the Administrative Director at the address identified above and shall state the page, paragraph, and line or sentence to which the question relates, when applicable. All written inquiries must be received by the deadline specified in Section 1.5. Replies to Offeror’s questions will be considered official only if (1) the PUC receives the questions in writing via e-mail or mail by the date specified herein; (2) the PUC provides a written reply; and (3) such questions and answers are made a part of the RFS by addendum.



Offers shall receive a written response via email or mail. The PUC shall not be responsible for notifying Offerors who have failed to provide the necessary contact information. All written responses shall be issued as an addendum to the RFS and, thereby, become a part of the RFS.

Sprint has read and understands.

#### **1.5 Schedule of Activities**

The schedule for the work set out herein represents the Commission's best estimate of the schedule that will be followed. If a component of the schedule is delayed, the reset of the schedule will likely be shifted by the same number of days. The approximate schedule is as follows:

Activity	Scheduled Date
Advertisement of RFS	March 14, 2011
Deadline to receive written inquiries	March 22, 2011 (by 12:00 noon H.S.T.)
Issuance of responses to written inquiries and of RFP addendums (if applicable)	March 24, 2011
Closing date – proposal postmark deadline	March 31, 2011
Proposal review period	Through April 8, 2011
New Contractor selection and award	April 15, 2011
Contract negotiation	Through April 28, 2011
Contract state date (Transition work begins, as applicable)	As soon as May 2, 2011, but no later than July 1, 2011
Transition completed; New Contractor begins TRS operations	July 1, 2011

Sprint has read and understands.

#### **1.6 News Release**

News releases pertaining to this RFS shall not be made without prior approval by the Commission.

Sprint has read and understands.

#### **1.7 Proprietary/Confidential Business Information**

All proposals and other materials are subject to public disclosure in accordance with HRS Chapter 92F. If an offeror believes that any part of a proposal or other material submitted in response to this RFS contains information that is proprietary or confidential business information, the offeror shall request in writing nondisclosure of the specific information and shall provide justification to support its contention that the information may be withheld in accordance with HRS Chapter 92F.

To the extent allowed by law, the contents of any proposal or additional information submitted to the Commission in response to this RFS shall be kept confidential and under protective seal until the Commission's selection of a Selected Service Provider.

Sprint has read and understands.

Pursuant to HRS § 92F, Sprint identifies the following portions of its proposal as containing Proprietary Information and Confidential Business Information:

- ◆ Information concerning Sprint's future enhanced VCO plans (page 24)



- ◆ Subcontractors financial (for CSD) (Appendix L)
- ◆ Hawaii-specific training (Appendix M)

Sprint requests that these items not be disclosed to the public based on the § 92F(13)(3) exception to the general disclosure requirements that states that disclosure of government records is not required where, by their nature, such records must be confidential in order for the government to avoid the frustration of a legitimate government function. Specifically, the identified sections of Sprint's proposal contain proprietary information regarding Sprint's operations and confidential financial information that is exclusively the property of Sprint or its subcontractors, and, if disclosed, would cause Sprint or its subcontractors substantial competitive harm. Disclosure of this information could have a chilling effect on bidders participation in future State procurements.

#### **1.8 RFS Response Material Ownership**

**All proposals and other materials submitted in response to this RFS shall become the property of the Commission and will not be returned. Subject to the limitations outlined in Section 1.7 above, any person may review and obtain copies of such proposals after the formal selection.**

Sprint has read, understands, and will comply, subject to the following clarification: Sprint's proposal contains information marked as "Sprint Proprietary and Confidential Information." Such Confidential Information may include, but is not limited to, products, materials, tools, and methodologies that are proprietary to Sprint. Such Confidential Information may constitute "trade secrets" within the meaning of the applicable law. The State shall protect such Confidential Information to the fullest extent possible pursuant to such applicable law and shall not publish, duplicate, use and disclose such Confidential information except as may be required by law. The State shall use such Confidential Information only for the evaluation of Sprint's proposal and for no other purpose. All intellectual property rights in Sprint's proposal materials remain in and/or are assigned to Sprint.

#### **1.9 Acceptance of Proposal Content**

**The content of the Selected Service Provider's proposal and the terms of the RFS shall be incorporated into the contract.**

Sprint has read and understands.

#### **1.10 Selection of Successful Proposal and Notice of Intent to Award**

**The Commission reserves the right to make an award on receipt of initial proposals, so offerors are encouraged to submit their most favorable proposal at the time established for receipt of proposals. Offerors not meeting the minimum level requirements identified in the RFS shall be ineligible for further consideration. The Commission may conduct discussions with offerors in the competitive range in order to promote understanding of the Commission's requirements and the offeror's proposal, clarify requirements and make adjustments in price or services to be performed. Changes to proposal, if permitted, will be requested in writing from offerors. Any written response becomes part of and is incorporated into the RFS.**

Sprint has read and understands.

#### **1.11 Parent Company**

**If an offeror is owned or controlled by a parent company, the name, main office address and parent company's tax identification number shall be provided in the proposal.**

Sprint Communications Company L.P., a Delaware limited partnership, is a wholly-owned subsidiary of Sprint Nextel Corporation, a Kansas corporation listed on the New York Stock Exchange. The main office for both entities is 2001 Edmund Halley Drive, Reston, Virginia, 20191. Sprint



Communications Company L.P.'s tax identification number is 43-1408007, while the tax identification number for Sprint Nextel Corporation is 48-0457967.

#### **1.12 Certification of Independent Price Determination**

**1.12.1 By submission of its proposal, each offeror (and in the case of a joint proposal, each party thereto) certifies that in connection with this RFS:**

- a) The prices in this proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidding offeror or with any competitor.
- b) Unless otherwise required by law, the prices which have been quoted in this proposal have not been knowingly disclosed by the offeror and will not knowingly be disclosed by the offeror prior to opening, directly or indirectly, to any other bidding offeror or to any competitor; and
- c) No attempt has been made or will be made by the offeror to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

Sprint has read, understands, and complies.

