



**COLORADO RELAY USER CALLS DIRECTLY TO RELAY  
CUSTOMER CARE LIVE SERVICE TEAM**

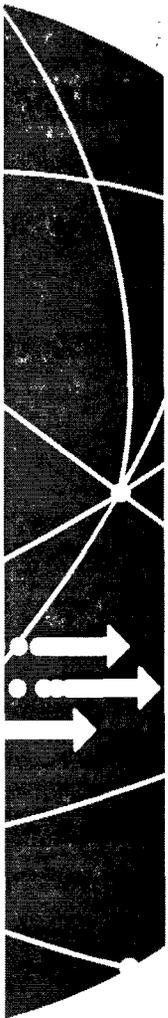
Relay Customer Care Live Team Response:

1. Document the customer's comments with as much detail as possible, requesting name, address and contact information.
2. Respond to the contact – providing information as requested, or escalating as required.
3. Provide response to customer after investigation is concluded.
4. Document investigation, and resolution.
5. Follow up with the customer as requested; provide written response to ensure satisfaction and closure of contact.
6. Enter contact into AT&T's database - Commendation Inquiry & Complaint System - for appropriate tracking and reporting purposes.

As mentioned previously, AT&T's Customer Care Live team works to resolve each contact as soon as possible, often being able to provide immediate resolution. Most contacts with customers are resolved within **twenty-four hours**. Written responses are provided upon request, with most responses provided in the modality used to contact us.

If desired by the Colorado SRA, we can provide a daily report of all customer care case records. These case records from the database can easily be sent to you via email for your convenience. Otherwise, AT&T will **include a monthly customer care report** with the monthly traffic and volume reports. Additionally, AT&T will provide to the SRA no later than **June 15<sup>th</sup>** a summary log of all the customer complaints received for the previous 12 months.

**RELAY CUSTOMER CONTACT DATABASE:** AT&T has a special database which stores every customer contact received by the Relay Customer Care Team. Our database, the Commendation, Inquiry & Complaint System (CICS) houses all contacts received





from customers during a given month, enabling us to provide detailed monthly summaries to you regarding contacts received from relay customers in Colorado. The database captures all elements required by Colorado Relay. This will help you gauge how well AT&T Relay is providing relay to the constituents of Colorado. This database also assists us in preparing the FCC's TRS Annual Consumer Complaints Summary log each year. We are happy to provide you with examples of the CICS case documentation, and monthly reports we use elsewhere. **AT&T Relay will partner with you to provide contact report summaries in the format you require.**

**INFORMATION RETENTION:** We will retain all customer contact information from Colorado for the life of the contract, and for a minimum of twelve months upon expiration of the contract.

**COMPLIANCE WITH FCC COMPLAINT REPORTING:** AT&T's procedures for resolving customer complaints are in full compliance with the FCC's complaint reporting and resolution process as described in sections 64.604(c)(1), (2), and (6) of Part 64, Subpart F of Title 47 of the Code of Federal Regulations. AT&T will comply with future FCC amendments. As required by FCC guidelines, AT&T will distribute information about the Commission and FCC's complaint process in all brochures, websites and other materials.

AT&T will explain the complaint process in all printed materials for Colorado Relay as well as on the Colorado Relay website.

### CapTel

Customers can also call AT&T CapTel Customer Service, which is available 24 hours a day seven days a week. We are always available to customers.

CapTel Customer Service provides customer support to the nation's clientele by phone, email, Live Chat, fax and U.S. mail. This well trained, dedicated team provides education, troubleshooting, set up tips, carrier of choice registration, information and referral and any necessary follow up to assist callers remotely in achieving successful CapTel use. CapTel Customer Service is known to go "above and beyond" the norm of customer support with extensive follow up practices. All service contacts are documented in a CapTel Customer Database with reports generated monthly for state distribution. The department's philosophy is to provide immediate assistance and works to resolve issues the same day, when feasible for the customer.



AT&T and CTI will respond to all complaints and service, network or equipment inquiries from users and/or the PSC in a timely and professional manner. AT&T will maintain customer contact information for handling and escalating complaints and service, network or equipment failures.

CTI has established procedures for handling complaints regarding CapTel Service and will report all complaints to us.

