STS CA Change

Sprint strives to keep the same STS CA on line for the entire Relay call. STS CAs are trained on and follow regulations a change of STS CAs will not be made before 15 minutes have elapsed unless requested by the user or in cases when a change in CAs is unavoidable such as the CAs becoming physically incapacitated. Further, Sprint will make every attempt to honor the request of the STS user to request another STS CA if one is available.

Retention of Information

Sprint STS CAs will retain information from one inbound call for use in a subsequent outbound call, with the caller's permission. Such information will only be retained for the duration of the inbound call. In accordance with the FCC regulations, all information provided for the call set-up, including customer database records remain confidential and cannot be used for any other purpose. CAs may use the TRS system designed scratchpad feature to aid the Relay CA during the processing of a call. Once the inbound party disconnects, CAs lose the ability to view or access any information pertaining to that call. No written or taped information regarding the call is kept once the call is released from the CA position.

Communication with other Relay users

Speech-to-Speech (STS) users are able to communicate with any and all Relay users including VCO, HCO, TTY, 2 Line VCO, and standard telephone users.

STS for Spanish Users

Sprint's STS CAs assigned to relay in English or Spanish are fluent in U.S. English and Spanish. STS CAs are tested for hearing acuity, Speech comprehension, and English and/or Spanish language skills including vocabulary, grammar and syntax.

STS Phrases

The Speech-to-Speech Greetings, Announcements and Explanations for STS can be seen in Figure 24.

Speech-Disabled to Voice	
Greeting	"Aloha Relay Hawai'i Speech to Speech Operator XXXX. How may I help you?" "
Wait for instructions	
If the caller does not provide his/her name, say:	"May I tell them who is calling?"
If the caller does not provide instructions, ask:	"Are there any special instructions you have for me?" or "Would you like me to voice everything?" If no …. "Would you like me to voice only what the outbound does not understand?"
Wait for instructions	
Call progress	"Thank you, one moment please." (CA dials and affects open –bridge configuration)
Announcement	"A person (name if provided) is calling you through (State) Relay Speech-to-Speech. I'm Communication Assistant XXXX. Have you received a Speech-to-Speech call before?"
STS Explanation	"The person who is calling you can hear and has a Speech-Disability. They will speak directly to you and I will repeat what they say. When you hear Go Ahead, please respond directly to your caller. Please say "Go Ahead", each time you are through speaking."
Closing:	"Would you like to place another call?"
If yes, take information. If no, say:	"Mahalo for using Relay Hawai'I Sppech to Speech."
Voice to Speech-Disabled	

Greeting Read the appropriate greeting from the screen.	"Aloha Relay Hawai'i Speech to Speech operator XXXX. How may I help you?"
When the caller does not sound Speech-Disabled and this information is not provided, ask:	"Are you calling to a Speech-Disabled person? Thank you, one moment please."
Announcement	"This is (State Relay) Speech-to-Speech. I'm Communication Assistant XXXX. Is the Speech-Disabled person (name if provided) available"
When Speech-Disabled party is on the line	"Hello, this is (State Relay) Speech-to-Speech, CA XXXX, have you received a Speech-to-Speech call before?"
Explanation	"The caller will speak directly to you. When you hear Go Ahead, please respond directly to your caller and I will repeat what you say. Please say Go Ahead, each time you are through speaking. One moment for your call to begin."
Closing:	""Mahalo for using Relay Hawai'i Speech-to-Speech."

Figure 24 - STS Greetings, Announcements and Explanations

Spanish CA Training Program

Upon completion of CA training, bilingual CAs receive additional specialized training specific to Spanish Relay services. In order to be considered for a Spanish CA position, applicants must successfully achieve the following:

- Recommendation and/or approval from supervisor or manager
- Proficiency in all areas of call processing including grammar, enunciation and vocabulary
- Spanish Berlitz language assessment

Topics discussed during training include the items listed include the following.

Additional Spanish Training Topics
Appropriate Terminology
Pacing Phrases
Explanation Phrases
Translations conveying the concept rather than word for word
Macros
Cultural discussion

Figure 25 - Spanish Training

Proficiency Testing

Sprint thoroughly tests prospective CA's skills prior to allowing them to process calls and throughout employment. Sprint's training includes five quantifiable, written and performance-based exams which cover the minimum requirements for proficiency outlined by the FCC and this RFP including spelling, typing, dictation, procedures, handling of emergency calls, ASL gloss, Deaf culture, ethics and confidentiality and professional judgment.

TEST
SPELLING TEST
SPANISH PROFICIENCY TEST
PROFICIENCY TEST 1
PROFICIENCY TEST 2
PROFICIENCY TEST 3

PROFICIENCY TEST 4
PROFICIENCY TEST 5
TYPING TEST
STS HEARING AND PROFICIENCY TEST

Figure 26 – CA Tests

Sprint's tests are not available to CAs prior to testing and are changed periodically. A sample of one of the five proficiency tests can be viewed in Appendix D.

In addition to testing that occurs during training, Sprint has a comprehensive Quality Assurance program which continues to provide quantifiable results of Sprint's quality. These programs include both internal and external, independent evaluators as seen in Figure 27 below.

TEST	TESTING PERIOD
Typing Speed and Accuracy Test	Quarterly
Monthly individual surveys	At least Twice a month per CA
Internal test call program	Monthly to random CAs in each call center
Independent Compliancy Evaluations	Quarterly to random CAs in each call center
Independent Benchmarking Evaluations	150 calls annually to each Relay Provider
Annual Performance Review	Annual review of all areas of performance

Figure 27 - CA Tests and Testing Periods

Quarterly Typing Tests

Sprint conducts quarterly typing tests, which require CAs to achieve a combination of 60 net words per minute with 95% accuracy.

Internal Test Call Program (Monthly)

The Internal Test Call Program is conducted by center representatives across the nation. Specific scripts and survey forms are used to focus on the topic being tested. Trainers compile the information and supporting data. The information is sent to the Sprint Operations team where it is analyzed. Feedback is provided to the Trainers and a determination is made as to what action is required.

The figure below details sample Test Call focus areas.

Relay complete message, professional demeanor
Clear and conversational voicing
Complete and verbatim typing
Correctly processing incoming call when no immediate response from inbound caller
ASL Gloss translation
Correctly processing incoming call when no immediate response from inbound caller
Follow customer instructions (made by direct request or Customer Profile)

Figure 28 – Sample Test Call Topics

Individual Surveys
Once training is complete, the CA's performance is regularly evaluated through individualized surveys at least twice a month. Supervisors use a Sprint CA Performance Survey while observing CAs process actual Relay calls. The Performance Survey is a comprehensive assessment tool designed to evaluate CA performance on over 40 aspects of Relay call processing. The Performance Survey addresses, among many aspects of quality Relay performance, appropriate grammar, spelling, voice clarity and articulation, typing speed and accuracy, TTY-ASL interpretation, etiquette, language and cultural understanding.

The CA Performance Survey provides a detailed perspective on individual performance and is used as a basis for feedback to the employee, to identify strengths and weaknesses, and for employment and compensation decisions. All CAs are required to meet expectations in all areas of the Performance Survey. If a CA does not meet a specific expectation, additional training and an opportunity for improvement are offered. CA's who do not satisfactorily improve in a reasonable time are subject to formal corrective action, up to, and including termination of employment.

See Appendix D for a copy of Sprint's CA performance survey for TRS and STS CAs.

Quarterly Independent Surveys
Each center's performance is evaluated quarterly through random surveys conducted by an independent, third-party. The auditors dial into relay centers using TTY devices or ASCII simulators using pre-approved scripts. Sprint CAs have no inside knowledge of either the script or when test calls will be placed. CAs are evaluated on eleven areas of performance.

Independent Benchmark Evaluations
Sprint and other TRS provider's performance is evaluated at least annually through random surveys conducted by an independent, third-party. The auditors dial into relay centers using TTY devices or ASCII simulators using pre-approved scripts. Sprint CAs have no inside knowledge of either the script or when test calls will be placed.

Annual Reviews
CAs meet with their supervisor or manager annually to review total CA performance. In addition, CAs are reviewed yearly on the Pledge of Confidentiality and are required to re-sign promises not to disclose the identity of any caller or any information learned during the course of relaying calls.

Honolulu Relay Center Results
The Honolulu Relay Center has produced some of the highest-rated quality results in the Sprint network since its inception in 2003, as evidenced in Figure 29 below. This table demonstrates compliance with key performance indicators during recent third-party independent evaluations of the Honolulu Relay Center during the fourth quarter of 2010.

SPRINT QUALITY TEST CALLS	
Honolulu Center Performnce	
Announcement	100%
Provide CA ID Number	100%
Confirmed user understood relay	100%
Typed Greeting Verbatim	94%
Voice Inflection	100%
Closed Call Appropriately	100%
Read Message Correctly	100%
Correct Spelling	99%
Typed without making typos	99%
Typed Message Verbatim	97%
Average Typing Speed	69.26 wpm

Figure 29 – Honolulu Relay Center Quality Results

CA Skills

Typing Speed and Accuracy

Sprint uses a five-minute oral-to-type test that simulates actual working conditions and the relay environment. This software ensures an accurate assessment of CA typing capabilities. It is important to note the following:

- Sprint requires each CA to demonstrate a 60 wpm with 95% accuracy every three months.
- Typing tests are selected each quarter and are not posted or distributed in advance.
- During this test, Sprint does not use technology-aided transmission to test the typing speed. The scores for each CA must be 60 wpm AFTER deductions for accuracy. (Many other providers do not deduct words per minute for errors).
- The test used to assess typing speed is the same test used to assess accuracy. The maximum allowable error rate allowed for internal testing is 5%.
- Sprint uses a five-minute oral-to-type test that simulates actual working conditions and the relay environment. This software ensures an accurate assessment of CA typing capabilities.

Sprint's stringent requirements for typing speed and accuracy have ensured that Sprint consistently outperforms other relay providers in independent evaluations. The following figure demonstrates the most recent 2010 test results (Appendix E - Quality Results).

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 30 – Relay Provider Independent Comparison

Grammar

CAs are evaluated in training and twice a month after training using Sprint's CA Performance Survey. The Performance Survey is a comprehensive assessment tool designed to evaluate CA performance on

44 aspects of Relay call processing. The Performance Survey addresses, among many aspects of quality Relay performance, appropriate grammar, spelling, voice clarity and articulation, typing speed and accuracy, TTY-ASL interpretation, etiquette, language and cultural understanding. A sample of this Performance Survey has been provided in Appendix D.

Spelling

Prospective CAs are required to pass a written spelling test with at least 90% accuracy prior to graduating training. A sample test is provided below.

SPELLING TEST

Name _____ **Date** _____

Circle the correct spelling.

1.	CAUGHING	COUGHING	COFFING
2.	ADEQUATELY	ADECUATELY	ADEQUATLY
3.	OPINON	OPINION	OPPINION
4.	AKWARD	AWKWARD	AUKWARD
5.	OBBSESIVE	OBSESSIVE	OBBSESSIVE
6.	TERMINATION	TERMENATION	TERMENASON
7.	RECOGNSHION	RECOGNITION	REGOGNITION
8.	TEMPRATURE	TEMPERTURE	TEMPERATURE
9.	NEWMONIA	PNUEMONIA	KNEWMONIA
10.	TECHNOLOGY	TECNOLOGY	TECHKNOWLEDGY
11.	TEMPORERY	TEMPORARY	TEMPORAIRY
12.	DISAPPEAR	DISSAPEAR	DISAPPEER
13.	SIGNIFICANT	SIGNIFIKANT	SIGNIFFICANT
14.	PECULER	PECULIAR	PECULIER
15.	APPOLIGIZE	APOLOGISE	APOLIGIZE
16.	DEPRESSIAN	DEPPRESION	DEPRESSION
17.	EQUIVELENT	EQUIVALENT	EQUIVALANT
18.	REFERRAL	REFFERAL	REFFERRAL
19.	INSUREANCE	INSURENCE	INSURANCE
20.	COMITTMENT	COMITMENT	COMMITMENT

In addition, CAs are evaluated in training and an ongoing basis (twice monthly) on core call processing skills including spelling skills as part of the CA Performance Survey. In addition, CAs are spot-checked for spelling proficiency during random checks performed by an independent third party.

RECENT INDEPENDENT EVALUATION OF SPRINT CAS LOCATED IN THE SPRINT NETWORK ACHIEVED AN AVERAGE SPELLING ACCURACY RATE OF OVER 98%.

Interpretation of ASL Gloss

CAs are provided initial training on accurately interpreting written American Sign Language (ASL), also referred to as ASL Gloss. Sprint Relay has management-level employees throughout its centers that possess extensive experience in the field of Deafness, or are native ASL users and/or certified Interpreters. Sprint Relay is committed to providing quality services to all customers regardless of their level of English skills. Sprint CAs are trained to translate the typed text of relay users whose primary language is ASL or whose written English language skills are limited to conversational English. ASL translation training is a component of Sprint's diversified culture training.

During the CA's initial training, he/she will be trained and evaluated on accurately reflecting the TTY user's intent and on the CA's role is in the relay process. Newly hired employees also receive training

in Deaf culture, ASL translation, and sensitivity to the needs of persons with Speech- disabilities by a qualified person who, if not Deaf or Hard-of-Hearing themselves, possesses extensive knowledge in this area.

Initial training role-plays are written to reflect ASL communication. CAs are tested on basic ASL skills prior to completing training.

If the CA does not demonstrate the ability to convert basic ASL to conversation English, the CA is not allowed to process live calls. The CA will receive additional training if needed. If the CA cannot grasp the concept of converting basic ASL to conversational English, the CA will be terminated.

Throughout employment, CAs continue to expand on their skills and improve their knowledge of ASL and Deaf Culture. It should be noted that if a TTY user instructs the CA to type or read verbatim, the CA will comply with the customer's request.

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.

As with all other areas of CA proficiency, this skill is continually monitored for quality assurance and any areas of deficiency are immediately addressed.

Diversified Culture Training

All Sprint employees, including Management participate in 20 hours of Diversified Culture training. Representatives from local Deaf organizations and/or Sprint staff with appropriate experience deliver this portion of training. Sprint Relay works closely with each Call Center's local Deaf community to identify knowledgeable presenters to assist with training. Sprint utilizes the following methodology in its Diversified Training Program to educate employees on the different needs of users:

- Videos
- Role-plays
- Group activities
- Discussion groups

Sprint's Diversified Training Program addresses disability issues related to:

- Sign Language
- Deaf Culture
- Hard-of-Hearing issues
- Speech-Disability issues
- Diversity
- Ethics
- Confidentiality

Throughout employment each CA continues to advance his or her knowledge of ASL and Deaf Culture. Daily processing of calls brings to the CA a better understanding of their role and the culture they are serving. Throughout on-going training CAs are exposed to additional Deaf Culture material in the form of training modules. These modules are an extension of the initial Deaf Culture training.

Supervisors and Operations Administrators who are knowledgeable of Deaf culture are available to support and assist CAs in translating ASL as needed.

Clear and Articulate Voice Communications

Sprint understands the importance of accurately portraying a written communication verbally with the same spirit and intention in order to achieve functional equivalence. Sprint stresses the basic components of voice quality including articulation, inflection and pacing. During all evaluations (initial hiring, training, monitoring) CAs are evaluated on voice communication.

Articulation and pronunciation

Sprint ensures that all CAs can be clearly understood with a neutral accent. Sprint CAs receive refresher training on the pronunciation of Hawai'i-specific cities and other proper names as needed.

Inflection

In order to accurately portray the full intent of the written message being communicated, Sprint CAs are trained to accurately assess the caller's mood, emotion and intent. CAs use voice inflection in a conversational manner which aids in conveying the spirit and meaning of the message without omitting the spirit entirely or over-dramatizing the message. Most people use voice inflection almost perfectly in day-to-day conversation, but when a novice enters into a relay situation voice natural inflection is difficult to achieve if not properly trained and monitored.

INDEPENDENT AUDITORS FOUND THAT 100% OF ALL OBSERVED CALLS PROCESSED BY THE HAWAII CALL CENTER INCLUDED CORRECT VOICE INFLECTION (FOURTH QUARTER OF 2010).

Pacing

The average American speaks 150-160 words per minute. However, most TTY users do not type at this advanced speed. During training, CAs are taught techniques to handle unexpected pauses or slow typing. In a face-to-face conversation, a person nods or uses eye contact to show attention. Hearing callers on the phone cannot see these cues, so CAs are trained to take advantage of transitional phrase words typed by the TTY user such as "and", "well" or "but" to fill pauses and add a conversational tone.

Sign Language Requirements and Assessment

Sprint CAs must be able to translate typed messages of Relay users whose primary language may be ASL or whose written English language skills are limited to conversational English. Sign Language Translation training is a part of Sprint's Diversified Culture training component.

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. Sprint uses a workbook, created by a Deaf instructor, to train CAs in the translation of ASL and incomplete English to conversational English.

In addition, all role-play/scripts are "written in ASL" and CAs must translate these role-play/scripts from ASL to conversational English. This skill is evaluated and tested throughout training. Upon completion of initial training, CAs continue to be evaluated on ASL to English translation through individualized monthly surveys. Please see Appendix D, CA Performance Survey.

All Sprint employees, including management, participate in Diversity Culture training during the initial training period. Representatives from local Deaf organizations and/or Sprint staff (with appropriate experience) deliver this portion of the training. Sprint works closely with the local Deaf community to identify knowledgeable presenters to assist with training. Sprint utilizes videos, role-plays, group activities and discussion groups to educate employees on the needs of users including: disability issues, ASL, Deaf Culture, issues affecting Hard-of-Hearing users, diversity issues, ethics and confidentiality.

Qualified Interpreters

While other TRS and CapTel providers have discontinued offering VRS or are limiting their involvement in the development of VRS products and services, Sprint remains firmly committed to VRS and the quality of the services provided.

Video Interpreter capacity and quality are two of the most fundamental components of Video Relay Service and can have extreme impact on the customer experience. Sprint takes pride in ensuring that all VI applicants are carefully screened and only VIs who are qualified and can interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary are hired by Sprint's subcontractor. All Sprint VIs are proficient in ASL, Signed English, and PSE, both receptive and expressive and oral interpreting. Sprint VIs adhere to the "Code of Ethics" developed and supported by the Registry of Interpreters for the Deaf, Inc. (RID) along with representation from the Deaf Community and those who are nationally certified or have an equivalent state certification.

Interpreter quality is an area in which the Sprint is committed and Sprint's subcontractor works very hard to recruit and train the highest quality interpreters in the industry with many of the interpreters having over ten years of experience in a wide variety of interpreting situations. Sprint prides itself as being the Employer of Choice in the interpreter community. In addition to Interpreter quality and experience, Sprint continues to build one of the largest pools of quality interpreters to ensure our overall capacity continues to meet our customer demand.

Sprint VRS ensures that all Video Interpreters possess the following skills prior to handling Sprint VRS calls:

- Have a national or state certification at or above NAD level 4, RID CI/CT or NIC in interpreting of American Sign Language
- Have at least 3 to5 years of experience in community interpreting
- Possess the skill to conduct video interpretation sessions with a wide range of individuals
- Shall be certified by the Registry of Interpreters for the Deaf (RID), National Association of the Deaf (NAD) level III or above, or State equivalent certified interpreters.
- Be conversant with the use of desktop video computing units
- Possess a working knowledge of the type of the video equipment being utilized
- Be a high school graduate or equivalent
- Have a good command of English grammar and composition
- Possess clear and articulate voice communications
- Be familiar with Speech and disability cultures, languages, and etiquette
- Possess the ability to work under pressure
- Be capable of working in a multi-tasked environment
- Have the skill to conduct telephone conversations with a wide range of individuals
- Be a citizen of the U.S. or an alien who has been lawfully admitted for permanent residence as evidenced by the INS Permanent Resident Card (INS Form I-551)
- Successfully completed training to include Deaf culture, American Sign Language, sensitivity to the capabilities and needs of people with Speech impairments, the VI's role in the relay process, and training in interpersonal skills to handle difficult or stressful conversations.
- Beginning college level skills in English grammar and diction.

Sprint VRS meets all FCC regulations including employing qualified VRS interpreters. Sprint Video Relay Service (VRS) provides qualified Interpreters with proficient expressive and receptive skills in American Sign Language (ASL) and other manually coded English sign language systems to process

VRS calls. Sprint Video Interpreters (VIs) are proficient in ASL, and Signed English, both in receptive and expressive modes.

Sprint VIs adhere to the "Code of Ethics" developed and supported by the Registry of Interpreters for the Deaf, Inc. (RID) along with representation from the Deaf Community and those who are nationally certified or have an equivalent state certification. In rare instances, some VIs may process calls prior to receiving certification if they pass stringent internal evaluations and are given up to a year to acquire certification.

2.6.2 Confidentiality and Conversation Content

Except as authorized by section 705 of the Communications Act, 47 U.S.C. § 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even to do so would be inconsistent with state of local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he/she wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls. CAs are prohibited from intentionally altering a relayed conversion and, to the extent that it is not inconsistent with federal, state, or local law regarding use of telephone company facilities for illegal purposes, must relay all conversations verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call. An STS CA may facilitate the call of STS users with a speech disability so long as the CA does not interfere with the independence of the users, the user maintains control of the conversation, and the user does not object. Appropriate measures must be taken by the Selected Service Provider to ensure that confidentiality of VRS users is maintained. Notwithstanding the foregoing, the Selected Service Provider and its CAs must comply with any and all applicable laws, rules and regulations.

Sprint has read, understands and will comply.

Sprint has two policies in place to protect Relay user's confidentiality: 'Sprint Relay Center's Agreement Regarding Confidential Customer Information' and Sprint's 'Principles of Business Conduct'. Please see Appendix F for the Sprint Relay Center's agreement regarding confidential information.

Both policies establish high standards for ethical behavior and employees are subject to disciplinary action, including termination of employment for violating ethical standards.

Sprint's confidentiality expectations are strictly enforced and employees are expected to comply with this policy during and after their period of employment. Sprint strictly enforces confidentiality policies in the Center, which include the following:

- No one is permitted to watch or listen to actual calls except CAs and Supervisory staff for the purpose of relaying, assisting, in-call CA replacement, or monitoring the call for training purposes.
- In cases of live call monitoring, all confidentiality guidelines will be strictly adhered to.
- CAs will not discuss, even among themselves or their Supervisors, any names of specifics of any Relay call, except as necessary in instances of resolving complaints, billing information, or emergencies.
- Sprint CAs will not counsel, advise, interject personal opinions or provide additional information during a call, even if the Relay communication breaks down.

- CAs will not make value judgments on the content of any Relay communication, nor will they hold personal conversations with anyone calling Relay Hawai'i. When prompted, the CA may extend a polite or concise response such as "thank you", if a Relay user comments on a job well done.
- Sprint does not maintain or disclose any content of any relayed conversation.
- No written or taped information regarding the call is kept once the call is released from the CA position. After the call has been terminated, the billing information is transferred to billing files and is no longer accessible except, for billing purposes.
- After the inbound party disconnects, CAs lose the ability to view or access any information pertaining to that call.
- All employees attend annual confidentiality meetings wherein the confidentiality agreement is reviewed and re-signed.

Confidentiality Training

- Prospective CAs are screened during the interview process on issues regarding ethics and confidentiality.
- During initial training, CAs are presented with examples of potential breaches of confidentiality.
- During initial training, CAs are presented with examples of potential breaches of confidentiality.
- During initial training, all CAs work through various scenarios that help them handle emotional calls and they are taught how to discuss their concerns without revealing confidential customer information or the details of call content.
- As part of training, CAs role-play various scenarios which demonstrate the correct way to ask for assistance from a Supervisor without divulging call specifics.
- During training and throughout employment, it is stressed that CAs are prohibited from discussing calls with one another. It is understood that failure to respect confidentiality will result in termination.

Confidentiality requirements are critical to all of Sprint's service and TRS, STS, CapTel, RCC, and VRS CAs are all required to adhere to the strictest of confidentiality standards.

RCC

Sprint RCC Captioners, staff, management, and supervision teams operate under FCC, Sprint Relay, and Caption Colorado standards to maintain confidentiality. Unless compelled under lawful order, no customer information or data obtained in the provision of the service will be sold, distributed, shared, or revealed in any way.

CapTel

CapTel CAs, staff, management and supervision teams operate under FCC, Sprint Relay and CTI standards to maintain confidentiality. CTI does not maintain any records of conversation content and keeps the existence and content of all calls confidential.

Video Relay Service

Sprint VIs adhere to the "Code of Ethics" developed and supported by the Registry of Interpreters for the Deaf, Inc. (RID) along with representation from the Deaf Community and those who are nationally certified or have an equivalent State certification.

Emergencies

In the event of an emergency, the CA will render the necessary assistance to complete the customer's call. The CA types to the TTY user, or verbalizes to the non-TTY user, exactly what is said or transmitted when the call is first answered and at all times during the conversation. This includes background information, which is typed to the TTY user in parenthesis.

Building Security

Every Sprint TRS Center is professionally designed to ensure complete confidentiality. Sprint believes that measures to ensure confidentiality are crucial to the success of TRS operations and has implemented procedural and environmental measures to safeguard customer and call information, which includes the following:

- All Sprint Relay Centers have security key access.
- Visitors are not allowed in CA work areas.
- CA workstations are located away from windows which could compromise the work areas.
- All CA workstations are located in a secured work area only accessible by key-card access.
- CA workstations are in set in cubicles that are bordered by high sound-absorption acoustic tiles and CAs wear special noise reducing headsets.
- Cubicles are arranged in a way to minimize the potential for cross talk.

Speech-to-Speech

CAs will facilitate Speech-to-Speech calls when necessary and with the user's permission STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls. The CA does so without interfering with the independence of the user. Speech-to-Speech users maintain control of the conversation at all times.

Sprint is committed to providing a pleasant and ergonomic work environment for STS CA, while supporting confidentiality and preventing noise interference.

- STS CAs also wear special noise reducing headsets
- High absorption acoustic tile borders make up three sides of the STS CA cubicle to protect confidentiality of the Relay conversation.
- An effort has been made to configure the placement of cubicles to minimize the number of cubicles that are side-by-side. This configuration reduces noise interference and supports a quiet, confidential environment for STS operators.

Adherence to Confidentiality Policies

All suspected or reported incidents of violation will be thoroughly investigated and, if verified, employment will be immediately terminated. Sprint's procedures for investigating allegations of confidentiality breaches are as follows:

- A report of breach of confidentiality is received by Management.
- The allegation is investigated by Management with guidance from Human Resources.
- If a breach of confidentiality is verified, termination of employment is prescribed for the first offence.
- Employee access to relay facilities and systems is immediately ended.

2.6.3 Types of Calls.

Consistent with the obligations of telecommunication carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing Relay services.

The Selected Service Provider shall be capable of handling any type of call normally provided by telecommunication carriers and the burden of proving the infeasibility of handling any type of call will be placed on it. The Selected Service Provider is permitted to decline to complete a call because credit authorization is denied.

Sprint has read, understands and will comply.

Sprint CAs will not refuse single or sequential calls or limit the length of Relay calls. Relay Hawai'i users will retain full control of the duration and number of calls placed anytime through Relay.

Sprint's sophisticated technology leaves the control of the call with the customer. The CA allows ten rings, and then gives the customer the ability to decide if they would like to continue to let the phone ring or place another call. Sprint CAs will continue to follow user preferences if alternate requests are made. If requested by the caller, the CA will make unlimited attempts on busy calls.

Sprint continuously works to provide greater functional equivalency for Relay users. Following are descriptions of several enhanced service offerings currently available through Sprint Relay Service at no additional cost to the user than to those accessing these features through his/her local phone service.

- Direct dialed calls
- Third-party billing
- Calls made from hotels, motels, hospitals, etc.
- Collect calling
- Person-to-Person calling
- CA assisted calls (live or mechanized)
- Coin-sent-paid calls
- Credit card calling Directory Assistance calls

2.6.4 Handling of Emergency Ca1ls.

The Selected Service Provider must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to the appropriate PSAP. An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner. In addition, a CA must pass along the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services.

Sprint has read, understands and will comply.

Sprint has an automated and direct solution for 911 calling though TRS. The handling of 911-traffic is a significant differentiator between TRS vendors. Sprint's solution limits human error by providing "hot key" automatic functionality.

Relay Hawai'i users will still be encouraged to dial 911 as their primary means of contacting Emergency Services. However, if a Relay user makes an emergency call through Relay, the Sprint CA will make every effort to correctly route the call to an appropriate PSAP based on the network and user-provided information.

Sprint meets the requirements of processing emergency calls by immediately routing 911 calls to an appropriate Public Service Answering Point (PSAP) that the caller would have reached by dialing 911 directly, or a PSAP that is capable of dispatching emergency services in an expeditious manner.

Sprint Relay considers an emergency call to be one in which the user of the Relay Service indicates they need the police, fire department, paramedics or ambulance. Sprint utilizes a standard E911 database that serves all of the United States and has uniform procedures, as noted below, which are followed at every Sprint Relay Center.

- The CA, when told by a TTY/ASCII user (non-voice) that an emergency exists, will hit a hot key.
- The CA terminal will post a query containing the caller's ANI to the E911 database.
- With one CA keystroke, Sprint's intelligent CA application utilizes the NPA/NXX information of the inbound caller to immediately cross-reference this information to a national database containing the ten-digit emergency number for every PSAP Center in Hawai'i.
- The E911 database currently responds with the telephone number of an appropriate PSAP.
- Within seconds, this number is entered in the dial window and the call is then immediately initiated.
- The system automatically dials the PSAP number and passes the caller's ANI to the E911 Service Center.
- The CA will remain on the line and will verbally pass the caller's ANI to the E911 Service Center Operator.
- As required by the FCC, CAs will remain on the line and give the Emergency Service Provider the caller's telephone number, even if the caller is no longer on the line.

It is Sprint's opinion that in some emergencies, valuable time could be lost if the TTY call were to be transferred to the PSAP, and the results could be life threatening. Therefore, Sprint will allow direct TTY-to-TTY communication in the following scenarios, if allowed by the FCC:

- At the request of the caller
- At the request of the PSAP Operator or PSAP Supervisor

The CA will remain connected and relay the call, if:

- The PSAP is not capable of receiving and conversing directly with the caller in the modality of the caller (i.e. if the caller is using a communication modality other than TTY, (i.e., VCO, HCO, STS, ASCII, VRS, or Internet Relay)
- The CA is having technical trouble transferring the call to the PSAP (i.e., the caller is disconnected from the PSAP; the PSAP cannot establish a TTY connection, etc.)

For tracking purposes, all emergencies are documented at the time of the call.

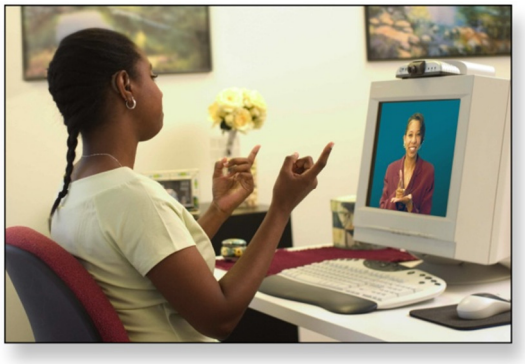
2.6.5 In-Call Replacement of CAs.

CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of ten (10) minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen (15) minutes.

Sprint has read, understands and will comply.

Sprint exceeds all FCC minimum requirements regarding transitioning of Communication Assistants (CAs). As a matter of practice at Sprint, calls are not taken-over unless it is absolutely necessary to do so. The situations in which a CA would transition during a call prior to the FCC minimum standard include:

- The customer requests a CA or VI of the opposite gender,
- End user verbal abuse or obscenity towards the CA or VI,
- Call requires a specialist (STS, Spanish, etc),
- CA or VI Illness,
- At the request of the customer for any reason, and/or
- CA or VI becomes aware of a conflict of interest such as identifying callers as friends or family.



Sprint VRS customer and VI

In addition, there are situations which may require a CA to transition the call to a different CA, which is only approved after the CA has remained on the call longer than the FCC minimum standard of ten or fifteen minutes. These include:

- Shift change, and/or
- CA fatigue normally as a result of a call in progress more than 30 minutes with difficult call content or speed or 60 minutes or more of an average call.

If transition of CAs is unavoidable, the change occurs with minimal disruption to either relay participant including the following.

- Sprint attempts to honor any requests for a specific gender during call transitions.
- The second CA observes the call long enough to learn the spirit of the call as well as reviewing any customer call handling preferences provided during the call and as a part of the Customer Profile.

During initial training, trainees are required to practice this procedure. In addition, a training video is shown that clearly demonstrates this procedure, and trains CAs to ensure the transition is handled as smoothly as possible.

2.6.6 CA Gender Preferences.

The Selected Service Provider must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.

Sprint has read, understands and will comply.

Sprint makes it easy for a Relay Hawai'i user to request a preference of CA gender. Preferences can be made through registration using the Customer Database Profile or any time directly with the CA.

Sprint makes every effort to satisfy this request and to maintain the same gender throughout the call and during transfers.

2.6.7 STS Called Numbers.

Relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers that the STS user calls. When the STS user requests one of these names, the CA must repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.

Sprint has read, understands and will comply.

Sprint offers STS users the option of maintaining a list of names and telephone numbers that the STS user frequently calls in their Customer Profile. When the STS user requests to dial one of these names, the CA will repeat back to the caller the name and the telephone number to ensure CA accuracy. It is understood that all customer database information will be transferred to any new STS Provider. Frequently Dialed Numbers, also referred to as Speed Dial, allow Relay Hawai'i users to store up to 30 frequently called telephone numbers in their Customer Profile.

UNLIKE SOME RELAY PROVIDERS, SPRINT DOES NOT LIMIT THE NUMBER OF SPEED DIAL ENTRIES TO TEN.

In addition to names and telephone numbers, Sprint offers many additional STS calling enhancements to ensure STS users which are not currently available for Relay Hawai'i STS users.

Specialized Features for STS Users

STS Message Retention: As a part of STS call processing, the STS user may dictate the first message to be read to the called party. This feature, originally developed for California, allows the STS user to request that this initial message be retained in the Relay system for up to 24 hours. This is especially helpful if the STS user tries to place a call to a busy line after giving the STS CA a message to read.

Sprint STS CAs retain information from one inbound call for use in a subsequent outbound call with the caller's permission. Such information will only be retained for the duration of the inbound call. CAs may use the TRS system designed electronic scratchpad feature to aid the CA during the processing of a call.

In addition, Sprint offers the new STS Message Retention feature. This allows the STS users to dictate a short message prior to the CA dialing the call. If requested, the STS CA can retain this message in the user's Customer Profile for up to 24 hours. This is especially helpful when the line is busy and prevents the STS user from having to repeat the information on a call in the next few minutes.

Once the inbound party disconnects, CAs lose the ability to view or access any information pertaining to that call including any messages stored in the Customer Profile. No written or taped information regarding the call is kept once the call is released from the CA positions except for billing purposes or at the customer's request.

Speech-to-Speech (STS) Contact Information: Communicating telephone numbers may be difficult for some STS users. This feature allows STS users to simply advise friends, family and others to dial 7-1-1 to reach them. Once connected, the person can simply provide the STS user's name to the CA. The STS CA will use the STS user's profile

information provided for this purpose to connect to the STS user based on the registered STS user's hours and days of availability. In this manner the inbound caller can be connected with the STS user at their location.

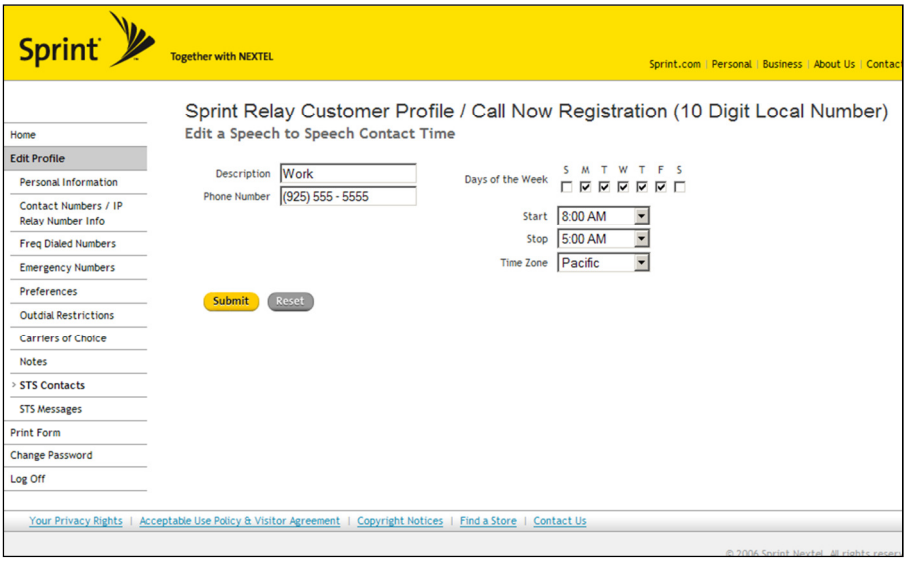


Figure 31 - Sample STS registration of Contact Information

EXCLUSIVE

STS Email Call Set Up: Sprint launched a STS enhancement for its customers in New Zealand and anticipates bringing this enhancement to the United States during 2011. Providing information to the STS CA prior to the call can be very beneficial and time-saving for STS users. With this new feature STS customers can send an email to Relay Hawai'i STS before making their call. This email can be sent two hours to 24 hours before the call and can include information such as:

- The number they wish to call.
- Who they want to speak to.
- Any special instructions.
- Details of the subject of the call, or anything that makes it easier for them to use the service.

These pre-call setup instructions can make the STS customer feel more comfortable as well as give greater context for the STS CA. After sending the email, the STS customer can call anytime from 2 hours minutes to 24 hours to complete the STS call. After connecting to the relay service, the STS Customer simply informs the CA a pre-call setup email was sent and the caller will give their username to the CA. The STS CA accesses and reviews the emailed information and then processes the call according to the instructions provided.

STS Email Rules

- When the CA places the call the STS customer must also be on the call. STS callers may not request that the CA complete telephone calls for the caller when the caller is not on the line.
- Sprint cannot accommodate requests for a specific CA
- STS Email is not a reservation service; callers may not book a time for call. All calls are answered on a first-come first served basis.
- STS Email is not a message service. While callers may include the message they wish to leave on a voice mail or answering machine in the pre-call setup email, the caller must be online with Relay Hawai'i when the call is completed.
- When the call is completed, all pre-call set up instructions will be deleted.
- If a customer does not complete the call within the 24 hour period the pre-call set up instructions are deleted.

Sprint will pass customer profile information to any new provider as required if necessary.

2.7 Technical Standards

2.7.1 ASCII and Baudot.

The Selected Service Provider shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.

Sprint has read, understands and will comply.

Each Sprint relay operator position is capable of receiving and transmitting in Voice, Baudot (45.5 and 50), TurboCode, Enhanced TurboCode (E-Turbo) and all ASCII rates generally in use.

IN 2008 INDEPENDENT EVALUATIONS, SPRINT RELAY CONNECTED USING ASCII 100% OF THE TIME WHILE HAMILTON EXPERIENCED SPORADIC TECHNICAL ISSUES AND PERIODS DURING WHICH NO CONNECTION WAS AVAILABLE USING ASCII.

Turbocode

Sprint was one of the first TRS providers to enhance its TRS platform by including Turbocode as an alternate protocol for sending and receiving Relay conversations. Through Turbocode technology, Relay Hawai'i users are able to increase Baudot transmissions speed up to 110 words-per-minute. Turbocode also allows Relay callers the capability to interrupt during transmission.

Enhanced Turbocode

EXCLUSIVE

Sprint offers the additional value of Enhanced Turbocode. This technology is an alternate protocol for sending and receiving relay conversations and includes time-saving features.

SPRINT IS THE ONLY RELAY TECHNOLOGY PROVIDER TO ENHANCE ITS RELAY PLATFORM BY IMPLEMENTING ULTRATEC'S ENHANCED TURBOCODE AND DIAL-THROUGH TECHNOLOGY.

TTYs that include E-Turbo allow people to program in their relay preferences, such as whether they are VCO users, whether they'd like a male or female relay operator, and what long distance carrier they'd prefer to use. Each time a relay call is placed, these details are automatically passed on from the

E-Turbo TTY to Sprint's Relay Service, thereby eliminating the need to "set up" the call with the relay operator.

For example: in current relay calls, the TTY user first dials the relay telephone number, then gives the relay operator details about the call, such as what number to dial, which long distance carrier to use, whether to explain relay to the other party, or whether to use VCO or not. By contrast, relay users whose TTYs include E-Turbo merely push a "relay" button, then dial the number of the person they are calling directly. Their E-Turbo equipped TTY handles the details of connecting to the relay service and automatically passes on the caller's preferences (such as long distance carrier of choice, VCO preference, etc.). Because this exchange is done automatically "behind the scenes," the TTY caller does not have to interact with the relay operator. This brings the relay experience much closer to "functional equivalence" with traditional voice calls.

Relay Calls WITH E-Turbo	Relay Calls WITHOUT E-Turbo
You press the "relay" key on your TTY and then dial the number you want to call.	You first dial the relay telephone number.
The TTY automatically connects to the relay service, and passes on your caller preferences to the relay operator.	You give the relay operator the number to dial.
Your call is connected.	You give the relay operator details of the call setup, such as which long distance carrier to use or whether to use VCO or not.
	The relay operator sets up your call preferences, then dials the number for you
	Your call is connected

Figure 32 – Comparison of E-Turbo versus calls without E-Turbo

Benefits of E-Turbo

There are many benefits for E-Turbo users – regardless of their preferred communication method.

- Allows TTY, VCO, HCO, and DBS users to dial the phone number of the person they are calling directly, instead of first dialing the relay service
- Eliminates the need for interaction between the relay operator and the Relay Hawai'i caller at the start of the call
- Automatically sets up relay calls to the Relay Hawai'i user's individual wishes
- Eliminates the need for the user to register a customer profile with Relay provider(s)
- Makes relay calls faster / more efficient by automatically handling the details
- Brings relay calls closer to "functional equivalence" with traditional voice calls

Ultratec TTYs with E-Turbo capabilities

All of the Ultratec TTYs manufactured and distributed since the late 1990s contain E-Turbo capabilities including the following:

- All new Superprint Pro80 models (manufactured after May 2002), including:
  - Superprint Pro80
  - Superprint Pro80 with ASCII
  - Superprint Pro80 Gold
  - Superprint Pro80 Gold with ASCII
  - Superprint Pro80 LVD

- Superprint Pro80 LVD with ASCII
- All new Superprint 4425 models (manufactured after Oct. 2002), including:
  - Superprint 4425
  - Superprint 4425 with ASCII
  - Superprint 4425 LVD with ASCII
- All new Supercom 4400 models (manufactured after Dec. 2002), including:
  - Supercom 4400
  - Supercom 4400 with ASCII

Customer Preferences

Enhanced Turbocode offers many options for customers to optimize their calling experience. Callers can indicate the following preferences when using E-Turbo. (Note these preferences are controlled by the user and transmitted to the relay operator each time the caller calls in. No records of customer's preferences are maintained at the Relay center).

- Automatic Voice Carry Over (VCO)
- Automatic 2-line VCO
- Preference for male or female relay operator
- Indicate if you are a Braille user
- Braille users can control the speed of display transmitted by the relay operator
- Do not explain relay to the hearing party
- Do not type recordings
- Do not announce relay
- Automatic Hearing Carry Over (HCO)
- Long Distance Carrier of Choice
- Language Preference — English or Spanish
- Request do not "dial through" in order to provide other instructions to the relay operator

THESE FEATURES ARE AVAILABLE AS PART OF SPRINT'S STANDARD FEATURES OFFERING AT NO ADDITIONAL COST.

2.7.2 Speed of Answer.

The Selected Service Provider shall include adequate staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network. The Selected Service Provider shall, except during network failure, answer 85% of all calls within ten (10) seconds by any method which results in the caller's call immediately being placed, not put in queue or on hold. The ten (10) seconds begins at the time the call is delivered to the TRS center's network. The call is considered delivered when the Relay center's equipment accepts the call from the local exchange carrier and the public switched network actually delivers the call to the TRS center. Abandoned calls shall be included in the speed-of-answer calculation. The Selected Service Provider's compliance with this rule shall be measured on a daily basis. The system shall be designed to a P.01 standard.

Sprint has read, understands and will comply.

Sprint has a long and successful history of providing TRS. Sprint's Traffic Management Control Center (TMCC) and Service Assurance Monitoring Center (SAMC) are staffed with professionals who understand call processing, call volumes, distribution patterns, contract requirements and call routing,

thus ensuring exemplary service. Historically, Sprint has exceeded customers' expectations by providing service levels unequaled in the industry.

Sprint has the proven capability to effectively manage a human resource pool that provides unsurpassed quality and efficiencies. Sprint has gained invaluable experience in sizing its Relay Operations to accommodate contract requirements and Relay traffic, while maintaining an excellent standard of service.

Sprint will continue to meet the requirement of answering 85% of all calls within 10 seconds on a daily basis by a live CA. (Abandoned calls are included in this 85/10 Service Level calculation.) Please review Figure 33 below that demonstrates superior service levels achieved for Hawai'i during the current contract.

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 33 - Sprint Relay Speed of Answer (Service Level)

Sprint begins measuring speed-of-answer at the time the call hits the Relay switch. Calls are answered by a live CA and will not be placed in a queue or on hold after reaching the Relay switch.

Sprint's equation for determining ASA and Service Levels has the numerator representing the total number of calls that are answered in 10 seconds or less. The denominator is the total number of calls reaching the switch, minus abandons of less then 10-seconds. Calls which are abandoned after ten seconds are included in the denominator.

$$\text{Service Level} = \frac{\text{the total number of calls answered in 10 seconds or less}}{\text{(total number of calls - abandons less than 10 seconds)}}$$

Grade of Service

The Honolulu Relay Center and all Sprint Centers that serve Hawai'i will continue to be provided with sufficient facilities to provide a Grade of Service (GOS) of P.01 or better for calls entering the Hawai'i Call Center switch equipment. Inbound calls that may be blocked within the Public Switched Telephone Network (PSTN) will receive a voice recording stating that all circuits are busy and to try the call again within a few minutes. Abandoned calls are included in the speed-of-answer calculation and the call attempt rates and the rates of calls blocked between the Carrier and the Relay Center will be made available to Relay Administrators and Relay Centers upon request.

Performance of inbound traffic on each toll-free number where it enters the Sprint Network is measured continuously and reported both daily and monthly. These measurements, which include traffic volume and blockage data, are compiled into a monthly report available to the State. In addition, dedicated trunk facilities which route calls from the terminating network switch to the Automatic Call Distributor (ACD) at the serving Relay Center are monitored daily for compliance with blockage limitations. This data is monitored for both short and long-term trends to ensure the most cost-effective use of resources.

2.7.3 Equal Access to Interexchange Carriers.

TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.

Sprint has read, understands and will comply.

Sprint will continue to offer Relay Hawai'i users the ability to have their intrastate, interstate and international calls carried by any Interexchange Carrier who has agreed to participate in the Sprint Carrier-of-Choice (COC) program. When a Relay Hawai'i user indicates their COC preference, the CA will verify that the requested Carrier is a COC participant. If so, the call will be routed accordingly. Relay Hawai'i users will continue to be able to use any billing method made available by the requested Carrier including collect, third-party, calling and prepaid cards. Relay Hawai'i users will continue to have access to their chosen Interexchange Carrier; through the Sprint TRS, and other CA services, to the same extent that such access is provided to Voice users.

Based on information currently available, Sprint has the most comprehensive list of COC participants in the TRS industry. Current participating members of Sprint's Carrier-of-Choice program are:

SPRINT	VERIZON LD
AT&T	WILTEL
MCI WORLDCOM	WORKING ASSETS
ALLTEL	WORLDCOM
GLOBAL CROSSINGS	10-10-321 TELECOM USA
LIGHTYEAR	10-10-432 QWEST
MCLEOD USA	10-10-502 WORLDXCHANGE
NETLOJIX	10-10-636 CLEAR CHOICE
OPEX LD	10-10-752 EXCEL
SBC LONG DISTANCE	10-10-811 VARTEC
MCI/WORLDCOM	10-10-834 WORLDXCHANGE
NETOJIX	10-10-987
OPEX LD	SBC LONG DISTANCE

Figure 34 – Relay Hawai'i Carrier of Choice Participants

When the requested Carrier is not a COC participant, Sprint TRS has an established procedure to notify the Carrier, verbally and in writing, of its obligation to provide access to TRS users, encouraging their participation.

2.7.4 TRS Facilities

The Selected Service provider shall operate every day, 24 hours a day. The Selected Service Provider shall have redundancy features functionally equivalent to the equipment in voice telephone network central offices, including uninterruptible power for emergency use. The Selected Service Provider shall transmit conversations between TTY and voice callers in real time. Adequate network facilities shall be used in conjunction with TRS so that under projected calling volumes the probability of a busy response due to loop trunk congestion shall be

functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

Sprint has read, understands and will comply.

Sprint provides an FCC compliant TRS 24-hours-a-day, 7-days-a-week for standard Voice, Text Telephone (TTY), CapTel, Wireless, or Personal Computer (PC) users to place local, intrastate, interstate, and international calls. All Sprint TRS calls are transmitted in real-time.

With Sprint as the Hawai'i TRS provider, the Commission is assured that Relay Hawai'i users not only have the largest and most secure TRS network in the industry, they have access to Sprint's long distance and extensive cellular networks.

Blockage

Sprint offers Relay Hawai'i users the advantages of a superior digital fiber network unsurpassed in the industry. Through use of leading switch technology and SONET network survivability techniques, Sprint's network ensures a very low level of call interruption or blockage.

The probability of a busy response due to CA unavailability will be functionally equivalent to that which a Voice caller would experience in attempting to reach a party through the voice telephone network.

Inbound calls that may be blocked within the Public Switched Telephone Network (PSTN) will receive a voice recording stating that all circuits are busy and to try the call again within a few minutes.

Sprint's Relay system ensures that an excess of 99.99 percent of all calls reach the Relay Center and are answered or receive a ringing signal. While most Relay providers only report blockage from a Center level, Sprint is able to report blockage once the call reaches the Sprint network until it is accepted at the Relay Center.

Uninterrupted Power Supply (UPS)

Sprint utilizes both an Uninterrupted Power Supply (UPS) and backup power generator to ensure that all Sprint Relay Centers have uninterrupted power even in the event of a power outage. UPS is used only long enough for the backup power generator to come on line – a matter of minutes. Backup power generators are supplied with sufficient fuel to maintain operations for at least 24 hours. Generators can stay in service for longer periods of time, as fuel availability permits.

In the event of a power outage, the UPS and backup power generator ensures seamless power transition until normal power is restored. While this transition is in progress, power to all basic equipment and facilities essential to the Center's operation is maintained. This includes:

- Relay Switch system and peripherals
- Switch room environmentals
- CA positions (consoles/terminals and emergency lights)
- Emergency lights (self-contained batteries)
- System alarms
- CDR recording

As a safety precaution, in the event of fire during a power failure, the fire suppression system is not electric powered. Once the back-up generator is on line, stable power is established and maintained to all TRS system equipment and facility environmental control units until commercial power is restored.

Sprint's Investment in the TRS Platform

A key differentiator in Sprint's proposal is the advanced technology available through Sprint TRS' third-generation platform which was completed in 2008. Sprint's proprietary TRS platform features the latest in telecommunications technology. The new technology provides significant reliability, redundancy and CA automation and demonstrates Sprint's continued commitment to the TRS industry.

Sprint's $12 million dollar upgraded TRS and IP platform was a complete replacement of the previous platform. Sprint's upgrade included all areas of the platform, including the following.

- TRS Platform (Switch, Databases, Monitor)
- Call Management System (CMS)
- CA Software

TRS Platform

Sprint's third generation relay platform makes use of an Avaya S87XX switch with Media Gateways to ensure the highest reliability and availability.

Please see the following figure for an overview of Sprint's relay architecture and platform:

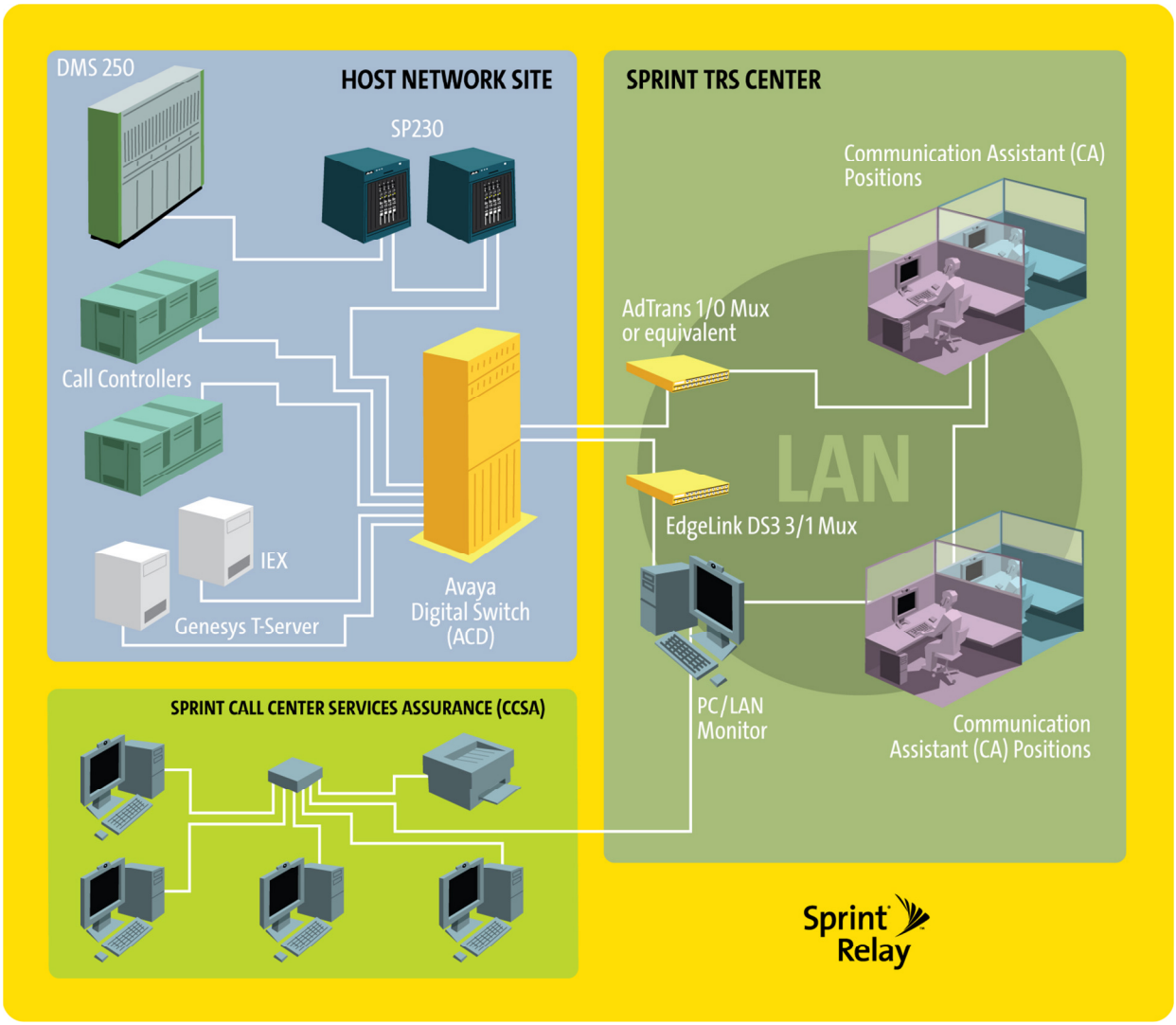


Figure 35 - Sprint's Third Generation Platform

Features and Benefits of the Sprint Platform can be viewed in the Figure 36.

Sprint TRS Platform	
Platform Description	
♦ Modular Architecture	♦ Customized for TRS
♦ Full redundancy	♦ Inventory of spare critical components readily available
Avaya S87XX Switch with Media Servers	
♦ Programmable	♦ "Hot standby" capability
♦ Non-blocking	♦ High speed
♦ Software based	♦ Automated switch alarming
♦ Automatic failover	
Telephony Signaling Supported	
♦ T1, E1, ISDN	♦ Supports SS7 signaling
♦ SS7 signaling	♦ Supports Automatic Number Identification (ANI)
♦ Supports Originating Line Screening (OLS)	♦ Supports Calling Party Number (CPN)
♦ Supports blocking information for inbound calls	
Protocols Supported	

Sprint TRS Platform	
◆ Baudot 45.5 (Domestic TTYs)	◆ Baudot 50.0 (European TTYs)
◆ ASCII speeds generally in use	◆ Voice
◆ Turbocode	◆ Enhanced Turbocode (Exclusive)
Alarming	
◆ Automated position to server alarming	◆ Platform alarms monitored 24/7
Databases	
◆ The database server utilizes the 64-bit SPARC V9 RISC architecture, which supports a 43-bit physical address space.	◆ The database server is an Oracle database, which is the industry standard for mission critical applications.

Figure 36 - Sprint Platform Feature and Benefits

Communication Assistant Stations

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

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 providers who require their CAs to process calls manually.

Below is a sample 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 the 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.

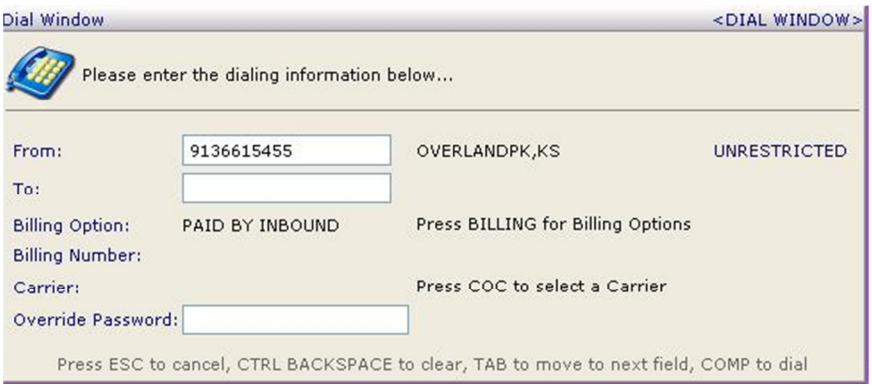


Figure 37 outlines the sophisticated hardware and software used by Sprint CAs.

Sprint's Communication Assistant Hardware and Software	
CA Position	
◆ Standardized hardware	◆ LCD Flat screen monitors
◆ Noise cancelling headphones	
CA Software (Phoenix)	
◆ Braille Accessible	◆ Error Correction Capability
◆ Scratchpad	◆ Call-transfer ability
◆ Remote call monitoring ability	◆ Windows Based
Phoenix System Navigation	
◆ Mouse and/or hot-key driven	◆ Drop down menus
◆ Copy and Paste Functionality	◆ Lists
◆ Radio Buttons	◆ Scroll bars and sliders
◆ Tables	◆ Function keys
Phoenix System Automation	
◆ CA generated macros	◆ On screen status and prompts
◆ System-generated macros	◆ Automatic Answer for inbound calls
◆ Last known communication modes	◆ Automatic Connection for Outbound calls
Help Panels	
◆ Account Manager Info	◆ Info Digits
◆ dentifiers and State Order	◆ Macro Definitions
◆ Auto Correct List	◆ Marine
◆ Background Noise List (Available in English, French & Spanish).	◆ CA Phrases
◆ Branding Procedures	◆ Phone Numbers
◆ Commonly Misspelled Words	◆ Phrase Sheet
◆ Ctrl Keys	◆ Referral Information
◆ Customer Service Info	◆ Standard Abbreviation List
◆ DA Unknown Area Code	◆ Standardized Notes
◆ Dial Window Abbreviations	◆ State Abbreviation List
◆ Disconnect Procedures	◆ Three Digit Dialing
◆ Explanations	◆ Time Zones
◆ FONCARD - Federal Relay	◆ Trouble Ticket
◆ IM Text Message Abbreviations and Emoticons	◆ Voice Tone List
◆ Immediate Credit Procedures	◆ Voice to AIM TM (AOL)

Figure 37 - Sprint's CA Hardware and Software

Competitive Advantages

Key differentiators between Sprint and other Relay providers' technology, including Sprint's assessments, can be found below.

	Sprint	AT&T	Hamilton
Switch			
Switch Name	Avaya S87XX	Avaya Definity	Excel Switch
Manufacturer Support Status	Fully Supported	Extended Support	End of Life
New Enhancements	✔		
Security Patches	✔		
Support	✔	✔	
Sprint Evaluation	**Best**	**Good**	**Fair**
Database			
Technology	Oracle	Unknown	Microsoft SQL
Self Learning Database	✔		✔
Customer Profile Database	✔	✔	✔

Sprint Evaluation	Best	Fair	Good
Inbound Network Connection			
Connects directly to network provider	✔		
Underlying Networks	Sprint	AT&T	Varies
Sprint Evaluation	**Best**	**Fair**	**Fair**
Platform capabilities			
Pay per calls using 900-toll-free number	✔		
Independent Volume Controls for Operator	✔		
Sprint Evaluation	**Best**	**Fair**	**Fair**

Figure 38 - Industry Technology Comparison

2.7.5 Technology.

No standards set forth in this section are intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to persons with disabilities. VCO and HCO technology are required to be standard features of TRS. The Selected Service Provider is permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of TRS, subject to the Calling Party Telephone Number rules set forth at 47 Code of Federal Regulations 64.1600 et seq.

As jurisdiction on Internet Relay and wireless TRS products may move from a national to local level during this contract period, the vendor is required to offer in Hawaii, video, internet and wireless relay services.

Internet Relay and VRS are Internet-enabled TRS features and, as of the publication of this RFS, are fully funded by the Interstate TRS Fund administered by the National Exchange Carrier Association with directives from the FCC. It is conceivable that in the near future the FCC may pass the costs for providing at least part of these services on to states for local and intrastate VRS and Internet Relay calls. In anticipation of this possibility, the Commission is requesting that each offeror state in its proposal the price per minute for these Internet-enabled relay services.

Sprint has read, understands and will comply.

While other providers have exited and returned to relay, or focused primarily on one or two Relay services, Sprint has remained the nation's leader in all TRS products. Sprint provides standard TRS, CapTel Relay, Internet Relay, IM Relay, Wireless Relay, Video Relay and Relay Conference Captioning. Sprint has demonstrated dedication to technological advancements in functional equivalency for the last 20 years.

Sprint is continually assessing and developing new services and technologies. During the current contract with Hawai'i, Sprint has implemented numerous enhancements and services including:

- Replacement of the TRS Platform
- CapTel 800 and 800i support
- Sprint VRS 4G Desktop (Third generation VRS access solution)
- Mobile Sprint VRS on a hand-held device
- Web CapTel

TRS Industry Participation and leadership

Sprint continues to be an active participant in the industry (FCC, NECA, and NASRA) with representation that includes:

- Interstate TRS Advisory Council
- Appointment to the Consumer/Disability Telecommunications (Consumer Advisory Committee)
- Coin-Sent Paid Initiative
- COC Standards Development with ICCF

Relay Hawai'i will continue to benefit from Sprint's involvement in joint development of telecommunications solutions with leading hardware providers such as Omega Products Inc. and Ultratec. Sprint attends and participates in various technology trade shows and works with educational institutions and others in the Telecommunications industry.

TRS Platform Enhancements

Sprint has migrated from its previous Rockwell Galaxy technology to a third-generation Avaya platform. Avaya Inc. designs, builds and manages communications networks for more than one million businesses worldwide. Avaya is a world leader in secure and reliable Internet protocol telephony systems and communications software applications and services. This upgrade drives the convergence of voice and data communications with our business applications.

Sprint's Avaya's supported voice platform also supports Internet Protocol. By doing so, we can integrate with more enhanced technologies, not only improving the customer's experience but the additional benefit of improved efficiencies and ease for the CA. With the implementation of the Avaya, we consolidated from seven Rockwell switches to three Avaya S8720 systems with a centralized reporting system (CMS). There are a great deal more options available in regards to survivability and enables various options to remote Call Centers off one of the centralized switches.

VCO and HCO

Sprint includes as part of its standard features offering a number of technological advances to benefit a diverse population of Relay users including VCO and HCO and a number of VCO and HCO variations.

Sprint offers more Carry-Over enhancements than any other TRS provider. Please review Section 2.7.8 for a full description of all of the VCO and HCO services offered by Sprint.

SS7 Caller ID

With Sprint's Caller ID solution, the Relay user is in control of their call. Hawai'i users with this feature are able to disable or block their Caller ID information from being transmitted with their LEC on either a 'per-call' or a 'per-line' basis. Hawai'i users can view the ten digit calling party's information before picking up the telephone. The Relay user can then decide whether or not to answer the call based on the name and number displayed on the Caller ID unit or their telephone display screen. Sprint's Caller ID benefits for TRS users include:

- Increased privacy
- Documentation of calls received
- A count of incoming calls on the display screen
- Phone numbers of hang-up callers
- Prompt emergency call processing

TRS Customer Profiles

Sprint launched the first Relay Customer Preference Database in 1995. Sprint's Customer Preference Database enables Relay users to enter a personal identification code to access their preferences from any telephone and synchronize preferences upon registration or modification with the Relay Center. This information is activated automatically, or at the option of the caller and appears on the CA's screen.

Sprint's clear mission is to provide simple, instant, enriching and productive relay experiences. Sprint's Customer Profiles make this possible. This enhancement gives relay users the tools and flexibility to customize their relay service using Sprint's advanced TRS technology. Relay Hawai'i users have the option to add specific information about their preferred communication methods, call handling preferences or personal information. When a user calls the relay, the customer's profile automatically appears on the relay operator's screen. This allows the relay operator to process the call according to the customer's preferences. Sprint's Customer Profile Database is available for all communication modes including TTY, Voice, ASCII, VCO, HCO, STS, Sprint IP (including IM) and all other communication mode offered by Sprint TRS.

Rather simply providing these preferences to the relay operator, the TRS software goes a step further and automatically enacts the user's preferences, when possible. For example, a TRS user who has registered Sprint as his preferred long distance carrier will automatically have all calls involving toll charges be sent through Sprint.

Sprint's Customer Preference Database enables Relay Hawai'i users to store preferences in order to personalize calls and process calls more quickly. Users will be able to register preferences online at the dedicated website, directly with the CA or through Customer Service. A user's database information is activated automatically they dial 711 from registered locations and appears on the relay operator's screen when on-line with the caller.

TRS Database Fields

Sprint's Customer Profile includes many fields designed to allow greater flexibility for each user.

Field	Description	Purpose
Personal Information		
Name	First, Middle Initial and Last Name	Relay users can provide this information to Sprint, which will be used for follow-up and identification purposes only.
Address	Street, City, State and Zip Code	Relay users can provide their address which will be provided to emergency services when a 911 call is placed through Relay.
Email	Email address	Relay users can register their email address for account verification purposes (lost password) or to receive updates regarding service.
Contact Numbers		
Telephone Numbers	10-digit phone number	Relay users can specify the numbers they will be using through Relay and also sign up for ten digit numbers for Sprint IP services.
Frequently Dialed Numbers		
Speed Dial (Frequently Dialed)	Telephone Number and Name	Relay users can store up to 30 names and numbers, allowing the user to request "Dial Mom" rather than having to provide ten digit numbers.
Emergency Numbers	Telephone Number and Name	Relay users can designate up to 10 emergency contacts.
Caller Preferences		

Gender Preference	Gender of the relay operator	Relay users can select if they would prefer to have a male or female relay operator process their calls. The Relay user will be transferred to the requested gender, if available.
Answer Type	Preferred Permanent Connection Mode	Relay users can specify how they will be connecting to Relay. Options include TTY, Turbocode, ASCII, Voice, VCO, HCO, Blind/Deaf ASCII, Blind/Deaf TTY.
Language	User's preferred language	The Relay user can specify if they use English or Spanish.
Announce Relay	Yes or No Options	Relay Users can elect to have the relay operator not announce Relay. Also, relay users can provide a script for alternate announcements in Customer Notes.
Explain Relay	Yes or No Options	Relay Users can elect to have the relay operator not Explain Relay. Alternately, relay users can provide modified scripts for explanations in Customer Notes.
Background Noise	Yes or No Options	Relay users may choose to not receive background noises (such as "dogs barking" or "baby crying") during their calls by selecting this option.
Tone of Voice	Yes or No Options	Relay users can select to not receive tone of voice descriptions (such as (sounds angry)) if they select this option.
Type Recordings	Yes or No Options	Relay users can select to have the relay operator automatically type out all recordings or to just inform them that a recording has been reached and wait for additional instructions.
Long Hold Times	Yes or No Options	Some Relay users routinely make calls that require them to sit on hold for long periods of time. When users select this option, the relay operator will keep the user informed of the hold status but will not prompt the Relay user to ensure they would like to continue to hold.
Type Slow	Yes or No Options	Relay users can indicate in their customer profile if they prefer to receive slower typing from the relay operator. Users can specify speed (in 5 WPM increments) with the minimum speed being 15 wpm.
Payment Method	LD Billing Preference	Relay users can enter their preferred billing method including billed to phone number, calling cards, credit card billing or third party billing.
Payment Number	Billing Number associated with Payment Method	Relay users can store their calling card or other billing information in their profile, which can automatically be used on Relay calls when placing long distance calls.
Outdial Restrictions		
Blocked Numbers	Outdial Restrictions	Relay users can select up to 30 numbers that they do not want dialed from their phone number.
Long Distance charges	Yes or No Options	Relay users can choose to disable long distance calls from their telephone number. These numbers will be blocked when dialing through relay.
Toll-free calls	Yes or No Options	Relay users can choose to disable toll-free calls from their telephone number. These numbers will be blocked when dialing through relay.
900 calls	Yes or No Options	Relay users can choose to disable pay-per-calls from their telephone number. These numbers will be blocked when dialing through relay.
Directory Assistance (DA)	Yes or No Options	Relay users can choose to disable DA from their telephone number. These numbers will be blocked when dialing through relay.
International Calls	Yes or No Options	Relay users can choose to disable International calls from

		their telephone number. These numbers will be blocked when dialing through relay.
Marine Calls	Yes or No Options	Relay users can choose to disable Marine (ship-to-shore) calls from their telephone number. These numbers will be blocked when dialing through relay.
Operator Assistance	Yes or No Options	Relay users can choose to disable Operator Assistance calls from their telephone number. These numbers will be blocked when dialing through relay.
Carrier of Choice Options		
State to State LD carrier	COC for Interstate calls	Relay users can select their preferred Carrier of Choice for interstate calls through Relay.
In State toll	COC for Intralata calls	The customer can select their preferred Carrier of Choice for toll calls when a local telephone company cannot bill the call.
In State LD carrier	COC for Intrastate calls	Relay users can select their preferred Carrier of Choice for intrastate calls through Relay.
International LD carrier	COC for International calls	Relay users can select their preferred Carrier of Choice for international calls through Relay.
Notes		
Notes	Call Handling Preferences	Users can select from a list of standard preferences or specify up to ten entries of free-form text to describe how they would like the relay operator to handle their call. This could be anything from different call announcements to instructions on how to retrieve voice mail messages.
Speech-to-Speech Advanced Fields		
STS Contacts	STS user contact information	STS Relay users may enter their contact information and hours of availability at each location. As STS users may have difficulty sharing telephone numbers, with Sprint's system a hearing user can ask for the STS user's name and be automatically connected to the STS user at the STS user's registered locations.
STS Messages	Temporary STS messages	This feature allows STS to dictate messages. If requested, the STS relay operator can retain this message in the user's profile for up to 24 hours. This is especially helpful when the line is busy and prevents the STS user from having to repeat the information on a call in the next few minutes.

Figure 39 - Sprint Customer Database Profile fields

Entering or Modifying Information

VALUE ADDED

Sprint believes that the Relay user owns his or her own Customer Profile data and makes it easy for the customer to view, update or verify their Customer Profile Data. Relay Hawai'i users will be able to view, update or verify their profile using the following:

- 24/7 hour toll-free telephone support (Customer Service)
- Website access
- On the line with a relay operator

These updates are processed immediately. In addition, customers can email, fax or mail completed customer database forms to the Customer Service department. These forms will be processed as quickly as possible, most within 24 business hours. In addition, a customer can request a copy of all information entered in his or her profile either verbally or written.

Security Protection

Sprint understands that customer profile information should be protected. Sprint takes the following steps to ensure that Customer Profile information remains secure:

- Sprint does not modify a customer's record based on experience (with the exception of the self-learning database). All Customer Profile database notes entries contain time and date stamps and note the identification number of the Customer Service representative or relay operator who processed the request.
- Relay users register a username and password (also known as PIN). In addition, Sprint asks customers to register a security question and answer that is only known to them in case the username and password is lost or forgotten.
- Sprint's Customer Profile information is encrypted and protected from outside access by firewalls.

CapTel Customer Profiles

Sprint provides its CapTel users with the ability to register preferences using a Customer Profile. Hawai'i CapTel customers will not be required to enter preferences in all categories. However, since many CapTel users are not traditional Relay users and may be unfamiliar with how placing calls through Relay service works, Sprint provides helpful literature with all CapTel phones that encourages CapTel users to register preferences for toll calls and advises customers that pay-per-calls are automatically disabled unless a user updates this preference.

Currently, all preferences stored in the Customer Profile relate to call-set up preferences. There are currently no preference options stored in the Customer Profile that are applicable to how the outbound caller's call is processed.

When a call arrives at the CapTel call center, the relay operator software automatically queries the database for the inbound caller's customer's stored preferences.

Rather simply providing these preferences to the relay operator, the software goes a step further and automatically enacts the user's preferences. For example, a CapTel user who has registered Sprint as his preferred long distance carrier will automatically have all calls involving toll charges be sent through Sprint.

The CapTel Customer Profile has been designed to provide CapTel and voice users with the ability to enter preferences for call-set up. Sprint provides a Customer Profile consisting of the following fields.

- User's primary telephone number and area code
- User's first and last name
- Preferred long distance carrier
- Call blocking of outbound pay-per-use calls
- Call blocking of toll-free calls
- Call blocking of up to five specific blocked numbers per type

In addition, Sprint's current CapTel Profile features customer-specific information such as:

- Address
- Email Address
- Serial Number of CapTel phone
- Type of phone using the submitted phone number

Additional Options for CapTel Customization
In addition the Customer Profile, CapTel customers have access to many customization features including the following:

- English and Spanish language options can be selected directly on the CapTel phone. This gives the user complete control over their language settings at the moment they make a call. The user will simply navigate a short menu on the CapTel phone to change the language from English to Spanish.

- Customers who wish to block their Caller ID can do so from the CapTel phone, configured by the user by using star (*) codes. Users who are not familiar with how Caller ID functions can contact CapTel customer service for instructions. The actual Caller ID blocking feature will come from the user's LEC. This is functionally equivalent to the service that all other telephone users have.

Entering or Modifying Information
Sprint believes that CapTel users should have immediate access to their preferences and makes it easy for the customer to view, update or verify their Customer Profile Data. Hawai'i CapTel users will be able to view, update or verify their profile using the following:

- Customer Service (during 7:00 a.m. - 7:00 p.m. Central Standard Time)
- Online using Customer Service chat

These updates are processed immediately. In addition, customers can email, fax or mail completed customer database forms to the CapTel Customer Service department. These forms will be processed as quickly as possible, most within 24 business hours. In addition, a customer can request a copy of all information entered in the profile either verbally or written. At any time, a customer can request a copy of all information entered in his or her profile either verbally or written through a Customer Service Representative.

Education and Outreach
Sprint's Outreach plan includes informational brochures and instructional sheets. Information on creating a TRS or CapTel profile will be available on the Relay Hawai'i website as well as through Customer Service.

In addition, Sprint provides helpful literature with all CapTel phones that encourages CapTel users to register preferences for toll calls and advises customers that pay-per-calls are automatically disabled unless a user updates this preference.

Automated Spell Check

Sprint's CA software features an error correction element that automatically checks and corrects common misspellings made by the CA. In 1996, Sprint became the first Relay Provider to offer Automatic Error Correction software. Sprint's Automatic Error Correction software is comprised of two components. The first component is the Single Word Edit feature. The single word edit enhancement buffers the word in the terminal memory until the CA presses the space bar. This enhancement gives the CA the ability to correct the spelling of a word before transmitting that word to the TTY user.

The second component of Sprint's Automatic Error Correction software is the Word Substitution enhancement. When the CA types a word and presses the space bar, the system checks the word to be transmitted against the dictionary of misspelled words. If a match is found between the typed word and the word on the list, the system corrects the spelling. CAs continually submits words to be added

to the misspelled word list. Submissions are then checked to ensure the word is not a commonly used abbreviation, or a word used in another language, prior to inclusion in the dictionary.

Variable Typing Speed

Sprint has sophisticated technology in place to serve Deaf-Blind users. This is a differentiator between TRS providers, as Sprint is the only provider with an automated solution to address the needs of the Deaf-Blind user. Variable Typing Speed technology is also referred to as Deaf-Blind Pacing. This feature is available via a toll-free number access for Deaf-Blind users.

When a Deaf-Blind user connects, the system provides functionality that automatically slows the typing speed transmission to 15 wpm. The CA is able to type at a normal pace and the system automatically holds and then transmits at the rate for the TTY user.

The system will continue to transmit at the slower pace for as long as the user requires. The CA has the ability to reduce or increase the transmission speed in 5-increments to reach the user's desired rate of transmission. Variable typing speed may be requested on a per-call basis, or may be branded with that feature in the Sprint Customer Preference Database.

Without this feature, the voice user is often required to speak one word at a time and the CA must make a conscious effort to type slower, making the conversation awkward for both parties. Sprint's unique technological feature provides an efficient communication solution for this specific user group.

ASCII Split Screen

This feature allows High Speed ASCII computer users and CAs to type and communicate clearly and rapidly. Similar to Voice-to-Voice conversation, it provides interrupt capability for the ASCII user and the voice party.

Turbocode

Sprint provides both Turbocode and E-Turbocode. Sprint is the only provider in the industry to provide Enhanced Turbocode (E-Turbo™). Sprint worked closely with Ultratec to design and implement this innovative technology.

E-Turbocode allows TTY callers to automatically submit dialing and call set-up instructions when they dial into Relay Hawai'i. This significantly reduces the amount of time necessary for Relay Hawai'i CAs to set up and process outbound calls. This will result in the TTY caller being connected to the desired party at a speed that is close to that of a non-Relay call.

SPRINT INNOVATIVE TRS TECHNOLOGY

Sprint provides all of the following features located in Figure 40 below. Please see Sprint's Standard Features Matrix in Appendix G.

♦ 24-hour, 7-days-a-week Customer Service	♦ Sprint IM Wireless
♦ Access to 900 Numbers	♦ 900/800 Pay-Per-Call Services
♦ Branding of VCO/HCO Call Types	♦ Automated Billing with detailed reporting
♦ Customer Branding	♦ Automatic Number Identification Database
♦ Error Correction (Spell Check)	♦ Carrier-of-Choice Functionality
♦ Hearing-Carry-Over Enhancements	♦ Customer Database profiles
♦ Identification of Customer and CA Gender	♦ E-Turbo™
♦ Regional 800/888/877/866/855	♦ Identification of background noises
♦ Spanish-to-Spanish and Spanish-to-English translation	♦ Intelligent Computerized CA Workstations
♦ Speech-to-Text Trial	♦ Scroll-Back for ASCII and HCO Users
♦ Video Relay Service	♦ Speech-to-Speech
♦ Voice-Carry Over Enhancements (No Typing)	♦ VCO Gated Calls/Centers
♦ Variable Typing Speed (utilized by low vision consumers)	♦ Voice Call Progression
♦ Sprint IP Wireless	♦ CapTel™
	♦ Sprint IP℠
	♦ Web CapTel

Figure 40 – Sprint Offerings

Sprint IP Relay

Sprint IP Relay (formerly Sprint Relay Online) offers Internet technology for Deaf and Hard-of-Hearing consumers via a web-based application. Unlike some other IP Relay providers, Sprint processes all domestic IP Relay traffic in the US.

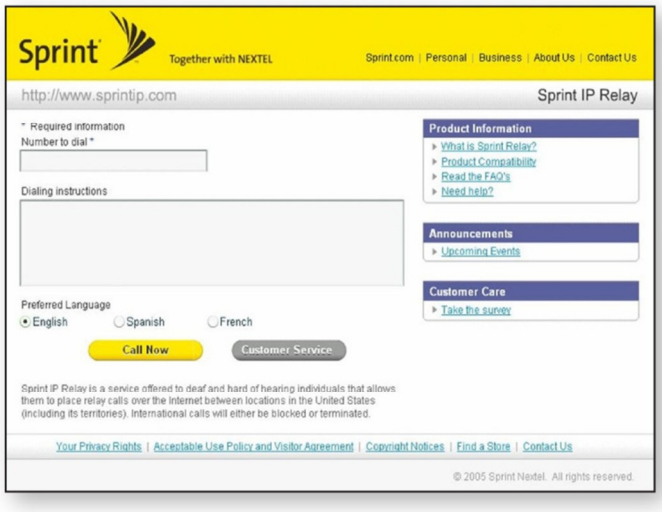


Figure 41 - Sprint IP Relay Call Set-up Screen

Sprint IP Relay functions are similar to those of the traditional TTY-to-Voice Relay Call, with the one major difference, the call is initiated from a Personal Computer (PC) via an Internet connection to a voice telephone user.

During call set-up, users will only need to provide three (3) pieces of information:

- The phone number to dial
- Dialing instruction (optional)
- Desired language

Then click: 'Call Now', as seen above.

The conversation window is designed to be simple and easy to use. This window contains several sections, which include the conversation with the CA, call status, and call controls. The following convenient, user-friendly features are available:

- Stores User Preferences
- Language Preferences (English and Spanish)
- American Sign Language Emoticons
- Horizontal Split-screen
- Print and/or save conversation transcript
- Re-Sizable Window
- One window to handle call set up and conversation
- Dialing instructions
- Background color options
- Text size options
- GA, SK & PLS HOLD Macros
- Online Help
- Connection to Sprint Customer Service in English
- Two Line VCO and HCO capability

The system has the ability to store user preferences, including font family, style, size, font color, and background colors are the preferences users can use to adjust as desired. These preferences eliminate the need for users to set up on every call, as seen below.

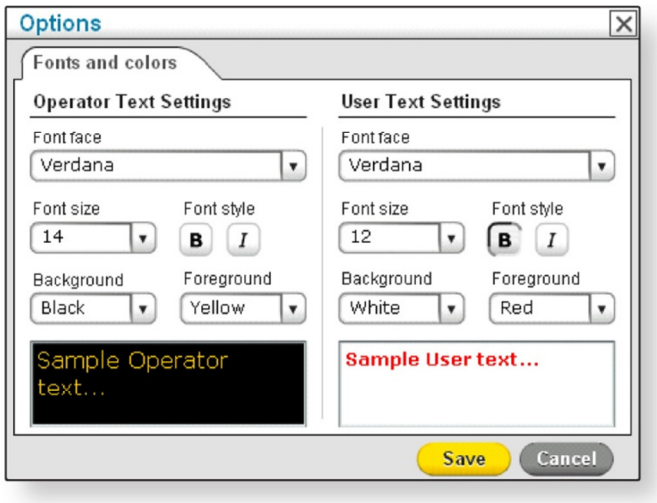


Figure 42 – Sprint IP User Options

Sprint meets all minimum FCC requirements in regards to Internet Relay.

Internet Relay Pricing and NECA Reimbursement

The current NECA rates of reimbursement may be found in Appendix H – Pricing for Relay Hawai'i Service. In the event the FCC establishes a mechanism for Internet Relay reimbursement and passes that obligation onto the States, Sprint will work with the Commission on the following:

- Development of an implementation schedule for State-specific Internet Relay Service. The timeline and procedures are contingent on the features and services desired by the Commission.

- Sprint will also work with the Commission to create State-specific marketing materials for its Internet Relay Service at the best-cost value.

Sprint IP Using AIM® (AOL® Instant Messenger™)

Sprint is also proud to offer the Deaf and Hard-of-Hearing community with cutting-edge technology using Sprint IP using AIM®. Sprint IP is capable of blending the easy-to-use capabilities of Sprint IP Relay with the power of wireless devices and equipment that run AIM. In addition to the ability to place a Relay call over the internet, the wireless user can access Sprint IP on a wireless device with AIM. This service allows users to access Relay from the park, a restaurant, or even the airport – anywhere a wireless device can access the internet and AIM.

Figure 43 – Sprint IM Sample

Protection Against Internet Fraud

One of the serious issues in the offering of IP Relay is the prevention of inappropriate use. As one of the largest providers of Internet Relay Service in the world, Sprint is viewed as an industry expert when it comes to developing solutions aimed at ensuring only appropriate Relay users are able to access Internet Relay. Sprint is, and will continue to be actively involved in discussions with other Relay providers regarding this issue, and has taken decisive steps to protect the integrity of the service.

As such, Sprint has implemented several solutions in an attempt to prevent incoming IP illegitimate international calls.

- In 2003, Sprint implemented operational practices to advise callers that international dialing was not available when the caller notified the CA of their location during call set-up or when outbound international calls were requested.
- In early 2004, Sprint enhanced its service offering by deploying a technical solution that is able to identify the country of origin based on the IP address of the caller. At the time this solution was implemented, the number of inbound international calls dropped significantly for a period of time. However, savvy internationally-based Internet users were able to "spoof" IP addresses and work around technical blocks.
- To combat the evolving sophistication of inappropriate users, Sprint regularly checks logs to monitor the level of usage on each IP address to identify any unusual usage levels. Any IP addresses identified as having abnormal activity will be researched in detail. This may involve contacting the network provider to determine the origin of the calls. If necessary, these IP addresses will be added to the database to be blocked.

On Tuesday, November 22, 2005, Sprint took another major step to minimize inappropriate use by implementing a more robust operational screening solution. Sprint CAs are made aware of the tactics employed by individuals attempting to inappropriately use the IP Relay service. If specific behavior is observed, an advisory may be issued to the called-party. For security reasons and to protect the effectiveness of this solution, Sprint does not disclose the specifics of this operational screening practice. This approach has proven to be successful in ensuring that Deaf and Hard-of-Hearing individuals who rely on Sprint IP Relay will continue to enjoy the ease of use in connecting and placing confidential calls to hearing friends, family and businesses.

Andy Lange, former president of the United States' National Association for the Deaf commented:

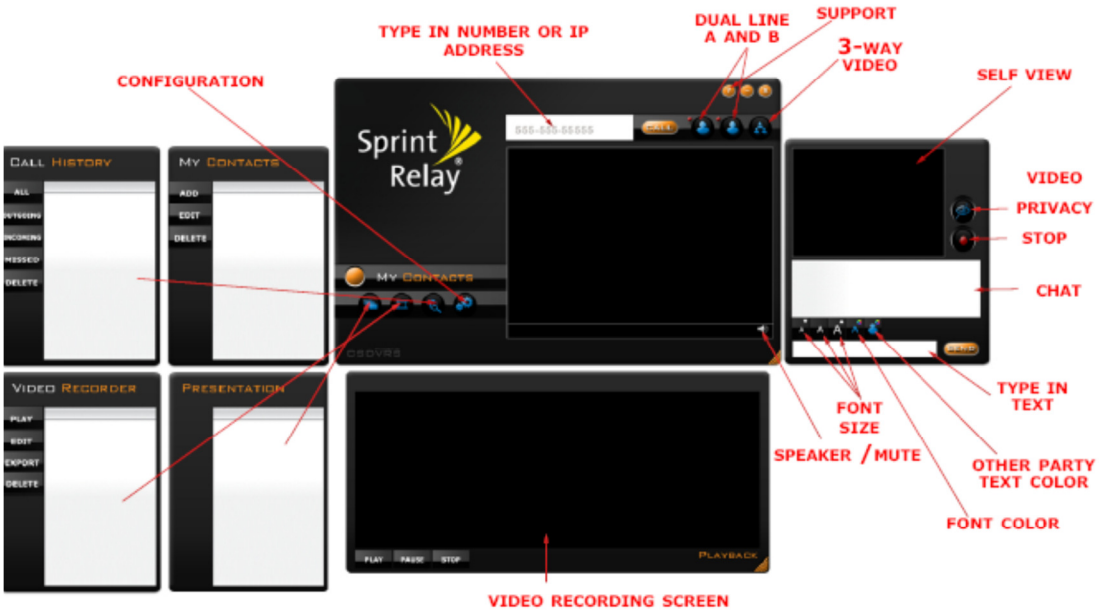
"SPRINT HAS DISCUSSED THEIR PROCESS WITH US AND WE THINK THE APPROACH IS A POSITIVE STEP AND WILL STILL MAINTAIN THE CONFIDENTIALITY OF THOSE WHO NEED TO USE RELAY SERVICES. WE REALIZE IT IS A DELICATE ISSUE AND WE APPRECIATE SPRINT'S CONTINUING ATTENTION TO MAKING SURE RELAY SERVICES ARE AVAILABLE TO THE DEAF AND HARD-OF-HEARING COMMUNITY WHEN THEY NEED THEM."

As demonstrated above, Sprint has taken the lead in tackling the issue of inappropriate Relay calls via IP Relay.

Video Relay Service (VRS)
While VRS is currently reimbursed through the TRS Fund and administered by NECA, Sprint is ready and able to provide these products to the Commonwealth at such time jurisdiction migrates.

THE HAWAI'I EDP WAS THE FIRST PROGRAM IN THE NATION TO DISTRIBUTE VIDEO PHONES AND MANY USERS DEPEND ON THIS AS THEIR PRIMARY FORM OF TELEPHONE COMMUNICATION.

Sprint VRS has always stood for technological innovation, exceptional customer service delivery and creative marketing initiatives. Sprint continues that tradition by offering '**Sprint Video 4G"** software for VRS and point-to-point video calls.



Sample Video 4G Software Screenshots

Sprint VRS is an efficient, cost-effective Relay service offering the highest quality and customer experience including:

- 24 hour a day/7 days a week/365 days a year including holidays.
- Meets and exceeds the FCC minimum standard for the Speed of answer requirement to answer 80 percent of all VRS calls within 120 seconds. Sprint routinely exceeds this requirement and answers calls within 17-20 seconds on average. Sprint measures ASA for VRS using the same method and calculations that are used for all other types of Relay.
- No limits on length or number of calls placed.
- Confidential treatment of information.

History

Sprint has a rich history of providing Video Relay services including:

- In 1995, Sprint worked with the State of Texas to first introduce the concept of Video Relay Service (VRS) and implemented a one-month trial of VRS.
- In 2001, the State of Texas entered into an agreement with Sprint to provide Video Relay Service to the residents of Texas before nationwide service was funded by the Interstate TRS fund.
- In 2002, Sprint teamed with CSD, the nation's largest non-profit Deaf organization, to launch the first nationwide Video Relay Service.
- In 2003, Telecommunications for the Deaf, Inc. (TDI) awarded Sprint and their VRS provider the Robert Weitbrecht Award for our pioneering efforts in Video Relay services.
- In 2004, Sprint launched the first VRS contract with the Federal government to provide customized Video Relay Service to its employees and retirees.
- On November 1, 2005, Sprint began offering VRS 24 hours-a-day, 7 days-a-week. This action took place a full two months prior to the FCC mandate regarding VRS hours of operation.
- In 2006, Sprint launched personal 800 numbers for VRS customers (also known as MySprintVRS numbers).

- In 2009, Sprint launches the first fully functional wireless VRS service through Sprint Video 4G using a personal computer (PC) and mobile broadband card.
- In 2010, Sprint launches SMVRS on a handheld wireless 4G device.

Service Options
Sprint VRS will continue to provide all VRS call types as allowed by the FCC rules and order governing VRS and as requested by the Relay user. SprintVRS allows Deaf and Hard-of-Hearing customers to use a videophone or web camera with a computer or laptop to connect with a qualified, certified Sprint Video Interpreter (VI). Sprint VRS users are also able to access service through a video phone and high speed internet access.

To access the new Sprint Video Relay service via videophone, customers will need to type in the IP address SprintRelay.TV on their videophone. Customers can also elect to use www.sprintvrs.com for the dedicated IP addresses for VCO, Spanish and Customer Service as well direct telephone numbers for voice, callers and direct Customer Service numbers for all customers.

Sprint VRS calls are routed to the next available VI at one of VRS call centers. This methodology provides Sprint VRS users with the fastest answer time, eliminating the need for calls to be put in queue waiting for a VI at a particular Call Center to become available to answer the call.

This methodology also boosts the reliability of the service because if there is loss of service at one of the Call Centers, the network automatically re-routes the calls around the affected center to the next available VI.

Call types include the ones listed below:

- Voice-to-Video (ASL)
- Video-ASL)-to-voice
- Voice-to-Video with VCO
- Video with VCO-to-Voice
- Two-line VCO-to-Voice
- Video (with HCO)-to-Voice
- Voice-to-Video (with HCO)

Video Quality
Sprint's VRS service is H.323 compliant. Sprint provides high quality video quality and clarity is more than sufficient to make signing understandable. Bandwidth transmission is available well beyond 384 KBPS for any VRS user. Sprint's system automatically connects at the highest speed allowable by the video Relay user's equipment.

Video Interpreter Qualifications
Sprint VRS ensures that all Video Interpreters possess the following skills prior to handling Sprint VRS calls:

- Posses the skill to conduct video interpretation sessions with a wide range of individuals
- Shall be certified by the Registry of Interpreters for the Deaf (RID), National Association of the Deaf (NAD) level III or above, or State equivalent certified interpreters.
- Be conversant with the use of desktop video computing units
- Possess a working knowledge of the type of the video equipment being utilized • Be a high school graduate or equivalent
- Have a good command of English grammar and composition
- Possess clear and articulate voice communications

- Be familiar with speech and disability cultures, languages, and etiquette
- Possess the ability to work under pressure
- Be capable of working in a multi-tasked environment
- Have the skill to conduct telephone conversations with a wide range of individuals
- Be a citizen of the U.S. or an alien who has been lawfully admitted for permanent residence as evidenced by the INS Permanent Resident Card (INS Form I-551)
- Beginning college level skills in English grammar and diction.
- Training which must be completed successfully which includes at minimum:
  - Deaf Culture
  - American Sign Language
  - Sensitivity to the capabilities and needs of people with Speech impairments
  - The VI's role in the Relay process
  - Training in interpersonal skills to handle difficult or stressful conversations.

VRS Customer Service
Sprint VRS currently provides live Customer Service, which is accessible from 4:00 AM - 10:00 PM PST weekdays, 7:00 AM - 7:00 PM PST and is closed holidays.

VRS Customer Service provides access for voice users, TTY users, via fax, direct email access, live help via videophone, and live help through for PC users on the web. Customer Service Representatives will assist with information on placing a VRS call, tips for improving the efficiency of VRS calls, information on new VRS service functions.

VRS Mail
Sprint was the first provider to offer VRS Mail, which allows hearing callers to leave messages via video mail where the VI records the message in Sign Language and sends the message to the VRS user via e-mail or cellular phone/pager with flash capability. As a result, the FCC has also approved reimbursement for video mail to the industry.

Phone book
SprintVRS customers have direct access to calling and/or updating their video and VRS contacts through either the Sprint VRS for PC application or through the SprintVRS.com website.

VRS Interoperability
Sprint complies with the current FCC rules and order regarding VRS interoperability, which ensures that VRS users must be able to connect to the VRS provider of their choice for incoming or outgoing calls.

Sprint VRS is accessible by generally available video phone equipment and software including:

Videophones
D-Link DVC 1000
Sorenson's VP100/VP200
Snap's OJO
PC Applications
Sprint VRS for PC
NetMeeting
Wireless Devices
Samsung Epic 4G

Figure 44 – Sprint VRS Access Methods

In the event that a customer already has a video phone, our systems allow customers to add SprintVRS.tv or 711.tv to their speed dial list to make it easier for them to utilize our service from their current video phone.

VRS Software Features

- Resizable video screen (4 sizes, including full screen)
- Moveable self-view window which can also be hidden
- Text based chat feature for communication with VIs during calls
- Ability to save and/or print text chats
- Manual Bandwidth utilization adjustments
- Auto-accept incoming call option
- Personalization options to announce VRS, Select VCO or Spanish
- Ability to keep application on top of all other applications on screen
- Dial VRS – Allows the user to enter the phone number and click on the phone icon to connect to a Sprint Video Interpreter (VI)
- Video-to-Video –
- A Personal phone book maintained by the user for both video contacts as well as hearing contacts for use with VRS.

Sprint VRS with VCO

With the new HOVRS platform, users will soon be able to talk directly to the VI using VoIP through a Videophone by dialing VCO.SprintVRS.tv. Alternately, a user can connect to Sprint VRS with a PC with appropriate equipment.

This obviously will require that the user has a suitably capable device on their end. The VIs will manually enable the voice connection (via VOIP). Benefits of Sprint VRS VCO include:

- Simple call set up with no phone line required,
- Customer saves long distance or international calling charges,

2-Line VRS with VCO

Currently and going forward, VCO is and will be supported through standard call back from the VI to VRS user through a standard phone connection.

Customers who choose to use to do so may continue to have the Video Interpreter call them at their location and conference in their or can make an outbound call the users standard telephone number.

VRS Pricing and NECA Reimbursement

Sprint will continue to file for reimbursement from the FCC for all VRS minutes of use. This offer will remain valid until the FCC establishes new rules and requirements as it pertains to reimbursement. Sprint has provided the current NECA rates of reimbursement in Appendix H – Pricing for Relay Hawai'i Service.

CAPTEL

On June 1, 2003, Hawai'i became the first State in the nation to offer CapTel as a permanent service. **Sprint was the first Relay Provider to begin providing full CapTel Relay Service nationwide in January 2004.** This service is fully compliant with the FCC minimum requirements for CapTel and qualifies for compensation as outlined by the TRS Interstate fund. Sprint began providing CapTel Service on a trial basis in June 2002. Sprint is the most experienced CapTel Provider in the nation with 30 State contracts plus the Federal Government.

Sprint is the only CapTel provider with a formal quality assessment program. Sprint currently conducts 100 test calls monthly to evaluate service and works directly with CapTel on the results. The Sprint CapTel Quality assessment evaluates transcription speed, accuracy and delay.

- Sprint currently offers $99 dollar CapTel phones (in Sprint CapTel States) for sale to individuals who wish to purchase a second device or who don't qualify for a phone under the State EDP program.

- Sprint is also the only provider to have a dedicated CapTel Product manager and dedicated CapTel Marketing Team.

- CapTel is a service that uses specialized equipment and voice-to-text technology to provide Relay services for people who are profoundly Deaf and able to speak, late-Deafened, Cochlear Implant users, VCO and 2-Line VCO Users, amplified phone users, and Hard-of-Hearing individuals who have difficulty understanding speech over the telephone. CapTel is an alternative type of VCO (Voice-Carry-Over).

- CapTel permits the Relay user to hear what the other party is saying (depending on the degree of hearing loss the user may have) and read what the other party is saying.

- CapTel Relay service works by incorporating voice-recognition technology into a system that allows for complete user control. CapTel users place calls in the same manner as traditional callers with the CapTel phone automatically connecting to the CapTel Captionist.

CapTel Service allows for the following user friendly features:

- No call set-up
- Natural conversational flow with invisible/transparent CA
- High speed of transcription
- High Accuracy Rate

Sprint CapTel Service Specifications

CapTel Services are provided by CapTel, Inc. (CTI) an Ultratec company. CTI will continue to manage the CapTel Service Center with traffic carried on the Sprint network. Sprint will continue to be responsible for coordinating and managing all aspects of CapTel services for Hawai'i and will continue to be the State's single point of contact.