**1.12.2 The person submitting the proposal on behalf of an offeror certifies that:**

- a) He/She is the person in the offeror's organization responsible within that organization for the decision as to the prices being offered herein and that he/she has not participated, and will not participate, in any action contrary to Sections 1.12.1 (a) through 1.12.1 (c); or
- b) He/She is not the person in the offeror's organization responsible within that organization for the decision as to the prices being offered herein, but that he/she has been authorized in writing to act as an agent for the person(s) responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to Sections 1.12.1 (a) through 1.12.1 (c) above, and as their agent does hereby so certify; and he/she has not participated, and will not participate, in any action contrary to Sections 1.12.1 (a) through 1.12.1 (c) above.

Sprint has read, understands, and complies.

#### **1.13 Technological, Legislative and Regulated Changes**

The Commission reserves the right to amend the terms of the TRS in response to changes in technology, legislation, and federal or state regulation that affect this RFS.

Sprint has read and understands.



#### **1.14 Audit, Inspection of Records, and Monitoring**

**The Selected Service Provider must permit the State of Federal Government, or any duly authorized agent of a governmental agency to audit, inspect, examine, excerpt, copy and/or transcribe the Selected Service Provider's records relating to its performance and compliance with the RFS. The Selected Service Provider shall also permit these same described entities to monitor all activities conducted by the Selected Service Provider pursuant to the terms of the RFS.**

Sprint respectfully takes exception to the first sentence of this provision and proposes the following alternative: Selected Service Provider shall maintain in accordance with applicable law and generally accepted commercial standards all relevant customer billing records relating to this contract for a period of five (5) years following the date of acceptance of final payment under the contract. Upon reasonable prior written notice, Selected Service Provider shall make relevant customer billing records relating to the contract available to Customer at Selected Service Provider's business offices during normal business hours for inspection, examination or audit. Further, due to the highly sensitive and proprietary nature of Selected Service Provider's records, any third party auditor acting on behalf of the Customer shall be subject to prior approval by Selected Service Provider and may be required at Selected Service Provider's sole discretion to execute Selected Service Provider's standard Non-Disclosure Agreement prior to examining, inspecting, copying or auditing Selected Service Provider's records.

Sprint and its subcontractors own and/or operate various facilities at numerous locations nationwide to provide telecommunications services throughout the United States. Therefore, it is unclear to Sprint what facilities the State contemplates inspecting pursuant to this provision. Accordingly, Sprint and its subcontractors shall comply by making its facilities available for inspection at reasonable times in the ordinary course of business subject to the following: (a) the State shall identify the facilities that may be subject to inspection under the Contract; (b) such inspections shall be reasonably limited in geographic scope and shall only pertain to facilities which are directly related to Sprint's performance of this Contract; (c) the State shall provide reasonable prior written notice of any inspections; and (d) Sprint and its subcontractors reserve the right to pre-approve and require any designees or representatives who are not employees of the State to enter into a confidentiality agreement as a condition of access to and inspection of such facilities.

Regarding inspections of the CapTel subcontractor's facilities, authorized representatives of the State may, upon adequate advance notice (which shall not be less than 10 working days) and solely at their own expense, visit the applicable CapTel subcontractor service centers and during such visits may, in accordance with CapTel subcontractor's policies and accompanied by CapTel subcontractor's management personnel, inspect, monitor or otherwise evaluate the CapTel Service being supplied only to Hawai'i users. All inspections and evaluations shall be at reasonable times and conducted in a manner that will not unreasonably delay or interfere with CapTel subcontractor's operations.

#### **1.15 Order of Precedence**

**In the event of any conflict or inconsistency between terms of this RFS and the proposal, such conflict or inconsistency shall be resolved first by giving effect to the terms and conditions of the RFS, and second, to the proposal.**

Sprint respectfully takes exception to the order of precedence. If a Selected Service Provider's Proposal is accepted by the State, it is appropriate for such Selected Service Provider's Proposal to take precedence over the original RFP to the extent that Selected Service Provider's Proposal contains any clarifications, additional details or variations from the RFS requirements. Sprint requests that the RFS language be amended accordingly.



**1.16 Venue**

**The venue for any litigation related to performance of TRS shall be in the State of Hawaii.**

Sprint has read and understands.

**1.17 Number of Awards**

**The Commission will select one service provider as a result of this RFS.**

Sprint has read and understands.

**1.18 RFS Cancellation**

**The Commission reserves the right to cancel this entire RFS or individual phases at any time, without penalty.**

Sprint has read and understands.



## **Section 2: Scope of Work**

### **2.1 Introduction**

The services must be provided 24 hours a day, for each and every day of the year. The Selected Service provider must meet current and future FCC requirements for the types and quality of services provided and any additional enhancements that the Commission deems appropriate. Future FCC and Commission requirements, should one or more differ materially from the current requirements, may result in additional payment to the Selected Service Provider, in an amount agreed upon by the Commission. In the most recent contract year, from July 1, 2009 to June 30, 2010, call volumes averaged 21,165 billable call minutes. See Section Five.

Sprint has read, understands and will comply.

### **2.2 Subcontractors**

If an offeror intends to contract with another entity to perform any portion of the services to be provided in response to this RFS, the proposal shall identify any subcontractor(s) and describe the services to be subcontracted, and provide any amendments thereof. The Selected Service Provider shall be responsible for providing the services described in this RFS whether or not any portion of the service is subcontracted to others. Current employees of the State may not be hired as subcontractors for any services required under this RFS.

Sprint has read, understands and will comply.

Sprint plans to use the following long-standing Sprint subcontractors to provide services to meet the needs of the Relay Hawai'i program:

- ◆ CSD will continue to manage the Honolulu Relay Center and several network Call Centers that will handle Relay Hawai'i overflow traffic.
- ◆ Caption Colorado will continue to provide Relay Conference Captioning (RCC).
- ◆ Weitbrecht Communications Inc. (WCI) will continue to provide the landline equipment and manage repairs for the equipment distribution program.
- ◆ Captioned Telephone, Inc. (CTI) will continue to provide the CapTel Call Center services.
- ◆ Solix will continue to provide the Fund Management services as required by this RFS.
- ◆ Alerting Solutions, Inc. will continue to provide the Emergency Notification System.

In addition, CSDVRS currently provides Video Relay Services platform and call center operations for Sprint. In the event that this service is transferred to the State of Hawai'i, Sprint will provide the required subcontractor certifications and assurances.

Sprint accepts full responsibility for the actions of its Subcontractors. Sprint's primary point of contact for Relay Hawai'i and the Administrator for purposes of contract negotiations is Jim Skjeveland. For more detailed information on Sprint's subcontractors please review Section 3.5.1.

Current employees of the State of Hawai'i will not be utilized as subcontractors for any services required under this RFS.

### **2.3 Compliance**

All offerors will submit positive statements with respect to their willingness to comply with all work requirements and the terms and conditions specified in this RFS. The TRS must meet all requirements necessary for certification by the FCC; therefore, if any of the following requirements conflict with current FCC certification requirements, the FCC requirements shall prevail. All service providers will clearly describe and explain any proposed deviations from or



**changes to the RFS requirements for consideration by the Commission. The Commission reserves the right to reject any proposal including such deviations or changes.**

Sprint has read, understands and will comply.

Sprint commits to complying with all work requirements and terms and conditions of this RFS. Sprint’s TRS and CapTel services have been designed to provide Deaf, Hard-of-Hearing and persons with a Speech disability functionally-equivalent access to standard telecommunication services. Sprint provides hundreds of variations and enhancements to allow for full access for people unable to utilize traditional phone services.

Sprint’s relay services are in full compliance with the ADA, FCC rules, and the State of Hawai’i requirements. Sprint has provided detailed information in response to each requirement which demonstrates Sprint’s knowledge and experience as the largest TRS and CapTel provider in the country. In many cases, Sprint not only meets the minimum requirements but exceeds them.

It is a complicated process to develop, respond to and evaluate TRS and CapTel Proposals. We have decided to make a significant shift in our response strategy. Unlike some providers with unsubstantiated claims, we hope you will find that the Sprint proposal is direct and easy to evaluate with independent, third-party validation of assertions. Sprint has also added designated icons in order to assist in the evaluation process. These icons are provided in Figure 14 for reference.

Icons	Explanation
	These features or products provide additional enhancements or value above the FCC minimum requirements.
	These features are “New” for existing Relay Hawai’i users.
	To the best of our knowledge, Sprint is the only provider currently offering this service or feature.
	Quantifiable proof has been provided showing the level of quality provided by Sprint.

Figure 14 – Sprint Relay Icons

**2.4 Employment of State Personnel**

**The Selected Service Provider shall not knowingly engage, on a full-time, part time or other basis during the period of the service, any individual involved in the preparation of RFS, or the selection and/or award of the service.**

Sprint has read, understands and will comply.



## 2.5 Payment

No more than fifteen (15) days after the close of each month, the Selected Service Provider will submit an invoice for payment and a report to the Commission detailing the previous month's work. Then, the Commission, within thirty (30) days of receipt of said invoice and report, will authorize or determine a date the Selected Service Provider is authorized to withdraw payment from the TRS account or fund. Total reimbursement shall not exceed the total fixed bid per minute price.

Sprint has read, understands and will comply.

## 2.6 Operational Standards.

### 2.6.1 Communications Assistants (CA).

The Selected Service Provider is responsible for requiring that: (1) all CAs be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing or speech disabilities; and (2) all CAs have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability culture, languages and etiquette. CAs must have skills sufficient to satisfy appropriate and reasonable industry standards. Without limiting the generality of the foregoing, CAs must possess clear and articulate voice communications and must be able to type a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. The Selected Service Provider must test CAs' oral-to-type speed, and is responsible for requiring that VRS CAs are qualified interpreters. A "qualified interpreter" is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.

Sprint has read, understands and will comply.

Sprint CAs have the requisite experience, expertise, skills, knowledge, training, and education to perform TRS in a professional manner. Sprint's combination of an effective training program, simplified platform, automated call processing and extensive quality assurance programs promote consistent quality.



CA at Relay Center

Sprint's Quality Assurance team has developed a comprehensive hiring and training program that prepares employees for this challenging position and ensures all communications are of the highest quality. Employees continue to expand their knowledge of Relay and the importance of providing quality services to the consumers they serve throughout their employment as a CA. Sprint's quality assurance efforts incorporate four essential functions: Staffing, Developing, Evaluating and Feedback as described in the following chart.