The CapTel Customer Service Department receives expression of concerns and requests for assistance via email, phone, or fax.

Each complaint is addressed promptly by one of CTI's representatives with the goal of 'same day service' when technically feasible. The CapTel Customer Service Department documents all follow-up information and resolution for any complaint that is not able to be handled within 24 hours or less.

All complaints will be resolved - if CTS users contact the CapTel Customer Service Department directly, if they contact the AT&T Relay Customer Service Department, or the PSC. We'll ask the customer for all pertinent information regarding the complaint and will explain that Customer Service will contact them again after investigating the complaint. All complaints are logged in the Customer Service database and retained throughout the life of the contract or until the next application for certification is granted.

**AT&T is always available to customers—period!**

Some CapTel users will automatically contact CTI directly rather than our Customer Service Department. However, if a CTS customer contacts AT&T, we are committed to handling all CapTel complaints even after hours and will act immediately to resolve issues for CapTel users.

All complaints, including their resolution, will be documented and kept on file basis. All complaint activity will be reported to the PSC on a monthly basis regarding the number of customer service inquiries categorized by topic areas, including a separate log of complaints and compliments with the date the complaint or compliment was logged, the nature of the complaint or compliment, the date of resolution and how it was resolved.



AT&T's Complaint Resolution procedures and FCC complaint processes are described on all of AT&T's TRS websites and will also be included on the Colorado CapTel pages as well.

4.1.1.2 Long distance calls. The TRS provider providing billing for long distance services shall not be required to bill for carrier of choice requirement. All long distance calls shall pay to the carrier of choice. Long distance calls that are completed through a preferred carrier shall be billed to the carrier of choice. Communication services with a preferred carrier shall be billed to the carrier of choice. The TRS provider shall specify the long distance services to be used in the event of a carrier of choice, and the TRS provider shall specify the long distance services to be used in the event of a carrier of choice. Obvious shall specify the long distance services to be used in the event of a carrier of choice, and whether any special discounts will be available for TRS calls.

**AT&T Response:**

AT&T has read and meets this requirement.

With AT&T as your relay provider, Colorado Relay users will have access to more than 50 carriers through our carrier of choice platform. Our TRS product manager, Gail Sanchez, and our Director of Technology, Burt Bossi, **were part of the original industry team that developed the Carrier of Choice industry requirements** that were subsequently mandated by the Federal Communications Commission and implemented on our TRS platform. Requests to have a long distance call billed to a preferred carrier can be made on a per call basis or can be done for all long distance calls automatically through a Customer Profile. Calls completed through the Carrier of Choice platform will be billed by the user's carrier according to their subscriber plans.

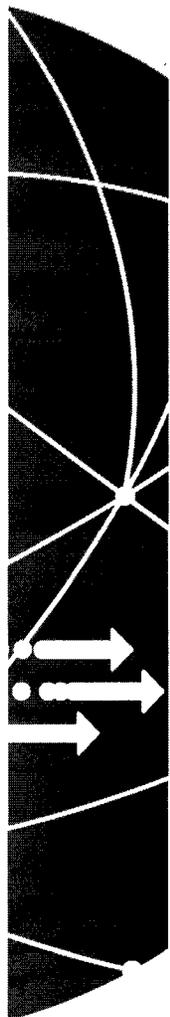
Following is a list of providers that currently<sup>1</sup> participate on the AT&T Carrier of Choice (COC) platform and may be available for Colorado Relay users<sup>2</sup>

Adelphia

LDDS

<sup>1</sup>List is current as of March 31, 2011

<sup>2</sup> Participation of Carriers in Colorado is dependent on whether carrier is authorized to provide service in Colorado and connectivity to the AT&T Access Tandem in the state.





|                             |                            |
|-----------------------------|----------------------------|
| Adelphia Business Solutions | LDMS Systems               |
| Alligiance                  | LightYear                  |
| Alliance                    | Matrix Telecom             |
| Alliance Group Services     | MCI                        |
| AmeriVision Communications  | McLeod USA                 |
| AT&T                        | Metromedia                 |
| BellSouth                   | Network                    |
| Broadwing Communications    | North American Telephone   |
| