

NAME: _____

DATE: _____

INSTRUCTIONS: Please read each question carefully, and write your answers clearly in the space provided. Take your time and trust your instincts. Good luck!

ASCII

1. How can you identify an ASCII call?
 - a. Your screen splits horizontally after the system detects ASCII.
 - b. Your text appears in the upper half of the screen.
 - c. The customer's text appears in the bottom half of the screen.
 - d. The Banner will indicate ASCII and the transmission speed will be higher.

2. Why would you need to disable Turbocode?
 - a. When the Turbocode TTY user indicates his/her message is garbled.
 - b. You are receiving garbled messages from the Turbocode TTY user.
 - c. When the message is still garbled after sending (UR MSG IS GARBLED PLS REPEAT).
 - d. All of the above.

ENHANCED 911 / EMERGENCY CALLS

3. The Enhanced 911 [EMER] feature allows you to:
 - a. Connect to another relay agent who handles only emergency calls.
 - b. Connect to the 911 operator for the inbound customer's area code.
 - c. Call a supervisor.

4. If you try to activate the Enhanced 911 feature [EMER] but it doesn't work, you should:
 - a. Try to activate [EMER] one more time.
 - b. Keep pressing [EMER] until it does go through.
 - c. Press the [XFER] key.
 - d. Contact a supervisor to dial DA to obtain the PSAP number.

5. In any emergency situation, why is it important to press the [EMER] key?
 - a. To enable you to connect to a 911 operator.
 - b. To keep the call on-screen in case the inbound customer gets disconnected.
 - c. To change the color of your screen so the supervisor knows you're on an emergency call.
 - d. All of the above.

HCO TO VOICE

6. A TTY user calls in and types: HCO PLS GA. You should:
 - a. Type: (NBR U R CALLING TO PLS Q) GA.
 - b. Type: (HEAR NOW) GA.
 - c. Type: (PLS USE VCO INSTEAD) GA.
 - d. Press <CTRL HCO> and say: "May I have the number you're calling please, go ahead"
 - e. Send <ALT V> and say: "Are you using HCO?"

7. On a non-branded HCO call, what is the correct procedure for dialing the call?
 - a. Press [COMP].
 - b. Press [COMP], then press [HCO].
 - c. Press <CTRL HCO> and then press [COMP].

8. On a branded HCO call, what is the correct procedure for dialing the call?
 - a. Say, "Thanks you now dialing" and press [COMP].
 - b. Press [COMP], then press [CTRL HCO].
 - c. Press [COMP], press [SPACEBAR], and then press [HCO].
 - d. Press [COMP].

VOICE TO HCO

9. When a Voice customer calls an HCO customer, the HCO customer can answer by letting a recording answer the line, in this instance the agent should:
 - a. Typing a greeting message
 - b. Announce the call, (Name of Relay Service) this is CA/Agent/OprXXX with a call for an HCO user.
 - c. Press the space bar three times
 - d. Press <HANG UP> and say the phone was answered by a recording

CUSTOMER DATABASE

10. What is the ONLY situation you would enter a note in the customer notes window:
- When instructed to by the customer
 - When you think it will make the call easier for the next agent
 - When a prison call doesn't have a /29 info digit identifier

MATCHING:

11. _____ You press this key to access the Customer Database (CDB).
12. _____ This area of the CDB holds special remarks on how to process a customer's call.
13. _____ This area of the CDB lists frequently dialed numbers, as well as emergency numbers and blocked numbers.
14. _____ You enter this in the Dial window in order to bring up a customer's Emergency Numbers list.
15. _____ You enter this in the Dial window if the customer asks you to redial the last number dialed.
16. _____ You enter this in the Dial window if the customer gives you a name but does not give a phone number with it.
17. _____ When the FROM number appears in red in the banner, that indicates the number is _

- | |
|---------------|
| A. FD |
| B. Notes |
| C. Cust Rec |
| D. Restricted |
| E. LN |
| F. EM |
| G. Numbers |

CHANGE AGENT

18. According to the FCC, a change of agents on a regular relay call should not occur until:
- A call has been connected for at least ten (10) minutes, outdial time (OT).
 - A call has been connected for at least five (5) minutes, elapsed time (ET).
 - A call has been connected for at least five (5) minutes, outdial time (OT).
 - A call has been connected for at least ten (10) minutes, elapsed time (ET).
 - A call has been connected for at least fifteen (15) minutes, elapsed time (ET).

MISCELLANEOUS

19. In which of the following situations can you re-word the Voice customer's conversation?

- a. When the Voice customer is speaking too fast and refuses to slow down.
- b. When the Voice customer instructs you to paraphrase his/her conversation.
- c. When the TTY customer instructs you to paraphrase the Voice customer's conversation.
- d. When you don't understand what the Voice customer said.
- e. None of the above – you must type the Voice customer's conversation verbatim.

20. Which of the following explanations is correct?

- a. The person that is calling you is deaf or hard of hearing. So I'm going to be reading what they're typing, and I'm going to type so they can read it. And, when I say go ahead, that means it's your turn to respond. One moment for your call to begin.
- b. I can explain it to you. Since your caller is deaf, they're going to be typing their conversation and that will be read to you. When you hear 'go ahead,' then it's just your turn to speak. Speak directly to the caller; everything that's heard is typed back to them. One moment for your call to begin.
- c. The person is deaf. They'll type what they want to say. I'll read it to you, then, when you hear the words go ahead, just speak directly to the caller and that's how you'll be able to talk with them. Okay? Then just one moment for your call to begin.

SCORE: Number correct _____ / Number Questions 20 = _____%

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 | PNEUMONIA | KNEWMONIA |
| 10. | TECHNOLOGY | TECNOLOGY | TECHKNOWLEDGY |
| 11. | TEMPORERY | TEMPORARY | TEMPORAIRY |
| 12. | DISAPPEAR | DISSAPEAR | DISAPPEER |
| 13. | SIGNIFICANT | SIGNIFIKANT | SIGNIFFICANT |
| 14. | PECULER | PECULIAR | PECULIER |
| 15. | APPOLIGIZE | APOLOGISE | APOLOGIZE |
| 16. | DEPRESSIAN | DEPPRESION | DEPRESSION |
| 17. | EQUIVELENT | EQUIVALENT | EQUIVALANT |
| 18. | REFERRAL | REFFERAL | REFFERRAL |
| 19. | INSUREANCE | INSURENCE | INSURANCE |
| 20. | COMITTMENT | COMITMENT | COMMITMENT |

Spelling test: No more than 2 incorrect answers (must achieve at least 90% correct)



Appendix E Quality Results

Sprint has engaged a neutral, third-party quality auditor, The Paisley Group, LTD (PGL) to benchmark “Best in Class” TRS service. PGL rates providers in key quality areas including typing speed, typing accuracy and speed in processing calls. PGL is a well respected auditing firm who is experienced evaluating relay performance. Sprint has contracted with PGL as a part of its Florida Relay contract. Other clients of PGL include Hamilton Relay (although to Sprint’s knowledge Hamilton has not shared any results of their PGL testing publicly).

PGL auditors dialed into each provider’s relay centers using a TTY device and a script. CAs are timed using an electronic stopwatch throughout the duration of the time that the CA is typing. Scripts are designed to give the CA enough typing time and a variety of words and phrases to test the speed and accuracy fairly. Scripts are also used to ensure each provider is judged fairly and accurately.

Typing Speed

PGL calculates typing speed by counting the number of characters divided by the time (in seconds) multiplied by 60 (to get characters per minute), divided by five (five characters per word).

Month	Sprint	Hamilton	AT&T
2007	75.3	69.1	56.5
2008	79.4	75.0	70.6
2009	85.4	76.5	75.5
2010	86.5	79.4	78.2

Figure 1 Average Words-Per-Minute (WPM)

Percentage of CAs who Type over 60 wpm

PGL calculates and reports the number and percentage of CAs who meet or exceed the FCC minimum requirement of 60 wpm. As displayed below, a greater percentage of Sprint CAs exceed the 60 wpm requirement.

Month	Sprint	Hamilton	AT&T
2007	96%	85%	2%
2008	98%	94%	79%
2009	97%	97%	84%
2010	100%	91%	95%

Figure 2 Percentage of CAs who type over 60 wpm

Typing Accuracy

Although the FCC does not have a requirement for typing accuracy, Sprint has engaged PGL to calculate the average typing accuracy during these calls. Many Relay Providers indicate in recent proposals that they have internal goals for 95% accuracy. The Figure below shows the average typing accuracy of each provider. The Figure displays that Sprint routinely meets this objective and is improving in this area.



Month	Sprint	Hamilton	AT&T
2007	95%	93%	96%
2008	95%	93%	97%
2009	96%	95%	96%
2010	97%	92%	97%

Figure 3 Percentage of CAs who type over 60 wpm

Combined Typing Speed and Accuracy

PGL also calculates the number of CAs who achieve both 60 wpm as well as can achieve 95% accuracy.

Month	Sprint	Hamilton	AT&T
2007	Not calculated	Not calculated	Not calculated
2008	65%	51%	66%
2009	75%	56%	58%
2010	73%	39%	73%

Figure 4 Percentage of CAs who type over 60 wpm

Technical and Customer Issues Noted during testing

PGL auditors noted several issues during the testing including the following:

Connecting using ASCII

- ◆ Sprint experienced no technical issues and was able to connect using the same protocol as the auditors without any issues. All 150 calls during each test period connected in the correct ASCII speed.
- ◆ Auditors noted, “Connecting to Hamilton was inconsistent. Some calls connected at ASCII 300, while others would only connect at TTY speed. Occasionally there were periods of 15 to 20 minutes where no call could connect to Hamilton.” In 2008, 25 out of 150 calls were connected in TTY speeds. In 2009, 35 out of the 150 calls were connected in TTY speeds.
- ◆ Auditors noted that AT&T also defaulted to TTY speed for some calls. In 2008, 23 out of 150 calls connected in TTY speeds. In 2009, 11 out of 150 calls were connected in TTY speeds.

Customer Care

- ◆ Auditors noted, “AT&T CAs were overzealous regarding correct spellings. Auditors noticed a trend where CAs would ask for spellings of every proper name multiple times within the same call. CAs would also request spellings of common words. This would break up the flow of the call resulting in frustration for the speakers.



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

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

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

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

I have read and understand the Sprint Relay Center Agreement Regarding Confidential Customer Information. I agree to comply and understand that failure to do so will lead to company disciplinary action that may result in my termination and/or criminal prosecution. I also understand that ascertaining damages resulting from a breach of this agreement would be difficult. I agree that Sprint shall have the right to an injunction against me, enjoining any such breach without any obligation to post bond. I agree that this will be in addition to and without limiting any other remedies or rights Sprint may have against me.

EMPLOYEE SIGNATURE

DATE

MANAGER/SUPERVISOR SIGNATURE

DATE

CapTel Confidentiality Form

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

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

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

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

Confidentiality Policy

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

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

Employee Name _____ Date _____



Appendix G Standard and Enhanced Features

Sprint will continue to offer the following features and enhancements to the TRS users.

Customer Feature	Description
Alpha-numeric Dialing	Relay users can dial request alpha-numeric numbers for the Operator to dial.
Answering Machine Retrieval (separate OR single line)	Relay users can retrieve voicemail or answering machine messages at their same location or through voice processing solution. If multiple calls are needed, the user is only charged for the first call.
ASCII Split Screen	Sprint's relay service is compatible with ASCII software that makes use of "split screen" functionality.
ASL to Conversational English	Relay users with minimal English skills can communicate fully through Sprint. Operators translate to assist in clearer understanding. Alternately, Operators will follow instructions if the caller requests verbatim relay.
ASL to Conversational Spanish	Relay users with minimal Spanish skills can communicate fully through Sprint. Operators translate to assist in clearer understanding. Alternately, Operators will follow instructions if the caller requests verbatim relay.
Automated Call Routing	Relay Hawaii calls will be quickly and efficiently routed to the first available Operator.
Automated Number Identification (ANI)	Sprint's TRS platform automatically collects the user's incoming telephone number and uses that information in the quick processing of the call.
Automatic Connection Mode	Sprint's TRS platform automatically connects Relay users using their last known communication mode or permanently requested communication mode to speed up call processing.
Average Speed of Answer	Relay users are answered quickly as Sprint routinely exceeds the FCC minimum requirements related to speed of answer.
Background Noises	Text relay users receive background noises through Operator's typing in parenthesis. Sprint's new Operator software offers quick access to 272 background noises.
Operator Gender ID	Sprint's system automatically sends a text greeting to the ASCII, TTY or IP user, which includes the gender of the Operator.
Operator Gender Request	Relay Hawaii users can request the gender of the Operator that they prefer to handle their calls on a per-call or permanent basis. Every effort will be made to fulfill this request.
Operator In-call replacement	Sprint meets or exceeds the FCC requirement for call in-call replacements. As a general rule, calls are not taken over unless necessary.
Operator Typing Speed	Relay users receive quick and accurate typing with Sprint. Recent independent evaluations showed an average typing speed of 85.4 wpm with over 95% accuracy.
Caller ID	Relay users can see who is calling them before they answer the phone. Caller ID featuring SS7 technology is used to deliver the ten digit phone number of the calling party, when not blocked through the LEC for local and toll calls.
Carrier-of-Choice	Relay users can choose their preferred Carrier for Intrastate, InterLATA, IntraLATA and International.
Cellular/PCS Phone Access	Relay users can dial 711 or Relay Hawaii toll free number(s) to complete Relay calls.
Configuration of Access Numbers	Sprint has the ability to configure toll-free access numbers to be answered in the communication method desired by the TRB.



Customer Feature	Description
Courtesy Messages	Sprint can supply a courtesy message to callers in the rare cases that calls are not immediately answered, if so desired by the TRB.
Credit for Wrong Numbers (IMMEDIATE)	Relay users can get immediate credits for toll calls when the wrong numbers is reached. Unlike some other providers who make users wait for months to get a credit, Sprint's relay users never receive a bill.
Customer Branding	Relay users can select how they would like their calls answered each time they call in. This preference overrides the self-learning database feature.
Customer Profile	Customers can enter their call handling preferences which will be displayed directly to the Operator on every call. Customer Profiles are treated with the highest level of confidentiality.
Deaf-Blind Pacing (Slow-typing)	Deaf-Blind relay users can receive slower transmission at 15 wpm (or any 5-wpm increment) in order to catch the whole conversation. <u>This is done automatically rather than just telling the Operator to type slower.</u>
Dialed Number Verification	Text relay users receive system generated verification of the number they are dialing to ensure that the correct number is being connected. (No Operator key stroke required)
Directory Assistance (Intrastate/Interstate)	Relay users can dial Directory Assistance at rates no greater than that of traditional voice users. When the number is obtained, the caller may choose to place the call through the Relay or dial direct.
Emergency Calling (E911)	Relay users can obtain emergency services (911) through Relay.
Emergency Numbers	In addition to Frequently dialed numbers, users are able to store local emergency numbers to their Customer Profile.
Enhanced Modems	Sprint's modems can auto-detect ASCII and Baudot modems.
Error Correction	Text relay users enjoy more accurate text messages as over 500 words are automatically corrected as the Operator types.
Frequently Dialed Numbers	Relay users can set up "speed dial" lists through the Relay.
Hearing-Carry-Over (HCO)	Speech-impaired users with normal hearing can listen to the person they are calling with HCO. The HCO user types his/her conversation for the Operator to read and voice to the standard (voice) telephone user.
HCO Permanent Branding	HCO users are answered with a special greeting: (Service identifier) 1234 May I have the numbering you are calling please?
HCO-HCO	HCO users can contact HCO users through the Relay. The Operator will voice to both parties what is typed on each user's TTY.
HCO-TTY	HCO users can contact TTY users through the Relay. HCO users can listen while the Operator is reading/voicing the TTY user's typed message. The HCO user types their conversation directly to the TTY user.
HCO with Privacy	HCO users can choose to keep their conversations more private by requesting that the Operator not hear the voice caller speaking. The Relay Operator will only voiced responses from the HCO user to the voice user.
Inbound International	Relay users can access Relay from any international destinations outside of United States through Sprint's international inbound 10-digit number-605-224-1837.
Intercept Messages	Sprint provides both voice and text intercept messages.
Keeping User informed of Status	Significant automation is present within the Operator call processing software to keep Relay users informed of call status.



Customer Feature	Description
Last Number Redial	Relay users can request the Operator to redial their last number by requesting "Last Number Redial" or "LNR".
LEC Calling Services	Many LEC-offered enhanced calling features such as Caller ID and three-way calling can be used through Sprint Relay.
Local/Extended Area Service	Relay users who subscribe to extended area service plans receive equivalent service through the Relay.
Machine Recording Capabilities	Relay users can select to receive entire recordings on the first call without redials. The Operator software can record the recording and type it at a normal pace.
Misdialed Number Credit	Relay users can get immediate credits for toll calls when the wrong number is dialed by the Operator.
Pagers and Beepers	Relay users have functionally equivalent access to beepers and pagers.
Pay-Per-Call	Relay users can dial 900 calls via relay via a toll-free 900 number which observes LEC restrictions so that customers do not have to register blocks with the Relay.
Regionally Directed Toll-free numbers	Sprint allows access to regionally directed toll-free numbers so callers reach the same destination that would have been reached without Relay.
Regionally Restricted 800/888/877/866/855	Relay users can reach regionally restricted toll-free numbers through Sprint.
Reverse 2-Line HCO	Sprint's 2-Line HCO users can also receive incoming calls.
Reverse 2-Line VCO	A VCO user receives a call from a voice user first then dials/connects the Relay Operator.
Roaming	Although not implemented in Relay Hawaii, Sprint has the ability to disable the setting that currently requires one party to be calling from inside Louisiana.
Spanish-to-Spanish	Spanish-speaking relay users can access Relay Hawaii. Sprint offers proficient bilingual (Spanish) Operators and full functionality.
Speech-Challenged Indicator	Speech-challenged users (HCO) can type "S" to inform the Operator that they will be utilizing HCO.
Speech-to-Speech (STS)	Speech-challenged users can speak with assistance of specialized Operators.
Speech-to-Speech Busy Line Verification	STS users will be able to immediately confirm the STS Operator dialed the right number if a busy signal is reached. The STS Operator will repeat the number aloud to confirm.
Speech-to-Speech to TRS	STS users can communicate with other users of relay including Voice, TTY, VCO, HCO or STS.
Speech-to-Speech using Spanish	Spanish speaking STS users can speak directly to others with the assistance of specialized bilingual Operators.
Speech to Speech with Privacy	A STS user can speak directly to the Operator without hearing the voice user's voice. The Operator will simply re-voice the STS user's message.
Text protocols	Relay users can access Relay Hawaii using TTY (Baudot), ASCII, TurboCode™, or Enhanced Turbocode (Sprint is the exclusive provider of Enhanced Turbocode).
Toll Discounts	Relay users will receive 50% off of Sprint MTS rates interstate toll calls.
Transfer capabilities	Voice or TTY relay users needing a specialized Operator or different department (e.g. Customer Service) can be transferred without hanging up.
TRS Customer Service	Relay users can reach TRS Customer Service, which is available 24 hours-a-day, 7 days-a-week to request information, or to offer commendations and submit complaints.



Customer Feature	Description
TTY Operator Services (OSD)	Relay users can access TTY Operator services to complete TTY-to-TTY calls; obtain Directory Assistance information; or receive credit for erroneous billing. The toll-free number is: 1-800-855-4000.
TTY to TTY (Call Release)	TTY users can use relay to call another TTY when a Operator is necessary to set up the call.
TurboCode™	Relay users can enjoy quicker transmission (up to 110 wpm) and interrupt when using Relay Hawaii with Turbocode.
Two-line HCO	HCO users with two telephone lines can use one line to hear the hearing person directly while the other line is used to type to the Operator simultaneously.
Two-line VCO	VCO users with two telephone lines can use one line to speak directly to the hearing person while the other line is used to receive the Operator's typed responses simultaneously. Two-Line VCO offers a more natural flow of conversation without pauses required with single line calls.
Variable Time Stamp Macro	Relay users can receive the last few words relayed if the person on the other line disconnects while they are typing.
VCO Permanent Branding	VCO callers can automate the set-up the call without typing with a special greeting.
VCO w/ Privacy/NO GA	VCO users can choose to keep conversations more private by requesting that the Operator not hear the VCO caller speaking. The Relay Operator will only listen to the hearing party and type the conversation to the VCO user.
VCO-HCO	VCO users can contact HCO users through the Relay. The VCO user speaks directly to the HCO user and the HCO user types their conversation directly to the VCO user.
VCO-TTY	VCO users can contact TTY users through the Relay. The VCO user can use his/her own voice and the Operator will listen to the VCO caller's spoken words then type the message to the TTY user. The TTY user types directly to VCO user without any Operator interaction.
VCO-VCO	VCO users can contact other VCO users through the Relay. The Operator listens to VCO users speak and type the spoken words for the parties at both ends.
Voice Call progression	Voice or HCO users can listen during call set-up i.e. ringing, busy.
Voice-Carry-Over (VCO)	Deaf or Hard-of-Hearing people who prefer to use their own voice can speak directly to the party they are calling. The Operator types the voiced responses back to the VCO user who can read the typed messages across the TTY screen.

Figure 42 TRS Standard features



Appendix H Sprint Pricing Proposal

Sprint is excited to continue its legacy of providing leading-edge products and services at a competitive and cost-effective rate per minute which ensures the best total value.

As seen in Figure 83 below, Sprint has worked diligently to reduce the costs to the PUC for this bid. Sprint is offering both a price per Session Minute for TRS, as well as a monthly fixed recurring charge to maintain the presence of the Honolulu center. By separating these costs, Sprint is able to offer the PUC a competitive price per minute while maintaining the high quality and customized support of the Honolulu center. In addition, Sprint is also offering a second option for calls to be processed using Sprint's existing network of mainland call centers.

	Fixed Price Per Session Minute	Fixed Monthly Recurring Charge
TRS price per minute (network or in-state)	\$1.19	
CapTel price per minute (network or in-state)	\$1.68	
Relay Conference Captioning (First 2,500 minutes a year free)	\$2.99	
Outreach Services (includes \$75K outreach and local Account Manager)		\$17,750
Hawai'i TRS in-state center		\$12,500
Equipment Distribution Program (EDP)		\$6,500
Emergency Notification System		\$500
Fund Collection Services		\$9,500
Wireless Pilot of New services (Equipment, Service and Applications for up to 50 subscribers)		\$3,000

Figure 83 – Pricing Table

Sprint's pricing includes separate, fixed monthly recurring charges for enhanced products and services, as described in Sprint's proposal. These monthly recurring fees are fixed and flat for the duration of the proposed contract.

Internet- and Wireless-based services

A key differentiator in Sprint's bid is the ability to deliver a full suite of internet-based and wireless-based services. These features are currently under the jurisdiction of the FCC and funded by the TRS fund administered by NECA which means they will continue to be provided **currently at no additional cost to the PUC**. If and when the FCC determines that jurisdiction of these services should be transferred to the state, Sprint stands ready and able to offer all of these services directly to the PUC.

The Pricing for these services, including Wireless CapTel (coming Spring 2011) is shown as current NECA reimbursement amounts that are per Conversation Minute. If the FCC requires that the State's take responsibility for the funding of part, or all of these services, Sprint will work with the Commission for the appropriate services and rates based on the State's requirements.



	Currently Reimbursed by NECA at Conversation Minute Rate
Video Relay Service (VRS)	\$6.50
Sprint Mobile VRS (SMVRS)	\$6.50
Internet Protocol (IP) Relay	\$1.2985
Instant Messaging access to IP Relay	\$1.2985
WebCapTel*	\$1.6951
Wireless CapTel by Sprint*	\$1.6951

*Coming in Spring 2011

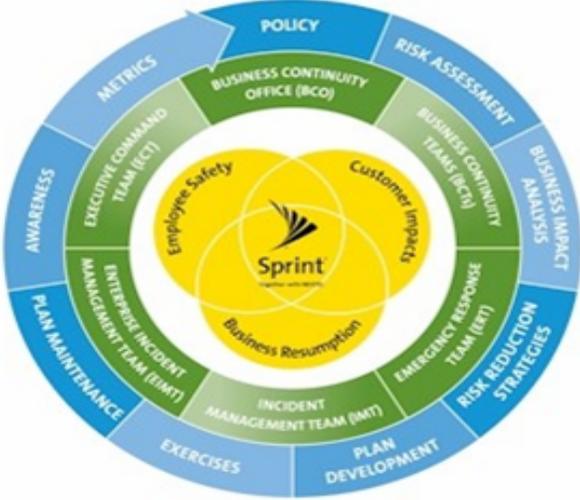
Figure 84 – Pricing Table



Appendix I Disaster Recovery Plan



TRS
Disaster Recovery Plan
and
Business Continuity
Program





Overview of Sprint's Approach

Sprint's comprehensive Disaster Recovery Plan developed for TRS details the methods Sprint will utilize to cope with specific disasters. The plan includes quick and reliable switching of calls, Sprint's TRS network diagrams identifying where traffic will be rerouted if vulnerable circuits become inoperable, and problem reporting with escalation protocol. Besides service outages, the Disaster Recovery Plan applies to specific disasters that affect any technical area of Sprint's Relay network. Sprint maintains an active business continuation program that consists of business resumption, disaster recovery and incident management. Our program has a corporate oversight function to assure programs are implemented consistently across the company.

The TRS and *CapTel* networks are designed to contend with weather-related challenges, power outages, and disasters. Sprint's comprehensive TRS Disaster Recovery Plans detail the methods Sprint will utilize to cope with specific disasters. The plan includes quick and reliable switching of calls, network diagrams identifying where traffic will be re-routed if vulnerable circuits become inoperable, and problem reporting with escalation protocol.

The Sprint TRS and *CapTel* Disaster Recovery Plans details the steps that will be taken to deal with any problem, and restore relay services to full operating level in the shortest possible time.

Preventive Measures and Monitoring

Fiber Backbone Loop Topology and Reconfiguration

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

Sprint Route Outage Prevention Programs

■ **CALL BEFORE YOU DIG PROGRAM**

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

■ **AWARENESS PROGRAM**

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

■ **ROUTE SURVEILLANCE PROGRAM**

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





■ **TECHNICIAN PROGRAM**

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

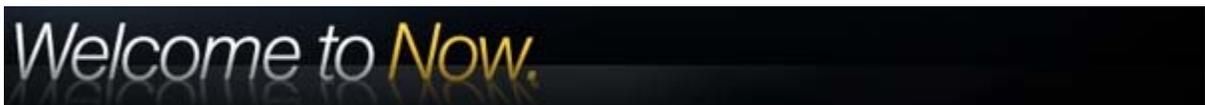
■ **FIBER/SWITCH TRENDING PROGRAM**

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

■ **TELECOMMUNICATIONS SERVICE PRIORITY (TSP) PROGRAM**

Sprint enrolled all critical circuits supporting the domestic Sprint Relay Call Centers in the FCC's Telecommunications Service Priority (TSP) program at a priority level three in 2005. This program presently restores telephone services most critical to national and homeland security on a priority basis in the event of a national crisis. With the implementation of the new TRS platform in the first quarter of 2008, Sprint added additional TSP codes to the original list of associated circuits.

Sprint's participation in the TSP Program strengthens our robust reliability. If a national or regional emergency causes service to be disrupted and the Sprint Call Center cannot receive or place calls, Sprint's participation in the TSP program means that Local Exchange Carriers (LECs) would be required to restore service as rapidly as possible consistent with the priority status assigned to Sprint's TRS Center. Sprint's reliable network and TSP participation ensures that our disaster recovery ability is unmatched by any TRS provider in the world.





Disaster Recovery Processes by Severity Level

Sprint has defined four incident severity levels with internal triggers to escalate when an incident escalates. These incident severity levels in increasing order are:

- ◆ Business As Usual,
- ◆ Threat,
- ◆ Incident Command, and
- ◆ Company Jeopardy.

Severity Level 1 – “Business as Usual”

It is each Sprint employee’s job to make sure that, to the highest degree possible, no customers should be impacted by any type of degradation in service due to natural events, man-made disasters, hardware issues, software issues, facility or wireline network issues. It is Sprint’s goal that any issues are dealt with as soon as possible and are as transparent to Sprint’s Relay users as possible.

Sprint Relay Call Center Equipment

A technician is on-site during the normal business day. The technician provides parts and / or resources necessary to expedite repair within two hours. Outside of the normal business day, a technician will be on-site within four hours. The technician then provides parts and /or resources necessary to expedite repair within two hours.

Software Issues

Sprint thoroughly tests all software in a testing environment prior to production. In addition, several positions are dedicated to BETA testing for a pre-determined period of time. If any major issues are noted, the software on those positions is immediately replaced with previous versions. All problems associated with a new product or service which fails to process per training specifications or requests to change training specifications are escalated to 1) Training Supervisor and 2) Headquarters Training Staff.

If the CAs encounter issues technical issues outside of new software testing, the CA presses a function key to log the call. In addition, CAs provide additional information using standardized forms, shown below.





Phoenix TRS TROUBLE TICKET

Date: _____ Time: _____ Position #: _____ CA ID #: _____

Ctrl T/Log/Trouble _____ (check when used) W# _____ AD ID _____
(3 initials + last 4 sen)

Calling from #: _____

Turbo Code yes _____ no _____
Type: TTY ___ VCO ___ HCO ___ Voice ___ ASCII ___ Internet ___

Calling to #: _____

Turbo Code yes _____ no _____
Type: TTY ___ VCO ___ HCO ___ Voice ___ ASCII ___ Internet ___

Relay State: _____

Billing Information: Alternate ___ COC ___ Paid ___

Description Codes:
25 ___ Inbound Call Trbl
30 ___ Keyboard Trouble
31 ___ Text Disappear
32 ___ Record Feature
33 ___ Outdial Trbl
35 ___ PC Func Trbl
40 ___ Headset problem
45 ___ CoC Trouble
50 ___ Branding
60 ___ Branding
70 ___ Call Comp. Domestic
72 ___ Call Completion Int'l
75 ___ Billing Issue
80 ___ Misc.

Volume Problem: _____

Problem Connecting Inbound: _____

Outdial Problem/Billing: _____

Transmission Problem: _____

Screen Freeze Up _____

Other Issues/Comments: _____

Sample Trouble Ticket Form

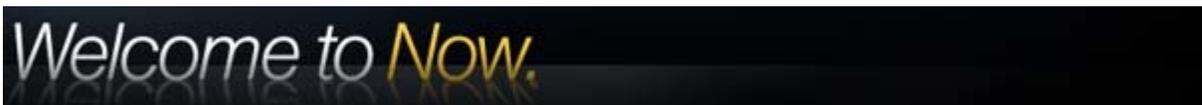
Trouble tickets can be initiated by the CA in instances where the system is not performing as designed or an unexpected scenario is encountered and needs additional investigation such as a key sticking on the keyboard or customer branding (registered) but not displaying.

A technician at the center or at the Call Center Service Assurance (CCSA) (after hours) will attempt to address the problem within four (4) hours of the incident. In some instances additional investigation may be necessary and require additional follow up.

It should be noted that any time an issue is reported by Relay user or State, a customer contact is also entered in the Customer Contact Online Database. If the customer requests follow up, a representative from Sprint will offer to follow up once the issue is resolved and information regarding the resolution will also be documented in the system.

Power Outage

Sprint's relay centers are equipped with complete UPS and generators, fully capable of handling any power disruption. In the event of a power outage, the UPS provides seamless power transition while the emergency generator is brought on line. During this transition of less than a minute, power to all the basic equipment and facilities for the center operation is maintained. This includes the switch system and its peripherals, switch room environment (air conditioning and heating in the computer room) CA positions (including consoles/terminals), emergency lighting, system alarms and CDR





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

Sprint’s site technicians will be the primary point of contact during any power outage with back-up support provided the Call Center Service Assurance (CCSA) and center management. Sprint ensures each major center is equipped with an Uninterruptible Power Supply (UPS), generator, and sufficient fuel to provide power for 24-hours following a power failure. These back-up power systems can continue to provide power beyond 24-hours as long as fuel is readily available. In addition, periodic testing insures all systems and back-up systems are working.

Severity Level 2 – “Threat”

Sprint assigns Safety Wardens and Alternate Safety Wardens at Call Centers to ensure that standard procedures are followed during any type of “threat” situation including fires, tornadoes, or bomb threats. These policies are kept in both electronic and paper copy at the center in multiple locations.

Fire at Call Center

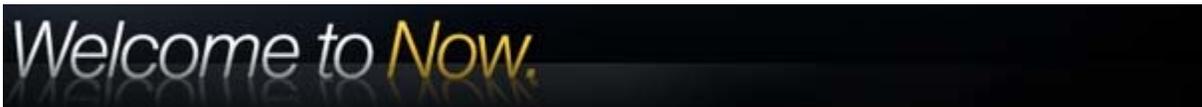
Sprint has documented procedures at each call center to evacuate due to a fire. These procedures include the following:

- ◆ Evacuation
- ◆ Routing of the calls to other centers
- ◆ Notifying the appropriate authorities
- ◆ Ensuring all Employees are Safe

A sample plan from one call center can be seen below.

<p>When an alarm sounds determine if source of the alarm is from the fire alarm panel located in the Security office. If so, follow the procedures outlined below:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Perform a safe, visual inspection of the building to determine location of the fire / smoke (SW) <input type="checkbox"/> Extinguish a beginning stage fire if you have been trained to use a fire extinguisher (SW) <input type="checkbox"/> If you are unable to contain the fire or determine the source of smoke, evacuate the building following procedures outlined under Fire / Bomb Evacuation procedures <input type="checkbox"/> After arriving at the “safe” place, notify the following: (ASW) <input type="checkbox"/> 911 <input type="checkbox"/> TMCC Work Office: 913-219-XXXX Cell: 913-219-XXXX <input type="checkbox"/> CCSA (if before 7am or after 10pm) Work Office: 866-499-XXXX 	<ul style="list-style-type: none"> <input type="checkbox"/> Scott Demarest Work: 512-873-1009 Cell: 512-784-XXXX Home: 512-238-XXXX <p style="text-align: center;">(The Location Manager will notify the Director.)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Sprint Corporate Security Emergency Number 800-877-XXXX <input type="checkbox"/> Jose Berlanga Cell: 512-369-XXXX Office: 512- 873-XXXX <input type="checkbox"/> Phillip Darce Work: 512-873-1098 Home: 512-251-XXXX Cell: 512-791-XXXX <p>SW = Safety Warden ASW = Alternate Safety Warden</p>
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Fire





The Location Manager or Director (if the Location Manager is unavailable) will decide if an evacuation of the facility is necessary. In any event --- stay calm. Follow evacuation procedures outlined below:

- ❑ Make sure you have a cellular phone. Secure the daily work files, flashlight and office keys. Go directly to "safe" area (ASW).
- ❑ Assign Evacuation Coordinator responsibilities (SW)
 - Assist employees with disabilities
 - Assist Safety Warden in evacuating agent center
 - Evacuate administrative areas
 - Assume posts along route to "safe" area
- ❑ Instruct agents on calls to type to their customer "due to an emergency at the relay center I will be disconnecting your call SK." (SW & EC)
- ❑ Direct employees to **CALMLY** proceed to men's or women's restroom. Notification should be conducted in the following order:
 - ❑ Training room (EC)
 - ❑ Training supervisor office (EC)
 - ❑ Locker Rooms (EC)
 - ❑ Security office (EC)
 - ❑ Agent centers (SW & EC)
 - ❑ Bath Rooms (EC)
 - ❑ Employee Lounge (EC)
 - ❑ Conference (EC)
 - ❑ New Mom's room(EC)
 - ❑ Patio Area (EC)
 - ❑ Location Manager Office (EC)
 - ❑ Customer Relations Manager (EC)
 - ❑ Account Manager Office (EC)

- Reception Area (EC)
- Human Resources Manager (EC)
- Account Manager Office (EC)
- Sales Manager Office (EC)
- Site Technician Office (EC)

- ❑ Once all employees have been instructed to evacuate, conduct an inspection of facility to determine if empty (SW)
- ❑ Once evacuation has been completed, use the daily schedule to take a roll call of all employees assembled the restrooms (ASW). If the evacuation takes place in the morning, start at the beginning of the daily work files. If the evacuation takes place in the evening, start at the end of the work files.
- ❑ Remain in the restrooms until given the "all clear" by management, police or fire department.

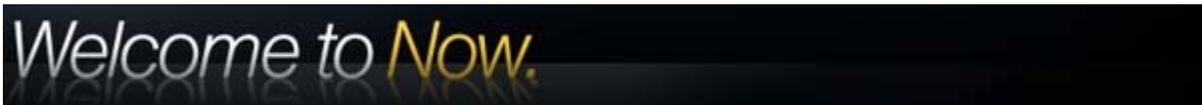
SW = Safety Warden
ASW = Alternate Safety Warden
EC = Evacuation Coordinator

Tornado Evacuation Procedures

- ❑ Proceed downstairs and notify employees in the following areas

Bomb Threat at Call Center

When a Bomb threat or a Threat against a center, employee, or service is received, Sprint has documented procedures at each call center to ensure that risk to employees is minimized. CAs accepting the threat obtain as much information as possible, as seen in the standard form below.

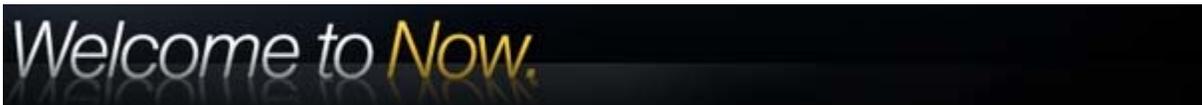




THREAT FORM

AGENT PROCEDURES	CALL TYPES
<p>Press MAKE BUSY KEY</p> <p>Press EMERGENCY KEY</p> <p>*** NOTIFY SUPERVISOR</p> <p style="text-align: center;">POTENTIAL QUESTIONS (Bomb Threats)</p> <ol style="list-style-type: none"> 1. When is bomb going to explode? 2. Where is it right now? 3. What does it look like? 4. What kind of bomb is it? 5. What will cause it to explode? 6. Did you place the bomb? 7. Why? 8. What is your address? 9. What is your name? <p>Please fill out all applicable information</p> <p style="text-align: center;">EXACT WORDING OF THE THREAT:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>If needed, use back of sheet for additional space.</p> <p>Agent Name _____ Agent# _____</p> <p>Position# _____ Date _____ Time _____</p> <p>Length of call: _____</p>	<p style="text-align: center;">TTY CALLER</p> <p>Calling From #: _____</p> <p style="text-align: center;">TYPING STYLE</p> <p>___ ASL - Light ___ Choppy</p> <p>___ ASL - Medium ___ Slow</p> <p>___ ASL - Heavy</p> <p>___ Other _____</p> <p>___ Characters _____</p> <p>If characters, what type _____</p> <p style="text-align: center;">VOICE CALLER</p> <p>Calling From #: _____</p> <p>Gender: _____</p> <p style="text-align: center;">CALLER'S VOICE</p> <p>___ Calm ___ Angry ___ Excited</p> <p>___ Slow ___ Rapid ___ Soft</p> <p>___ Loud ___ Laughter ___ Crying</p> <p>___ Normal ___ Distinct ___ Slurred</p> <p>___ Lisp ___ Raspy ___ Deep</p> <p>___ Ragged ___ Clearing Throat</p> <p>___ Accent ___ Deep Breathing</p> <p>___ Disguised ___ Cracking Voice</p> <p>___ Familiar</p> <p style="text-align: center;">If voice is familiar, who did it sound like?</p> <p>_____</p> <p style="text-align: center;">BACKGROUND SOUNDS</p> <p>___ Crockery ___ Voices ___ Music</p> <p>___ Motor ___ Clear ___ Static</p> <p>___ Local ___ Booth</p> <p>___ Long Distance</p> <p>___ PA System ___ Street noises</p> <p>___ PA System ___ Street noises</p> <p>___ Animal noises ___ Weather</p> <p>___ Other _____</p> <p style="text-align: center;">THREAT LANGUAGE</p> <p>___ Well spoken ___ Foul ___ Taped</p> <p>___ Irrational ___ Incoherent</p> <p>___ Message read by threat maker</p>
<p style="text-align: center;">SUPERVISOR REPORTING PROCEDURES</p> <hr/> <p>IF LOCAL - CALL 911</p> <p>Dispatchers Name _____ Time _____</p> <p>Police Dispatched? Yes / No</p> <p>Officer's Name _____ Case# _____</p> <p>Site Search? Yes / No In / Out</p> <p>*Call Location Mgr: _____ Time _____</p> <p>*Call Corporate Security: Ph# 800-877-7330</p> <p>*Spoke with _____ Time _____</p> <p>For all non-local threatening calls follow only the asterisk*</p>	

After the incident is document, the call center follows standard procedures to report the incident as seen below.





In all cases, when a bomb threat is made, it is critical that the processes outlined below take place as quickly as possible:

- Complete the Bomb Threat Form. (It is important that as much information as possible is collected on this form so that management can, with Corporate Security's guidance, make an informed decision pertaining to center evacuation.) (SW)
- If the threat seems genuine, call 911 (SW)
- Conduct a site inspection. (Security guard should conduct inspection after hours) (SW)

Look for:

- Suitcases or unfamiliar packages
- Doors left open that are normally locked
- Unusual sounds from unfamiliar packages
- Objects that appear out of place

- If something suspicious is found, advise law enforcement upon arrival.
- Call: (ASW)

Scott Demarest Work: 512-873-XXXX
 Cell: 512-784-XXXX
 Home: 512-238-XXXX
 (The Location Manager will notify the Director.)

Sprint Corporate Security
 Emergency Number 800-877-XXXX

Human Resources Manager
 Phillip Darcé Work: 512-873-XXXX
 Home: 512-251-XXXX
 Cell: 512-791-XXXX

TMCC Work: 913-219-XXXX
 Cell: 913-219-XXXX

CCSA (if before 7am or after 10pm) Work: 866-499-XXXX

If the decision to evacuate is made proceed to Fire / Bomb Evacuation Procedures

Fill out Security Incident Form online:
<http://ppld.corp.sprint.com/forms/s/securityIncident.html>

SW = Safety Warden
 ASW = Alternate Safety Warden

Bomb Threats

Illness or Injury of Employee

All TRS call centers have standard procedures any time a call center employee becomes ill or is injured. The sample procedures are listed below.

If an employee sustains an injury or becomes ill to the extent that emergency treatment is necessary, follow procedures outlined below:

- Call 911 and be prepared to give the location of the TRS Austin facility: (ASW)

Relay Texas
 1321 Rutherford Lane, Suite 100
 Austin TX 78753
 512-873-XXXX

- A supervisor or designee should remain with the injured/ill employee until the Emergency Medical Technician arrives
- Make the employee as comfortable as possible
- Be prepared to provide the Emergency Medical Technician the following information: (SW)
 - Employee name
 - Information contained on the PDF (Personal Data Form)
 - Nature of the Injury or illness

- Notify emergency contact noted on the PDF and if employee is transported by ambulance to a medical facility. (SW)

Notify Location Manager: (ASW)
 Scott Demarest Work: 512-873-XXXX
 Home: 512-238-XXXX
 Cell: 512-784-XXXX
 (Location Manager will notify the Director)

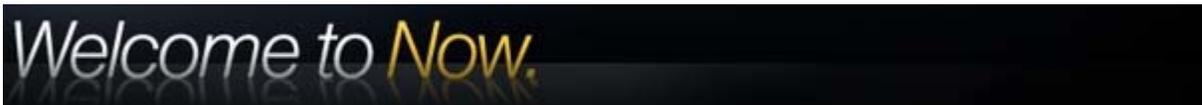
Notify Human Resources Manager: (ASW)
 Phillip Darcé Work: 512-873-XXXX
 Home: 512-251-XXXX
 Cell: 512-791-XXXX

- Complete a Supervisor's Accident Investigation Report and forward to Care Supervisor, Randall McKee and Jose Berlanga for follow up. (SW)

Fill out Security Incident Report online:
<http://ppld.corp.sprint.com/forms/s/securityIncident.html>

SW = Safety Warden
 ASW = Alternate Safety Warden

Injuries/Illness





Severity Level 3 - “Incident Command”

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

If the problems are outside of the Sprint Relay platform such as the following,

Sprint or Telco Network

Facilities or an outage of facilities directly serving the state’s incoming TRS Relay calls will immediately be routed to one of the ten other centers throughout the US. No inbound calls will be lost. Repair of Interexchange and Local Exchange fiber or network facilities typically requires less than eight hours.

Due to Utilities or Disaster at the Center

Immediate rerouting of traffic occurs with any large-scale relay center disaster or utility failure. Service is restored as soon as the utility is restored, provided the Sprint Relay equipment has not been damaged. If the equipment has been damaged the service restoration for Sprint equipment (above) applies.

Due to Telco Facilities Equipment

A Telco equipment failure will not normally have a large effect on TRS traffic within the state unless it occurs on Telco facilities directly connected to the Relay call center. In this case, normal Sprint Relay traffic rerouting will apply.

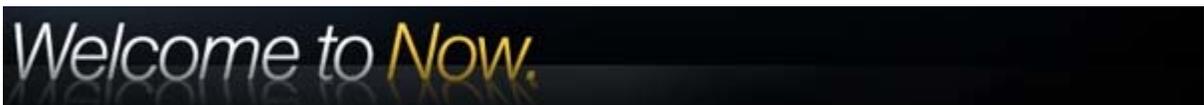
Sprint Wireline Network Issues

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

Sprint’s standard objectives for repair times are defined below.

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

Time to Investigate + Time to Repair + Time to Notify





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

Current MTTR Objectives

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

Escalation Procedures

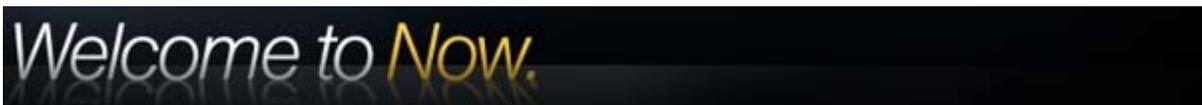
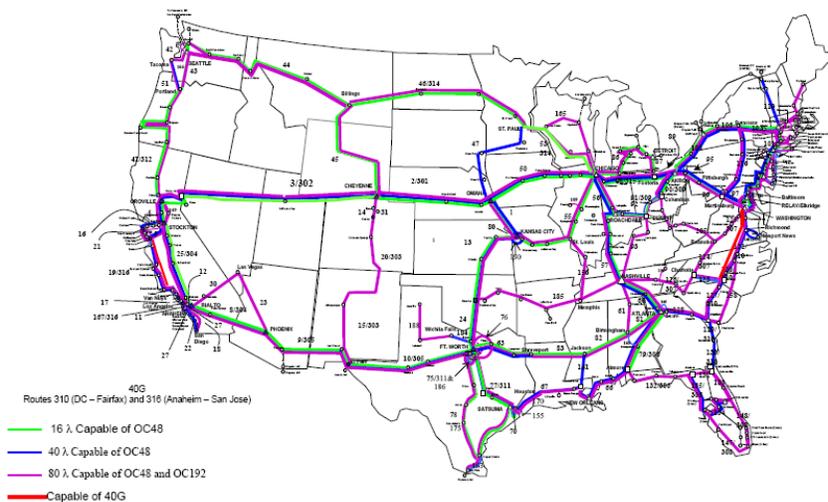
If adequate results have not been achieved within two hours, the Contract Administrator or a Relay user may escalate the report to the next level. The table below details the escalation levels.

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

Escalation Points

Network event that affects one of the Avaya switches

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





Sprint's network of TRS call centers use three centralized Avaya Automatic Call Distributors (ACD). If the TRS platform was to experience an outage situation with one of the Avaya ACD's, the PG's (Peripheral Gateways) connected to the Avaya experiencing the issue would go offline notifying ICM (Intelligent Call Management) to stop routing traffic to that Avaya ACD. The traffic that was once being routed to that Avaya ACD would be alternately routed to all other functioning Avaya ACD's.

Simultaneously, the Traffic Management Control Center (TMCC) contacts all other TRS centers notifying them of technical issues affecting other centers and requests additional staffing at all other functioning centers. Any centers who are conducting ongoing training or other meetings will be requested to return to the call center floor to assist in handling calls. CAs may also be offered overtime (as necessary). TMCC will also notify the Program Management team so that all States impacted receive appropriate updates.

The Call Center Service Assurance (CCSA) group manages the coordination of technical resolutions. CCSA will be notified via Call Center Services alarming platform Reliatel which monitors the (4) Avaya ACD's and the ICM platform. Once the issue is encountered a Severity 1 ticket is created. CCSA pages out all appropriate technical staff to join a conference bridge. The team troubleshoots the issue until a fix has been identified.

Post Mortem documentation would be provided identifying the root cause and corrective action taken.



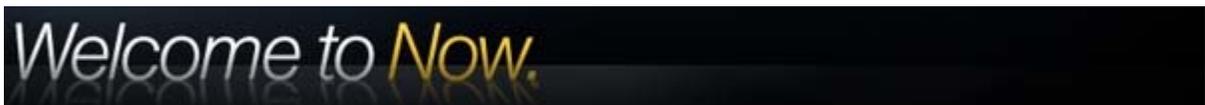


Severity Level 4 - “Company Jeopardy”

Pandemic Planning

Specifically related to the Avian Influenza (Bird flu) threat, Sprint has developed a corporate-wide plan of action based on the World Health Organization’s (WHO) pandemic phases, which specify measures and actions to safeguard our employees and business functions critical to ensuring service continuity. Sprint’s corporate-wide plan is proprietary and is incorporated within our Enterprise Incident Management Process for managing significant incidents.

Sprint has attached Sprint’s standard Pandemic Plan.





Communication Processes

Customer-Reported Issues

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

Sprint will request the following information is required when a Relay user is reporting trouble:

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

Sprint's Notification Procedures

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

- ◆ An immediate report (within one-hour)
- ◆ A 24-hour status report
- ◆ A comprehensive final report within 5 business days

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

- ◆ TRS Switching System failure or malfunction
- ◆ Major transmission facility blockage of the last-leg circuits to the Relay call centers
- ◆ Threat to CA safety or other CA work stoppage
- ◆ Loss of CA position capabilities

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

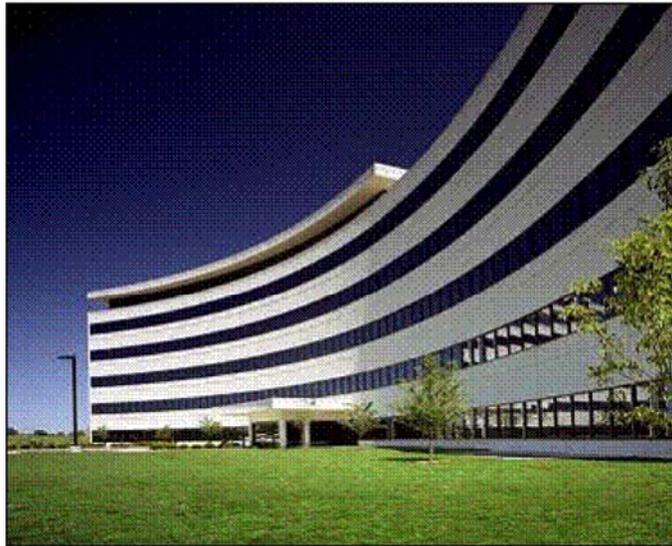




CAPTEL DISASTER RECOVERY PLAN

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

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



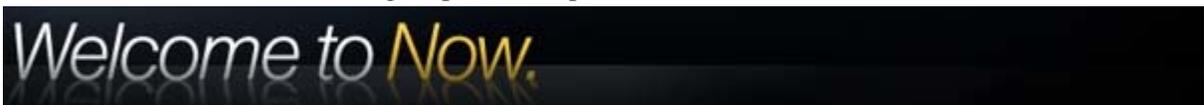
Madison, WI CapTel Call Center

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

Sprint Outage Notification from CapTel call center

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

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





- Impact to minimum ASA / Speed of Answer times
- Acts of God

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

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

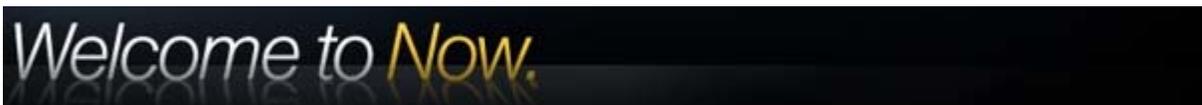
Sprint will internally escalate outages in the following manner:

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

Sprint CapTel Outage Escalation

Sprint Procedure for Outage Notification to Contract Administrators

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





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

Sprint Customer Notification Procedure

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

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

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

Disaster Recovery Follow-Up

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

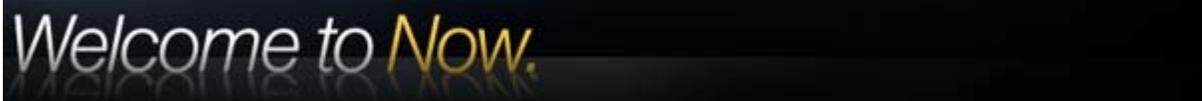
Disaster Recovery Post-mortem documentation

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

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

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

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





Time Frames for Service Restoration

■ COMPLETE LOSS OF SERVICE DUE TO EQUIPMENT

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

■ DUE TO UTILITIES OR DISASTER AT THE CENTER – SERVICE WILL BE RESTORED AS SOON AS THE UTILITY IS RESTORED PROVIDED THE EQUIPMENT WAS NOT DAMAGED. IF THE EQUIPMENT WAS DAMAGED THEN REFER TO THE TIMING IN THE STATEMENT PREVIOUS (DUE TO EQUIPMENT).

■ DUE TO TELCO FACILITIES EQUIPMENT – A TECHNICIAN WILL BE DISPATCHED AS NECESSARY. THE NORMAL TELCO ESCALATION PROCEDURES FOR A PARTIAL OUTAGE WILL APPLY:

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

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

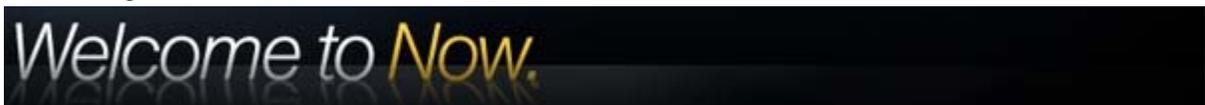
■ PARTIAL LOSS OF SERVICE – DUE TO EQUIPMENT

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

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

■ DUE TO TELCO FACILITIES EQUIPMENT – A technician will be dispatched as necessary by Sprint. The normal Telco escalation procedures for a partial outage will apply:

- ◆ Eight hours at first level





- ◆ Twenty-four hours at second level

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

Trouble Reporting Procedures (for Individual Customers to Customer Service)

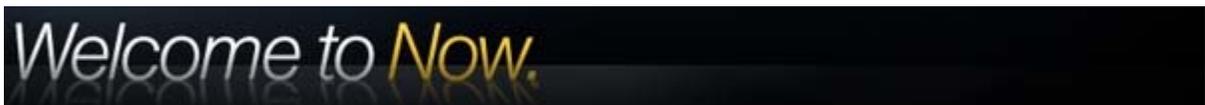
All calls concerning customer service issues should be placed by dialing the CapTel Customer Service at 1-888-269-7477 (800-482-2424 TTY) in English (866-670-9134 for Spanish). A Customer Service agent will take information concerning:

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

Report service affecting trouble to Customer Service during normal business hours, 8:00 AM to 5:00 PM Central Time, Monday through Friday. Normal business hours do not include Saturday, Sunday, and holidays.

Escalations of service affecting issues during normal business hours are followed below:

Level	Escalation Procedure during business hours	Point of Contact (POC)	Phone Number
1	CapTel Customer Service	Customer Service Agent	(888) 269-7477 captel@captelmail.com
2	CapTel Customer Service Supervisor	Pam Holmes	(888)-269-7477 Pam.Holmes@captelmail.com
3	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	(608) 441-8800 Pam.Frazier@captelmail.com





Level	Escalation Procedure during business hours	Point of Contact (POC)	Phone Number
4	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 Jayne.Turner@ultratec.com

CapTel Customer Service Escalation Procedures

Hours outside the normal business day are 5:00 PM to 8:00 AM Central Time for every day of the week (Monday through Friday), and all day Saturday, Sunday, and holidays. Outside of normal business day hours, a recording will play and trouble calls can leave a message for customer service to follow up during the next business day.

The recording played to customers outside of CapTel customer service business hours:

THANK YOU FOR CALLING CAPTEL CUSTOMER SERVICE. OUR HOURS ARE MONDAY THROUGH FRIDAY FROM 8AM TO 5PM CENTRAL TIME. YOU MAY TRY AGAIN DURING BUSINESS HOURS OR LEAVE A VOICE MAIL MESSAGE BY PRESSING 3 NOW.

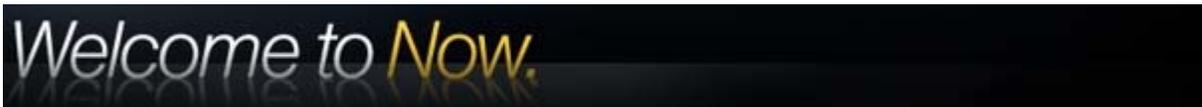
If the “3” button is pressed, then the customer will hear the following message:

THANK YOU FOR CALLING CAPTEL CUSTOMER SERVICE. WE ARE UNABLE TO TAKE YOUR CALL AT THIS TIME. PLEASE LEAVE A DETAILED MESSAGE WITH YOUR NAME AND PHONE NUMBER WITH AREA CODE, OR EMAIL ADDRESS, AND A REASON FOR YOUR CALL, AND ONE OF OUR REPRESENTATIVES WILL RETURN YOUR CALL AS SOON AS POSSIBLE.

Alternative Usage for CapTel phone during outage for VCO users.

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

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





Appendix J FCC Minimum Standards

Selected FCC Mandatory Minimum Standards as found in CFR § 64.604

General Provisions

Sprint Relay is designed to provide people who are deaf, hard-of-hearing or possess a speech disability with functionally-equivalent access to standard telecommunication services. Sprint provides hundreds of variations and enhancements to allow for full access for people unable to utilize traditional phone services. Sprint's relay system was designed in full compliance with the ADA and the FCC rules.

Sprint understands that if a conflict is discovered between the FCC Rules and the requirements of this RFP, that the stricter of the two standards will be followed.

Should the FCC require changes that affect the cost of the services offered during the proposed contract period, Sprint will work in good faith to negotiate any necessary additional charges to the Commonwealth, as outlined in the terms of the Contract pertaining to change orders.

Operational Standards

Communications Assistant (CA):

TRS providers are responsible for requiring that all CAs be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities.

As demonstrated in Sprint's proposal, all TRS CAs receive Diversified Culture training and are sufficiently trained to effectively meet the specialized communication needs of individuals with hearing and speech disabilities.

Sprint ensures that all CapTel CAs are sufficiently trained to meet the needs of CapTel users. Trainees must demonstrate adequate skill level in all aspects of call processing prior to graduation from training. CapTel Relay Trainees must also demonstrate a strong proficiency in the primary required skill-set of re-voicing for CapTel calls.

- ◆ CapTel CA Trainees spend 2 to 3 weeks training in a classroom setting.
- ◆ There is a final proficiency exam that must be passed in order to move into a live call environment.
- ◆ Upon completion of classroom training, CapTel CAs are scheduled for one-week of transition training, while being monitored and supported by another CA or an Instructor.
- ◆ All CapTel CAs must continue to qualify for live call handling each month.
- ◆ Sprint CapTel CAs are routinely coached on Call Center ergonomics, call handling procedures, and confidentiality.
- ◆ Each CapTel CA is evaluated on a minimum of one call each shift.
- ◆ There is also a monthly test that each CapTel CA must pass in order to remain qualified to caption live calls.

CAs must have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.

Demonstrated quality results show that Sprint TRS CAs have competent skills in typing, grammar, spelling, interpretation of written ASL and familiarity with hearing and speech disability cultures, languages and etiquette. Sprint requires all CAs to possess clear and articulate voice communications.



All CapTel CAs are tested and competent in typing, grammar, and spelling to ensure skills meet the following FCC Guidelines. CapTel CA training provides familiarity with hearing, deaf, and speech-disabled cultures.

Personnel supporting CapTel have the requisite experience, expertise, skills, knowledge, training, and education to perform CapTel Services in a professional manner. CapTel CA Trainees are screened on several skill-sets to be considered for hire. Several tests are administered to evaluate for skills in the following:

- ◆ Spelling
- ◆ Pronunciation
- ◆ Enunciation
- ◆ Reading Ability
- ◆ Vocabulary
- ◆ Error Recognition - CapTel CAs must be able to recognize a mistake in voice-recognition and be able to appropriately correct errors while on a call.

A captioned telephone user does not type during CapTel calls; therefore it is not necessary for the CA to interpret typewritten ASL.

CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed.

Sprint TRS CAs type at least 60 wpm with 95% accuracy, exceeding the FCC minimum requirement. Oral-to-type tests are given quarterly.

Sprint exceeds the minimum requirement. Internal and independent testing shows that CapTel's voice recognition technology routinely transmits above 150 WPM (words-per-minute).

- ◆ CAs must transcribe test calls with a corrected accuracy of at least 98%.
- ◆ CAs are retested on average once per month.
- ◆ If the CA does not meet performance standards, they are taken off-line and put through a retraining class and then retested.
- ◆ Only if the CA passes the captioning test is the CA allowed to again process calls.
- ◆ Testing records are maintained by CapTel's Quality Manager.
- ◆ The monthly average words per minute of all CAs will be provided as a part of the monthly report.

CAs answering and placing a TTY-based TRS call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.

Sprint meets or exceeds all FCC minimum requirements regarding transitioning of TRS, STS and CapTel 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 include:

- ◆ More than 10 minutes past a scheduled lunch, break or shift change,
- ◆ CA Illness,
- ◆ CA fatigue typically resulting from a call in progress with difficult content or speed in progress more than 30 minutes or an average call lasting 60 minutes or more.



If the transition of CAs is unavoidable, the change occurs with minimal disruption to either CapTel participant and includes the following.

- ◆ A supervisor locates an available CA
- ◆ The CapTel user is informed prior to the change
- ◆ The CapTel user is informed after the change (including the new CA identification number)

As noted above, the CapTel user is always informed prior to the transition so that they may place the voice caller on hold while the transition occurs. In addition, the CAs attempt to transition while the CapTel user is speaking to avoid interruption to the call.

TRS providers 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 makes a best effort to accommodate a TRS user's requested gender. This requirement is not applicable to CapTel as the CA's voice is never heard.

TRS shall transmit conversations between TTY and voice callers in real time.

All conversations are conducted in real time.

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 if to do so would be inconsistent with state or 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 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 conversation 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 conversation 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 a STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object.

Sprint understands that measures to ensure confidentiality are crucial to the success of any Relay operation and has implemented the following procedural and environmental measures to safeguard customer and call information.

- ◆ A CA number is provided at the beginning and the end of the call to provide quality assurance.
- ◆ After 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 after the call is released from the CA's position.
- ◆ After the call has been terminated, the billing information is transferred to the billing files and is no longer accessible except for billing purposes.



- ◆ No one is permitted to watch or listen to actual calls except CAs and Supervisory staff for the purpose of captioning, assisting or monitoring the call for training purposes.
- ◆ CAs perform their work in cubicles that are bordered by high sound-absorption acoustic tiles and wear special noise reducing headsets.
- ◆ Cubicles are arranged to minimize the number of cubicles that are side-by-side.
- ◆ The CA work areas have a security card key access and visitors are not allowed in CA work areas. These special equipment and environmental arrangements reduce noise interference and supports confidentiality.

Confidentiality Policy

The use of any information obtained during the processing of a Relay call is prohibited. In accordance with FCC regulations, all information provided for call set-up, including customer database and branding information, remains confidential and cannot be used for other purposes. Sprint's confidentiality policies are strictly enforced and all Relay Center personnel are required to sign and abide by a pledge of confidentiality which covers the following:

- ◆ Non-Disclosure of the identity of any caller or information learned about a caller on any call.
- ◆ Not to act upon any information received while processing a call.
- ◆ Not disclose to anyone the names, schedules, or personal information of any fellow worker at the Relay center.
- ◆ Not share any information about Relay calls with anyone except a member of the Relay management staff in order to investigate complaints, technical issues, etc.
- ◆ Hold in confidence all information related to the work and calls performed while at the Relay center following employment.
- ◆ Never reveal the CA ID number in conjunction with an individual's name unless asked to do so by a member of the management staff.
- ◆ Not to share with anyone any technical aspect of the position at the Center unless asked to do so by a member of the management staff.
- ◆ Not talk about consumers or call content with any fellow CAs.
- ◆ Not listen to or get involved in calls taken by fellow CAs

Types of Calls:

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

Sprint will not refuse single or sequential inbound calls or limit the length of calls utilizing the service. In addition, CapTel users dial sequential calls directly, therefore there is no way for a CapTel CA to refuse sequential calls or limit length of calls

Relay services shall be capable of handling any type of call normally provided by telecommunications carriers unless the Commission determines that it is not technologically feasible to do so. Relay service providers have the burden of proving the infeasibility of handling any type of call.

Sprint TRS and CapTel are capable of handling all call-types normally provided by common carriers.

Relay services shall be capable of handling pay-per-call calls.

Relay Hawaii callers can process 900 calls via the dedicated toll-free number. One-line CapTel users may place 900 pay-per-calls by registering the preference to allow these calls and then dialing the number directly on the phone. Two-line CapTel users are directly connected to the 900 pay per call provider with the captioning service added via the second line.



Relay service providers are permitted to decline to complete a call because credit authorization for toll calls is denied.

Sprint understands that it is permitted to decline a call if user cannot pay or because a credit authorization for toll calls is denied. It should be noted that Sprint never declines an emergency call.

TRS providers are required to provide the following types of TRS calls: (1) Text-to-voice and voice-to-text; (2) VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO; (3) HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO.

Sprint provides the following types of TRS calls: (1) Text-to-voice and voice-to-text; (2) VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO; (3) HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO. Sprint CapTel supports VCO calling combinations. HCO calling combinations have been waived for CapTel.

TRS providers are required to provide the following features: (1) Call release functionality; (2) speed dialing functionality; and (3) three-way calling functionality.

Sprint provides access to TTY-to-TTY call release, speed dial functionality and three-way calling functionality.

Call release has been waived for CapTel users. CapTel users have the ability to maintain 3 speed-dial numbers on the CapTel phone. In compliance with FCC regulations, Sprint ensures that CapTel users are able to join any three-way call in progress. CapTel users who are equipped with two-Line CapTel will be able to host, join, or be added to any three-way call.

For voice mail and interactive menus, CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages.

Sprint meets all requirements for voicemail and interactive menus.

TRS providers shall provide, as TRS features, answering machine and voice mail retrieval for all types of TRS users.

Sprint meets all requirements for voicemail and interactive menus. Answering machine features and voicemail retrieval is available via CapTel. Answering machine retrieval through CapTel is accomplished when the CapTel facility captions the voice messages to CapTel users.

For emergency TTY-based TRS calls, the TRS provider must use a system for incoming all emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (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.

Sprint provides TRS emergency access which automatically and immediately transfers a caller to an appropriate PSAP.



Traditional CapTel Emergency Calling

One Line CapTel phones

When calling 911 using a CapTel phone, the call is processed in the same way a 911 call is processed when using a standard telephone.

- ◆ The CapTel phone automatically converts to a Voice-Carry-Over (VCO) phone and dials 911 directly.
- ◆ The CapTel Call Center is not engaged in processing 911 calls.
- ◆ The CapTel phone will display the typed responses from the PSAP and the caller will use their voice to communicate with the PSAP.
- ◆ The user does not receive captions from the CapTel Call Center.
- ◆ Therefore, the 911 system will be able to operate properly and render appropriate emergency response.
- ◆ The user will be connected to the proper 911 Center in the least amount of time and the telephone number (ANI) will automatically be passed to the 911 Center.

Two Line CapTel (2LCT) Emergency Calling

Because 2LCT uses separate voice and data connections, it offers the most efficient way to access Emergency Services via 911 response Centers. With 2LCT, the user is connected directly to 911 on a standard voice connection.

The captions are connected on the second line. When using 2LCT 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

For STS called numbers, relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers which 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 provides a speed-dial list for STS and TRS users. This requirement is waived for CapTel.

Technical Standards

ASCII and Baudot:

TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.

Sprint provides access for ASCII and Baudot all speeds generally in use. This requirement is waived for CapTel.



Speed of Answer:

TRS providers shall ensure adequate TRS facility 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.

Sprint ensures that adequate TRS CapTel facility staffing is always available to provide functionally equivalent service 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.

TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS facility's network. A TRS facility shall ensure that adequate network facilities shall be used in conjunction with TRS so that under projected calling volume 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 will continue to ensure that, except during network failure, at least 85% of all Relay calls are answered within 10 seconds.

A call is considered delivered when the TRS facility's equipment accepts the call from the local exchange carrier (LEC) and the public switched network actually delivers the call to the TRS facility.

Sprint begins measuring speed-of-answer at the time the call hits the relay switch until the call arrives at the position of a live CA who is ready to begin processing the call. Calls are not placed in a queue or on hold after reaching the relay switch.

Abandoned calls shall be included in the speed-of-answer calculation.

Sprint includes abandoned calls in the speed-of-answer showing the percentage of calls answered in ten seconds. In addition, Sprint also reports the average speed of answer (in seconds) of all answered calls.

A TRS provider's compliance with this rule shall be measured on a daily basis.

Sprint will measure and report compliance with the speed of answer percentage on a daily basis. This information is reported monthly to the Commonwealth.

The system shall be designed to a P.01 standard.

Sprint ensures that all relay call centers are provided with sufficient facilities to provide a Grade of Service (GOS) of P.01 or better for calls entering the call center switch equipment. Sprint's Relay system ensures that an excess of 99.99 percent of all calls reach the call center and are answered or receive a ringing signal.

A LEC shall provide the call attempt rates and the rates of calls blocked between the LEC and the TRS facility to relay administrators and TRS providers upon request.

Sprint will provide reports between the network and relay facilities upon request.



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

Sprint ensures that TRS and CapTel users have equal access to their chosen inter-exchange carrier through Relay to the same extent access is provided to voice users.

TRS and CapTel users are encouraged to register their preferred Carrier-of-Choice with Customer Service. Users who have not registered their preferred Carrier-of-Choice are encouraged to contact the toll-free telephone support (Customer Service) to complete their registration. All new CapTel phones come with a Carrier-of-Choice card packaged with the equipment. Users are responsible for filling out the card or contacting CapTel Customer Service to receive the benefits of registering their Carrier-of-Choice preferences for CapTel calls.

Voice-in users calling CapTel users are also notified that their call may incur long distance charges. After connecting to the CapTel voice-in Voice Response Unit (VRU) and entering the phone number of the CapTel user they wish to call, they may receive a verbal announcement stating that their call may include long distance charges.

Each common carrier providing telephone services shall provide access via the 711 dialing code to all relay services as a toll free call.

Sprint provides TRS access via 711. Sprint is also able to route inbound voice calls from 711 to the voice-in CapTel number. While CapTel phones are waived from being required to dial 711 to access CapTel, CapTel phone users can still dial 711 to access VCO services instead of the CapTel service.

- ◆ 'Voice-in' CapTel users in any Sprint state that offers CapTel services will have the ability to dial "711" and reach a traditional Relay Center.
- ◆ When the voice-in user reaches the TRS CA, the caller can simply tell the CA that they wish to make a CapTel call.
- ◆ The CA will transfer the call to the appropriate voice-in CapTel toll-free number.

CapTel users should never need to be re-routed from the captioning service to another Relay call type. Since the access number for CapTel is transparent and never dialed by the user, the number dialed by the user will be captioned without any need to be re-routed to the appropriate CA for call processing. Since the CA is transparent, there will be no interaction between the user and the CA to re-route calls from the Captioning Center.

For users who wish to use the CapTel phone as a VCO phone and use TRS, the following is available.