Function	What Sprint Does	How Sprint Does It
Staffing	<ul style="list-style-type: none"> <li>◆ Builds a diverse workforce from a broad applicant pool.</li> <li>◆ Screens applicants using reliable work-related selection tools.</li> <li>◆ Verifies information provided by candidates.</li> <li>◆ Confirms candidates understand the type of work to be performed and agree to standards of performance.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Equal Opportunity Employer and complies with Affirmative Action Plan.</li> <li>◆ Posts all employment opportunities in conspicuous locations in accordance with EEOC and state regulations.</li> <li>◆ Distributes opportunity information to agencies and organizations that represent diverse populations, e.g. minorities, veterans, persons with disabilities, un- and under-employed populations.</li> <li>◆ Recruits at colleges, universities and job fairs.</li> <li>◆ Encourages referrals by employees.</li> <li>◆ Requires resumes and comprehensive employment applications.</li> <li>◆ Human Resources professionals review resumes and applications for qualifications.</li> <li>◆ Preference is given for work experience with persons who are Deaf, Hard-of-Hearing or Speech-disabled, knowledge of American Sign Language or experience with Relay.</li> <li>◆ HR representative discusses job expectations with candidates, including confidentially, ethics, courtesy, and accuracy and more; evaluates communication skills and administers pre-employment typing tests and verifies work, criminal and educational background.</li> <li>◆ Operations Supervisors trained in interviewing techniques determine candidates' suitability in several work dimensions and discuss work expectations with candidates.</li> <li>◆ Requires all finalists to undergo a test that screens for illicit drugs.</li> <li>◆ HR reviews work expectations, confidentiality, ethics, courtesy, training requirements, scheduling, work environment and compensation with candidates and secures understanding at time of job offer.</li> <li>◆ Confirms identity and employment eligibility and secures signed Relay Confidentiality Agreement on first day of employment.</li> </ul>
Developing	<ul style="list-style-type: none"> <li>◆ Continuously communicates work expectations.</li> <li>◆ Provides comprehensive, structured initial training using professionally recognized instructional methodologies.</li> <li>◆ Tests for understanding and mastery of training content.</li> <li>◆ Provides ongoing training opportunities and updates for continuous improvement and growth.</li> <li>◆ Communicates industry developments and customers' expectations.</li> <li>◆ Provides supervision and support for immediate assistance with service to customers.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Proficient trainers explain policies, practices and call procedures in detail during initial training period.</li> <li>◆ Trainers follow documented training curriculum addressing all information and skills required for Relay Hawai'i; apply adult learning methodologies including explanation, demonstration, guided practice, role-playing, correction and independent practice; administer series of written tests and skills demonstration to individuals.</li> <li>◆ Trainers develop monthly communications for revised procedures, review of critical procedures identified through data evaluation, and announcements of upcoming changes.</li> <li>◆ Based on data gathered through performance evaluation and customer comments, Trainers and Supervisors review and re-train CAs on a specific training topic each month; CAs are required to demonstrate their mastery of monthly training topic.</li> <li>◆ Trainers and Supervisors provide specialized or refresher training to CAs referred for further development in call processing, typing speed and accuracy or any other aspect of CA performance.</li> </ul>



Function	What Sprint Does	How Sprint Does It
		<ul style="list-style-type: none"> <li>◆ Management provides an array of self-paced training and development courses for CAs, support for participation in classes and seminars such as ASL, and tuition reimbursement for college degree programs.</li> <li>◆ Members of management distribute information and conduct meetings about customer concerns, developments in the TRS industry and state of the business.</li> <li>◆ Management solicits employee questions and ideas through surveys, group meetings, suggestion programs and “open door” practices, responding to all questions and suggestions.</li> <li>◆ Supervisors and resource staff with in-depth knowledge of call processes and ASL translation are located in the work Centers with the CAs and are available for immediate assistance during all hours of operation.</li> </ul>
Evaluating	<ul style="list-style-type: none"> <li>◆ Directly observe work performance.</li> <li>◆ Collect customer feedback.</li> <li>◆ Analyze and interpret performance data from all sources to verify actual performance meets expectations.</li> <li>◆ Determine performance and processes to be changed.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Each CA is observed at least twice each month in the performance of actual Relay calls by a Supervisor using a Performance Survey that addresses 44 quality factors.</li> <li>◆ Trainers and Supervisors conduct scripted test calls of CAs to evaluate specific performance indicators and overall performance.</li> <li>◆ Each CA is required to demonstrate their typing speed and accuracy ability each calendar quarter.</li> </ul>
Feedback	<ul style="list-style-type: none"> <li>◆ Continuously communicate work expectations and performance measurements to individuals on a regular and ongoing basis.</li> <li>◆ Communicate new and revised processes and reasons for change.</li> <li>◆ Recognize exceptional performance.</li> <li>◆ Provide guidance and motivation for performance improvement.</li> <li>◆ Refer individuals for ongoing training and professional growth opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Supervisors and Trainers meet with CAs to explain reasons for specific performance expectations, e.g. typing speed and accuracy standards due to FCC or contractual requirements, changes in call processes due to customer input, etc.</li> <li>◆ Supervisors meet with individual CAs to review the results of each Performance Survey, test call and spelling test; based on results, CAs are referred for additional training as necessary.</li> <li>◆ Center-wide results of all monthly test call programs and quarterly typing tests are shared with Center staff.</li> <li>◆ All customer commendations and complaints are reviewed with appropriate CAs; commendations are displayed in the Center.</li> <li>◆ Supervisors conduct team meetings and team building activities to encourage continuous improvement and peer support.</li> <li>◆ CA performance above and beyond the expected level is acknowledged with Center activities and incentive awards.</li> <li>◆ Supervisors and other members of management encourage employees to develop their CA skills as well as to create and pursue individual development plans to advance their careers in TRS or telecommunications.</li> </ul>

Figure 15 – Developing Quality CAs

Sprint Relay believes that TRS quality can only be as good as the training and tools provided to CAs. In the last two years, Sprint has completely redesigned our call processing software to meet the needs



of both CAs and relay users. This new call processing software, referred to as “Phoenix” was designed and developed as a result of direct feedback from experienced TRS CAs and Trainers.

Sprint’s Phoenix software is far more intuitive and automated than most TRS providers. With the Phoenix software, Sprint is able to train CAs to more effectively process TRS calls in a shorter timeframe than other TRS providers who require their CAs to process calls manually.



Phoenix  
Relay Workstation

Please wait while the system is configured and customized for you...

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Below is an example screen shot of Sprint’s dialing window, which is automatically displayed when calls arrive at the CA position. The cursor is placed in the “To” field so the CA can immediately begin typing that number as the relay user provides this information. Billing options and carrier of choice are readily visible and can be modified easily by the CA. If the user has entered customer profile instructions, these fields are automatically entered as well.

The screenshot shows a window titled "Dial Window" with a "<DIAL WINDOW>" button in the top right corner. The window contains a blue telephone icon and the text "Please enter the dialing information below...". Below this, there are several fields and options: "From:" with a text box containing "9136615455", "OVERLANDPK,KS", and "UNRESTRICTED"; "To:" with an empty text box; "Billing Option:" with "PAID BY INBOUND" and "Press BILLING for Billing Options"; "Billing Number:" with an empty text box; "Carrier:" with "Press COC to select a Carrier"; and "Override Password:" with an empty text box. At the bottom, there is a line of text: "Press ESC to cancel, CTRL BACKSPACE to clear, TAB to move to next field, COMP to dial".

The following figure shows a call processing comparison between Sprint and another provider for an inbound TTY relay call which rings but is not answered by the outbound party. This very basic call processing scenario shows how much more sophisticated and intuitive Sprint’s software is and how much less the CA needs to memorize to complete steps.



Call Processing Steps	Sprint	Hamilton <sup>2</sup>
Relay operator accepts the call at the operator position and connects in correct mode	Automated	Relay operator presses space bar, pauses, and then is required to press the space bar again
Relay operator Greeting ("ALOHA RELAY HAWAII OPR XXXX/M NBR CALLING PLS GA")	Automated	Relay operator presses CTL N
User types number to call	--	--
Relay operator enters dialing info	Window open, operator types number	Relay operator presses F5, Relay operator types number
Relay operator Reviews Customer's Profile	Automatically displayed	Relay operator presses key to display
Dial number	One Key	One Key
Dialing confirmation (DIALING XXX-XXX-XXXX)	Automated	Relay operator presses CTRL D
Relay operator informs user that line starts to ring	One Key	One Key plus relay operator must count and manually type additional rings
Inform user if no answer after ten rings	Automated	Relay operator presses CTRL J

Figure 16 - Comparison of Call Processing Steps for Basic TTY to Voice Call

SPRINT'S PHOENIX SOFTWARE SIMPLIFIES THE CA'S JOB AND ALLOWS MORE FOCUS TO BE PLACED ON THE QUALITY OF THE SERVICE, RATHER THAN THE NAVIGATION THE SYSTEM.

Sprint's Phoenix software is Windows based and incorporates the following enhancements:

- ◆ Easy navigation—Software is mouse-driven with supporting functional keys, system generated macros, and on-screen instructions.
- ◆ Customizable—CAs can select Color Themes, Font Sizes, Panel displays, preset volumes for Headset & Microphone Volume. These preferences are available immediately when the CA logs in.
- ◆ Flexible—CAs can adjust the CA microphone volume and each caller's volume independently.
- ◆ Reliable—Each Phoenix position and server communicates with a central alarming system that is automated. Tickets are automatically created and technicians can be paged out.

Sprint's Phoenix software also includes a "help panel" which enables the CA access to the following information within a few seconds:

<sup>2</sup> Hamilton's call processing steps obtained from Hamilton's training manual, as submitted in West Virginia application to provide TRS.



<ul style="list-style-type: none"><li>○ Contract Representative Info</li><li>○ CA Identifiers and State Order</li><li>○ Auto Correct List</li><li>○ Background Noise List (Available in English, French &amp; Spanish).</li><li>○ Branding Procedures</li><li>○ Commonly Misspelled Words</li><li>○ Ctrl Keys</li><li>○ Customer Service Info</li><li>○ DA Unknown Area Code</li><li>○ Dial Window Abbreviations</li><li>○ Disconnect Procedures</li><li>○ Explanations</li><li>○ FONCARD - Federal Relay</li><li>○ IM Text Message Abbreviations and Emoticons</li></ul>	<ul style="list-style-type: none"><li>○ Immediate Credit Procedures</li><li>○ Info Digits</li><li>○ Macro Definitions</li><li>○ CA Phrases</li><li>○ Phone Numbers</li><li>○ Phrase Sheet</li><li>○ Referral Information</li><li>○ Standard Abbreviation List</li><li>○ Standardized Notes</li><li>○ State Abbreviation List</li><li>○ Three Digit Dialing</li><li>○ Time Zones</li><li>○ Trouble Ticket</li><li>○ Voice Tone List</li><li>○ Voice to AIM (AOL)</li></ul>
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Figure 17 – CA Help Screen Topics

The comments below are comments from CAs and Supervisors who all indicate the level of satisfaction with the Phoenix software.

“THE PHOENIX PLATFORM HAS GREATLY IMPROVED MY ABILITY AND CONFIDENCE WHILE PERFORMING MY JOB DUTIES.”

I LOVE THE CALL TYPE BUTTON, BEFORE PHOENIX IT COULD TAKE ME A COUPLE OF MINUTES TO FIND THE CORRECT PAGE IN THE REFERENCE GUIDE, THEN I HAD TO LOOK FROM THE PAGE TO THE SCREEN STEP BY STEP, NOW I CAN HIT THE BUTTON AND THE PROCEDURE IS LISTED RIGHT THERE ON MY SCREEN. I AM MORE CONFIDENT AND KNOW I PROVIDE BETTER SERVICE TO MY CUSTOMER...”

“I LIKE THE SPLIT SCREEN THAT IS NOW AVAILABLE ON ALL CALLS. IT ALLOWS US TO HAVE MORE CALL PROCESSING INFORMATION AVAILABLE. FOR EXAMPLE WHEN CALLING AN AUTOMATED SYSTEM AND THE CALLER HAS PROVIDED A LIST OF INSTRUCTION, BEFORE PHOENIX I WOULD HAVE TO SCROLL UP TO GET ALL PERTINENT INFORMATION, NOW IT’S READILY AVAILABLE”

“OVERALL I KNOW PHOENIX HAS IMPROVED MY PERSONAL JOB PERFORMANCE IN MY CONFIDENCE AND EFFICIENCY IN BEING ABLE TO HANDLE A BROADER ARRAY OF SITUATIONS THAT MAY ARISE.”



“PROCEDURAL HELP SCREENS OFFER PROMPT SERVICE TO OUR CUSTOMERS, SELF MANAGEMENT AND EMPOWERMENT OF OUR AGENTS, AND FREES UP FLOOR SUPERVISORS TO MONITOR QUALITY OF SERVICE DURING THEIR TOURS AS THERE IS LESS NEED TO RESPOND TO PROCEDURAL SPECIFIC QUESTIONS.”

**National Quality Assurance Training program**

Sprint’s National Quality Assurance/Training Manager coordinates all training curriculum and policies with local Trainers to ensure that consistent quality is maintained throughout the TRS network of relay centers.

All of Sprint’s training programs are developed using adult learning theories; we adapt training to each participant’s learning modality. We incorporate various instructional methods such as lectures, visual graphics, flow charts, videos, role play scenarios, and actual hands-on training to enhance the CA’s ability to learn.

**Training Schedule**

Sprint’s training consists of 80 hours of training and addresses all areas of CA competency as described in the TRS rules and FCC minimum standards.

SPRINT ENCOURAGES EVALUATORS TO COMPARE THE LEVEL OF SOPHISTICATION OF THE SOFTWARE PROVIDED TO CAS AND THE AMOUNT OF TRAINING NECESSARY TO BECOME PROFICIENT IN PROCESSING CALLS BETWEEN TRS PROVIDERS.

The figure below details an outline of Sprint’s CA Training schedule and topics. Sprint will provide additional information regarding TRS training programs, as requested.

TRS TRAINING SCHEDULE		
<b>DAY 1</b>	Welcome Packet/Important Numbers/Confidentiality Forms Building Tour, Lockers, Keycard check, Login Numbers Training Goals and Expectations What is Relay? Video: Making the Right Connection How We Got Here – Orientation - Why we’re here. Contract Information Introduction of Training Workbooks TTY Overview/Abbreviations, Descriptive Words/Background Noises	ASL Introduction – ASL Workbooks Overview of System and Equipment Skills i.e. Typing, talking, listening, reading Tour Preferencing : Admin Presentation Connecting to Relay Headset Orientation Basic Call Processing Procedures (TTY - Voice) Observe Calls *Typing Practice/Tests if necessary
<b>DAY 2</b>	(TTY – Voice) – continued Role Play Introduction Review (TTY - Voice) TTY - VOICE PRACTICE Phone Image/Rudeness Detachment Expressive Typing Variations Deaf Culture: Quiz about Deafness	Observe Calls Continue Call Processing (Voice - TTY) Administer Spelling Test VOICE - TTY PRACTICE HR – Orientation presentation Review for Test #1 *Typing Practice/Tests if necessary
<b>DAY 3</b>	Review – Variations	Pagers/Beepers



TRS TRAINING SCHEDULE		
	Branding Recording Feature Answering Machines/Answering Machine Retrieval (AMR) Control D Feature/ Pagers Voice Mail	Deaf Culture: Deaf Timeline Practice Role Plays Observe Administer Test #1 *Typing Practice/Tests if necessary
<b>DAY 4</b>	VCO - Non-Branded VCO - Branded Practice Role Plays Privacy Feature (VCO) VCO Answering Machines Voice to VCO Two Line VCO	Variations Practice Role Plays Desensitization Observe Review for Test #2 Typing Practice/Tests if necessary
<b>DAY 5</b>	Review Surveys (TTY - Voice and Voice- TTY)/ Observe Billing/ Immediate Credit Prepaid Calling Cards Roaming	Deaf Culture: ASL Worksheets ASL Workbook Practice Role Plays Administer Test #2 *Typing Practice/Tests if necessary
<b>DAY 6</b>	Review Changing CAs - Video and Call Takeover Process Directory Assistance Sprint International/ 900 calls HCO - Non Branded HCO - Branded Voice – HCO	HCO Answering Machines Practice Role Plays ASL Translation – Presentation by staff interpreter or individual with experience Observe - Type Review for Test #3 HR - Benefits *Typing Practice/Tests if necessary
<b>Day 7</b>	Review Practice Role Plays Customer Service OSD	Device to Device Administer Test #3 Observe - Talk *Typing Practice/Tests if necessary
<b>DAY 8</b>	Review Practice Role Plays - VCO Final - VCO Surveys/ Observe ASL Translation 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 18 - TRS CA Training Schedule

### On-Going Training

The National Quality Assurance/Training Manager coordinates the Quality Assurance Program which is designed to identify any potential areas for refresher training. In addition to the monthly and quarterly test call programs, individual CA surveys and monthly customer contacts are also analyzed and used as a tool to target areas.



Once an area is identified, a training program is developed. The method of delivery depends on the size and scope of the targeted area. Following are several initiatives that can be utilized to achieve successful refresher training:

- ◆ One on one coaching with the Training Supervisor
- ◆ Monthly refresher training newsletters
- ◆ Quarterly customer service improvement focused publications
- ◆ Informational videos that are viewed by the CA
- ◆ Flow charts
- ◆ Visual handouts
- ◆ Quizzes

After the media for delivery of training is identified, the trainer will develop the necessary materials. Once a CA participates in the training, a check for understanding activity is used to ensure that training occurred.

Sprint’s engineering group implement product enhancements on a monthly basis. Each CA receives training on new software or changes to call processing procedures. All of Sprint’s training programs are developed using adult learning theories; we adapt training to each participants learning modality. We incorporate lecture, visual graphics, flow charts, videos, role plays and actual hands-on-training, which stimulates the CA’s ability to learn.

Depending upon the complexity of the training a decision is made as to whether it will require off-line training or if written communication will suffice.

### Training Methodology

- ◆ Written communication training is followed by ‘checking for understanding’ by a Relay Supervisor. This ensures that the CA receives the material and understands how to apply the process changes.
- ◆ CAs are provided feedback on all customer contacts and test calls.
- ◆ CAs receive monthly updates on new software and new features, revised call handling procedures, and refresher training on disability awareness.
- ◆ Sprint develops refresher-training programs and on-going training labs to ensure CA work skills are maintained and remain consistent with basic Relay training.
- ◆ Refresher training is provided when it is determined through customer contacts, marketing, or monitoring that the CA or CAs must be covered on a specific process.
- ◆ Relay skills are continually reinforced throughout employment and as a part of supplemental training programs.

Some of the on-going training topics provided by the Sprint Relay Training department can be found in the table which follows.

◆ Interpersonal Skills	◆ Positive Phone Image
◆ Performance Coaching	◆ Organizational Communication
◆ Healthy Detachment	◆ Conflict Management
◆ FCC Mandates	◆ Voice Inflection Workshop
◆ Answering Machine Workshop	◆ TEXT Pagers
◆ Operation of Equipment	◆ American Sign Language
◆ Calling Card/Prepaid (Debit) Card	◆ ASCII Split Screen
◆ Enhanced Turbocode	◆ Specific Person, Dept., Extension Requests
◆ Background noise	◆ Relay verbatim
◆ VCO Call Processing	◆ 2 Line VCO
◆ Reverse two-line VCO	◆ HCO



<ul style="list-style-type: none"> <li>◆ Changing CAs</li> <li>◆ Cellular/Wireless</li> <li>◆ Operator Services for the Deaf (OSD)</li> <li>◆ Customer Service</li> </ul>	<ul style="list-style-type: none"> <li>◆ Information line recording</li> <li>◆ TTY-to-TTY</li> <li>◆ Alternate Billing</li> <li>◆ Conference Calls</li> </ul>
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Figure 19 - On-Going Training Topics

### Diversified Training

Sprint’s employees are trained to understand the diverse communication needs of persons with hearing loss or speech disability including translating written ASL into conversational English for ASL users.

#### *Diverse Communication Needs*

Sprint understands that Relay users are as diverse in their abilities, preferences, ideas, habits and outlooks as any other large group of people. It is important for CAs to understand and respect this. Sprint ensures CAs gain a better understanding and sensitivity to the many different users of Relay including people who are:

- ◆ D/deaf
- ◆ Late Deafened Adults
- ◆ Hard of hearing
- ◆ Deaf-blind
- ◆ Speech impaired
- ◆ Hearing

#### *Understanding of written ASL (Gloss)*

Sprint’s CAs receive training throughout their employment in order to be better equipped to translate ASL Gloss into spoken conversational English. In coordination with members of the Deaf community, Sprint has developed training on how to translate ASL Gloss into conversational English including the following areas of focus:

Topic	Description
Pronouns (e.g. I, me, you)	Pronouns can be placed at the beginning and at the end of the TTY-ASL sentence such as “ME MAD ME” which would be relayed as “I am mad.”
Verbs (e.g. be, are, is)	TTY-ASL sentences often leave out the verbs to-be and they need to be added for English translation such as “WE TIRED” which would be relayed as “We are tired.”
Articles (e.g. a, an, the)	Some TTY-ASL sentences do not include an article which may be necessary for conversational English such as “I WANT CAR” which would be relayed as “I want a car.”
Prepositions (e.g. At, To, In, Into, For)	Since ASL is very visual, it shows directions of movement without needing to use prepositions. An ASL Gloss sentence may lack a preposition such as “I WANT TALK YOU” which would be relayed as “I want to talk to you.”
Time indicators (e.g. finish, next, later)	Tense is an integral part of ASL Gloss and is determined by time-indicating words. “YESTERDAY MOVIE I GO” would be relayed as “Yesterday I went to the movies.”

Figure 20 – ASL Gloss Training

#### *Diversified Culture Training*

All Relay center employees, including management, participate in Diversified Culture training during the initial training period. Representatives from the local Deaf organizations and/or staff with appropriate experience deliver this portion of training. Sprint works closely with each center’s local Deaf community to identify knowledgeable presenters to assist with the training. Sprint utilizes



videos, role play, group activities and discussion groups to educate its employees on the different needs of their customers.

Sprint’s Diversified Culture training module represents our commitment to ensuring employees develop sensitivity to and understanding of the customers we serve. Sprint’s Diversified Culture training was researched and written by a Deaf college intern utilizing a number of organizations and individual members. This training module includes information about the needs of the Deaf, Hard-of-Hearing and Speech-impaired persons.

Sprint utilized a number of organizations and individual members in developing this program including:

National Organizations	Educational Institutions	Other Related Areas
Alexander Graham Bell Association	Gallaudet University	Sprint Relay Advisory Boards
American Association of Deaf-Blind	National Technical Institute for the Deaf	State Contract Administrators (S.T.A.R.S.)
American Association for Retired Persons	California State University at Northridge	Relay Account Managers
Association of Late-Deafened Adults, Inc.	University of Arkansas-Dept. of Rehabilitation	Individuals representing Speech-Disabled Community (Speech-to-Speech Service)
American Speech and Hearing Association	State Schools for the Deaf	
Hearing Loss Association of America	Local Programs for Deaf/Hard-of-Hearing (Mainstreaming)	
National Association of the Deaf	Ohlone College in California	
National Black Deaf Advocates		
National Hispanic Council of Deaf and Hard-of-Hearing		
Telecommunications for the Deaf, Inc.		
United Cerebral Palsy		

Figure 21 – Contributing Organizations

Sprint’s Diversified Culture training module represents Sprint’s commitment to ensure employees develop a sensitivity and understanding to the customers served. Topics include the following:

Who uses the Relay Service?
Why is it important to understand our customers?
Why is it important to recognize their special communication needs?
Pathological Versus Cultural Views of Deafness
Characteristics of Deafness
The Deaf Community
Myths about Deafness
Why is there a Deaf Culture?
Deaf Heritage
Bell’s View on Deafness
Gallaudet’s View on Deafness
Establishment of the National Association of the Deaf
Use of Sign Language Interpreters
Different Communication Skills Used in the Deaf Community
Changes in Attitude Toward the Deaf Community
Americans with Disabilities Act



American Sign Language
<b>What is ASL?</b>
History of ASL
ASL's recognition as its own language
Rules of ASL
Parameters of ASL
English Idioms versus ASL idioms
Evolution of ASL
Syntax of ASL
How to Translate ASL to English
TTY Language Samples
TTY Courtesy
<b>Hard of Hearing and Late-Deafened Customers</b>
Characteristics of Hard-of-Hearing Customers
Assertive Devices for Hard-of-Hearing Customers
Establishment of Self Help for Hard-of-Hearing (SHHH) and Alexander Graham Bell Association (AGBell)
Relaying for Hard-of-Hearing Customers
Characteristics of Late-Deafened Customers
Establishment of Association of Late-Deafened Adults (ALDA)
Relaying for Late-Deafened Customers
<b>Deaf/Blind, Speech Disabled, Spanish Speaking and Hearing Customers</b>
Characteristics of Deaf/Blind Customers
Assertive Devices for Deaf/Blind Customers
Relaying for Deaf/Blind Customers and Deaf/ Blind Pacing
Characteristics for Speech-Disabled, Spanish speaking and Hearing Customers

Figure 22 – Diversified Culture Training Topics

Sprint works closely with the local Relay user communities to identify knowledgeable presenters to assist with initial and ongoing Disability Awareness training. Possible presenters for this portion of training include the following.