Sprint offers the following assurances with the provision of CapTel Services:

- 24 hours-a-day, 7 days-a-week accessibility.
- CapTel Customer Service (888-269-7477) is available from 7:00 AM to 7:00 PM CST, Monday – Friday.
- Users can make Spanish calls between the hours of 7:00 AM to 11:00 PM CST, 7 days-a-week, 365 days-a-year.
- Adequate staffing to provide CapTel users with an average speed-of-answer of 10 seconds or less for 85% of calls on a daily basis.
- Compliance with P.01 GOS.
- Access to their chosen IXC.
- Routing of emergency calls to the appropriate Public Safety Answering Point (PSAP).

Sprint's CapTel vendor provides CapTel service from its Centers in Madison, Wisconsin and Milwaukee, Wisconsin. Sprint's CapTel vendor operates the only two CapTel Service Centers in the

nation. These unique Centers operate with enough terminals for 400 CAs, along with support personnel, Technicians, and Supervisors.

The CapTel Service Centers are equipped with redundant systems for power, ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service. All calls between CapTel users and other callers are transmitted in real time.

- Easy access to voice-mail & interactive telephone menu systems
- Ability to caption external voice answering machine messages

CapTel CAs adheres to the following minimum standards:

- CapTel CAs are trained to caption the words spoken by the hearing party as accurately as possible, without intervening in the communications.
- CapTel CAs are permitted to provide background noise identification.
- CapTel CAs do not maintain any records of conversation content and keep the existence and content of all calls confidential.
- CapTel CAs are required to meet the FCC standards for minimum transcription speed.
- CapTel CAs do not limit the length of a call and remain on a call for a minimum of ten minutes when answering and placing a call.

Personnel supporting CapTel have the requisite experience, expertise, skills, knowledge, training, and education to perform CapTel Services in a professional manner.

2-Line CapTel

As part of Sprint's proposal to the Commission, Sprint will offer the 2-Line CapTel feature. **There are no additional charges for this service.** This revolutionary new service enables users with the ability to use two telephone lines to support both voice and data (captions) connectivity. One line handles the voice connection between the CapTel user and the called-party. The other line acts as the data connection that allows captions to be displayed on the CapTel phone.

Hawai'i CapTel users will continue to receive all the benefits of the standard telephone service with 2-Line CapTel. With a purchase of a second phone line, CapTel users are able to receive calls directly, as with standard telephone services. Extension telephones in the house can be used at the same time and the user can choose to see captions at any time during a call or turn them off.

In addition, users can enjoy all standard telecommunication features, including billing and Carrier-of-Choice. Users also benefit from the following LEC call options:

- Call-Waiting
- Three-Way Calling
- Caller ID
- Repeat Dialing
- Automatic Call-Back
- Call Screening

Because 2-Line CapTel uses separate voice and data connections, it offers the most efficient way to access Emergency Services via 911 response Centers. With 2-Line CapTel, the user is connected directly to 911 on a standard voice connection. The captions are connected on the second line. When using 2-Line CapTel to call 911, the call is connected:

- In the fastest time
- To the most appropriate 911 Center every time
- With a reliable voice grade connection
- With full speed captions

NECA Reimbursement for 2-Line CapTel

On December 1st, 2005, the Federal Communications Commission released an order for NECA to reimburse CapTel providers for inbound 2-line Captioned Telephone call minutes based on an allocation factor of 11 percent.

Effective retroactively to October 14th, 2005, NECA will reimburse captioned telephone providers 11 percent of the inbound 2-line captioned telephone call minutes, and the remaining 89 percent of such calls would be allocated to the intrastate jurisdiction, as stated in Federal Communications Commission Order DA 05-3138 for docket 03-123, released December 1st, 2005 and filed on December 2nd, 2005. With the 2-Line CapTel offering, the State will continue to be responsible for covering the per-minute cost for 89% of all incoming 2-Line CapTel calls, both interstate and intrastate. This requirement is a product requirement, and is not specific to any Provider of Relay.

Inbound 2-Line CapTel

- For inbound 2-Line CapTel calls, there is no way of knowing where the call came from.
- The 2-Line CapTel phone receives an inbound call directly on the primary telephone line of the CapTel user in the same way any other telephone would receive a call.
- The CapTel phone dials the CapTel Relay Center on the second line.

For residential phone service, there is no information available regarding the original calling party that could be forwarded with the call to the CapTel Relay Center on the second line. Therefore, due to this limitation of residential phone service, it is not possible to identify if the call is an intrastate, interstate, or a toll-free call.

With the 2-Line CapTel offering, the State would be responsible for covering the per-minute cost for 89% of all incoming 2-Line CapTel calls, both interstate and intrastate. This requirement is a product requirement, and is not specific to any Provider of Relay.

Sprint Web CapTel

Sprint WebCapTel is a free, revolutionary new web-based service that allows a person who can speak, but has difficulty hearing over the telephone, to read word-for-word captions on a computer monitor. This service is expected to help an estimated 28 million Americans with hearing loss understand communication clearly over the telephone.

Sprint WebCapTel allows individuals of all ages who prefer to use their own voice the opportunity to supplement their hearing ability with text captions. Text captions can be read word-for-word on their laptop or PC. Sprint WebCapTel users do not pay long distance charges for calls that they make through the service. Cell phone users, however, may be charged for the actual use of minutes by their cell phone provider.

A Sprint WebCapTel caller can make or receive calls while logged into the Sprint website (www.sprintcaptel.com). The caller can use their residual hearing and listen to the other person speaking through the telephone, not through the internet or web browser. Sprint WebCapTel customers can make calls using any telephone, whether it is a landline, wireless phone or cell phone. Sprint WebCapTel enables individuals to place calls and receive calls in remote locations, as long as they have access to a telephone and the Internet as shown below.

"KUDOS, FOR THE WONDERFUL NEW INTERNET CAPTEL BY SPRINT!! THE WORKPLACE APPLICATIONS ARE JUST IMMENSE!!! I MADE SEVERAL CALLS TODAY USING WEBCAPTEL. I LOVE IT! I'M ESPECIALLY EXCITED ABOUT THIS SERVICE FOR MY SISTER...SHE NEVER TOOK TO THE CAPTEL PHONE FOR SOME REASON, BUT IS A HUGE COMPUTER PERSON AND ALWAYS HAS HER LAPTOP CLOSE AT HAND. I'M SURE THIS SERVICE WILL BENEFIT HER GREATLY!!"

~WEBCAPTEL USER

Sprint WebCapTel captures the audio of the person speaking to the caller and converts the spoken sounds into words on their computer or laptop. In addition to being able to read captions of the conversation; the caller also has the ability to save the conversation and customize the screen to their preference i.e. background, font size and color. When a call is completed, the caller can save the captioned conversation for later review, allowing the caller to concentrate on the conversation.

Sprint has been providing services to individuals with hearing loss since the early 1990s with the passage of the American's with Disabilities Act. What sets this service apart from traditional relay services is the fact that the WebCapTel service targets hearing people experiencing some degree of hearing loss, which has impacted their ability to hear well over the telephone.

Prior to making a call, the Sprint Web*CapTel* user will log onto the www.sprint*CapTel*.com website, shown in the Sprint Web*CapTel* Website below, and provide both the 'calling to' number as well as the number to call the user back.

While the service is free, users must register to use the service. To sign up, a user can simply go to the Sprint WebCapTel registration page, shown in the Sprint CapTel website and click on the link for 'First Time Users,' then enter all of the required information. The caller will be able to select their username and password.

There are security measures in place to prevent unauthorized users from signing up. Sprint WebCapTel users will be e-mailed a link to click on to verify that their email is valid and to activate the account. Then they will be able to make and receive calls on Sprint WebCapTel.

In addition to being able to read captions of the conversation, a Sprint WebCapTel user also has the ability to save the conversation and customize the screen to their preference, including the background, font size and color. When a call is completed, the user can save the captions for later review, which allows a caller to concentrate on his participation in the conversation.

Sprint WebCapTel users do not pay long distance charges to access the service. However, they will be charged for long distance calls to the recipient through their service provider. Cell phone users may be charged for the actual use of minutes by their cell phone provider.

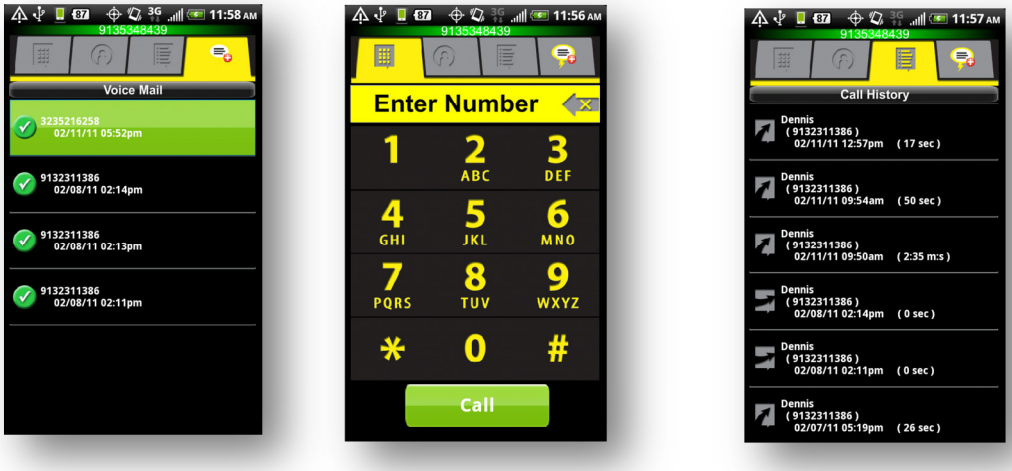
Wireless CapTel

At the National Association of State Relay Administrators (NASRA), Sprint announced the upcoming a new product called "Wireless CapTel® by Sprint." This service for mobile phones will provide word-for-word captions on Android smart phones. Sprint's Wireless CapTel offers many benefits, including the following:

- **No cost to the State** as these minutes are billed to the TRS fund as Internet CapTel calls
- **Easy to use for customers** is designed to work just like the basic phone features, only with captioning.
- **Faster Transcription,** as this product uses the same voice-to-text technology employed using CapTel
- CapTel customers will also continue to enjoy **functionally-equivalent service** as the caller is in complete control with the CapTel operator remaining transparent during the call.

Sprint anticipates launching this service during the first half of 2011.

The application has been designed to be carrier-neutral, user-friendly and easy to navigate. CapTel users simply pick up the phone and dial a phone number using the application, just like a traditional wireless call. Please see the picture below for sample screenshots of Sprint's application.



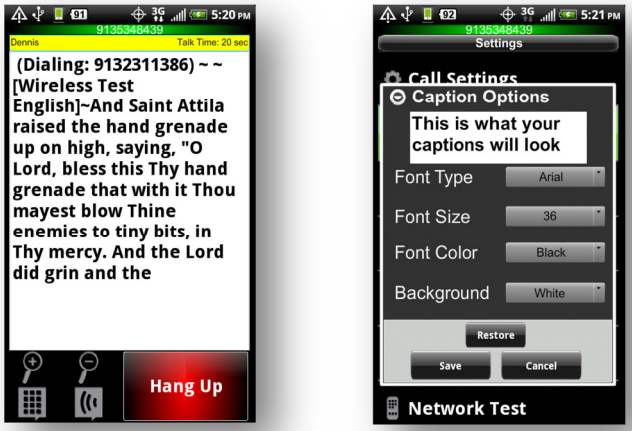
Sample Wireless CapTel Screenshot

Calling Features

Each CapTel user will be assigned a "CapTel phone number." Any calls to the CapTel phone number are captioned through the application. As the hearing person speaks, text captions are displayed on the phone's screen. CapTel users, with residual hearing, will be able to listen to the caller's voice on the phone. In addition, Sprint's application offers the following benefits to CapTel users:

- Customize the screen by changing the font (size and colour) of conversations,
- Quickly access contacts using the phone address book.
- Make 9-1-1 calls with captioning (Please note: Although 9-1-1 calls made through the application are captioned, it is strongly recommended that dialling 9-1-1 using the non-captioned dialler so that your location can be automatically determined),
- Use headphones and Bluetooth earpieces to easily listen while viewing captions,
- Accessible in more places (captions can be transmitted over 3G, 4G, or Wi-Fi wireless connections).

Wireless CapTel by Sprint® will be available for download for any Android 2.2+ devices from the Android Market. Sprint will also be offering a QR barcode to easily locate the application. CapTel users with a QR barcode application can go to www.sprint800.com and look for the "Wireless CapTel by Sprint" barcode and scan it on your phone. This will immediately locate the application for the CapTel user. Please see the picture below for sample screenshots of the conversation screen and preferences for Wireless CapTel.



Sample Wireless CapTel Conversation and Preference Screenshots

SMVRS

Sprint is excited to announce that it is has recently launched a SMVRS, which combines the power of the Sprint 4G network and the quality of Sprint VRS. The SMVRS application is available on the HTC EVO, the Samsung Epic 4G and the Samsung Galaxy Tab and offers the following services:

- Video to Video (also known as Point to Point)
- Video Relay Service (VRS)
- 10-digit numbers for incoming calls
- Call History List and Video Mail
- Video and Audio Feed control
- Contact List

- Customer Service Access

SMVRS requires high speed wireless connections (4G or Wi-Fi).

Download Application
To download the SMVRS application:

Download Option #1:

- Use your Epic's barcode scanner.
- Scan the barcode on the left to download the SMVRS application.
- Tap SMVRS and install the application.
- When the install is complete, you're ready to register and use the application.
- Go to the next page for more instructions.

Download Option #2:

- On your Epic, go to Market icon and tap it to open.
- Type and search for "Sprint VRS"
- Select SMVRS application
- Tap SMVRS icon to install the app.
- When the install is complete, you're ready to register and use the app.

Users with an existing Sprint VRS 4G 10-digit number can simply open the application and enter their login information to proceed. To get a new Sprint VRS 10-digit number, users can simply follow these steps:

- Go to www.sprintvrs.com
- Fill out out easy-to-use instructions
- Read and accept terms and conditions
- Select a phone number from available options
- Check email for a confirmation of the registration and 10-digit number

Making a Call

Video Relay Call
To place a VRS call, users simply log in to the application using the 10-digit phone number and password. Customers can click SprintVRS to easy connect to Sprint VRS.