- ◆ Call Center Supervisor who are Deaf or Hard-of-Hearing
- ◆ Sprint Relay managers who are Deaf, Hard-of-Hearing, or Deaf/blind
- ◆ Representatives from local organizations who use Relay (including TTY, STS, DBS, etc...)
- ◆ Representatives from local organizations with broad backgrounds in serving the Deaf, Hard-of-Hearing, Late-deafened, or Speech-disabled users

**Translation**

Sprint is committed to providing quality Relay services to all consumers regardless of their preferred language. CAs are able to translate typed text of Relay users whose primary language is Sign Language as well as those Relay users who have limited written Spanish or English skills.

***Interpretation of typewritten ASL***

During initial training, CAs are trained and evaluated on how to accurately reflect the TTY user’s intent and the CA’s role in the Relay process. Training is provided on various levels of English/Spanish/ASL during initial training as well as throughout a CA’s employment. In order to successfully complete initial training, the CA must demonstrate competent skills to translate calls as requested. When training is complete, a CA continues to be evaluated on translation skills through individualized monthly surveys.



CA trainees are required to pass a valid and unbiased written test to demonstrate that they can correctly interpret typewritten ASL phrases. Trainees must achieve a score of 80% or better before being allowed to complete training and process Relay calls.

ASL translation training includes:

- ◆ What is ASL?
- ◆ History of ASL
- ◆ ASL recognition as a language
- ◆ Rules of ASL
- ◆ Parameters of ASL
- ◆ English Idioms versus ASL Idioms
- ◆ Evolution of ASL
- ◆ Syntax of ASL
- ◆ How to Translate ASL to English
- ◆ TTY Language Samples
- ◆ TTY Courtesy

After initial training, each CA is provided with an ASL workbook. This workbook is completed by the CA and returned to the Supervisor. The Supervisor and CA together review the workbook and the CA's ability to translate ASL to conversational English. The CA keeps this manual for future reference.

### Speech-to-Speech Training

STS applicants who meet all qualifications for the STS training program receive eight hours of classroom training specifically on Speech-to-Speech Services. Sprint's STS training program has been developed based on direct experience and consultation with Dr. Bob Segalman obtained during the initial STS trial conducted along with eight years of experience processing STS calls.

The STS training outline includes specific strategies used to facilitate communication without interfering with the STS user's control over the call including retention of information at the user's request and verification of is said to verify accuracy.

The STS training outline is displayed in Figure 23.

STS TRAINING OUTLINE	
Sprint Values and Goals	
<b>Training Agenda</b>	
Objectives / Training Outline	Speech-Disabilities
Introduction and History	Attributes of Speech-to-Speech Relay CAs
Video	Speech-to-Speech verses Traditional Relay
Service Description	FCC Requirements
Characteristics of Customers	Speech-to-Speech Variations
Stereotypes	Assessment
<b>Work Performance Components</b>	
Basic Call Processing	Confidentiality
Call set up	Transparency
Customer Database	Personal Conversations
Frequently Dialed Numbers	Developmental Skill Practice
Customer Requests	Audio
Emergency Call Processing	Observation
<b>Participation</b>	
Relay CA Training	Call Focus



STS TRAINING OUTLINE	
Sprint Values and Goals	
Taking over calls – 15 minute Relay CA work performance	Teamwork – support peer
<b>Confidentiality and Transparency</b>	
Discuss call Speech patterns Discuss techniques customer uses Have two Relay CAs on one call, if necessary or customer requests.	Unacceptable to: Have conversation regarding information discussed on calls Discuss customers in general
<b>Scheduling</b>	

Figure 23 - STS Training Outline

Sprint’s STS training is delivered by individuals with professional experience related to Speech-Disabilities and/or consumer experts and is based on adult learning theories. Tools available to STS CAs and STS CA applicants include:

- ◆ Audiotapes and videotapes featuring a variety of STS users with Speech disabilities, (It is important to note that these STS users have voluntarily provided recordings in order to promote the ongoing training of STS CAs and represent a broad range of levels of Speech disability and include augmentative devices.)
- ◆ CA training guide, which details the history of STS, the role of the STS CA, comprehension strategies and confidentiality concerns.
- ◆ Ten hours of additional live observation and mentoring by seasoned, professional STS CAs

***STS Training Evaluations***

Throughout STS training, STS CA applicants are evaluated on their ability to listen to STS users with varying Speech disabilities and accurately comprehend in order to facilitate communication. In addition, STS applicants are given a written test to verify they understand the STS CA’s role, preferred communication techniques and caller control.

***Ongoing Evaluations and Professional Development***

Once training is complete, a STS CA’s performance is regularly evaluated through individualized surveys at least twice monthly. Supervisors use a Sprint STS CA Performance Survey while observing CAs process actual STS calls. The Performance Survey is a comprehensive assessment tool designed to evaluate CA performance on over 40 aspects of STS call processing. The Performance Survey addresses, among many aspects of quality STS CA performance including appropriate grammar, spelling, voice clarity and articulation, etiquette, language and cultural understanding.

The STS CA Performance Survey provides a detailed perspective on an individual’s performance and is used as a basis for feedback to the employee; to identify strengths and weaknesses, and for employment and compensation decisions. All STS CAs are required to meet expectations in all areas of the Performance Survey as found in Attachment L.

***STS Call Processing***

***Frequently Dialed Numbers***

Sprint offers Speech-to-Speech (STS) users the option to maintain in their Customer Preference Database, a list of names and telephone numbers which the STS user frequently calls. When the STS user requests one of these names, the CA will repeat back to the caller the name, state, and the telephone number to insure they have understood correctly.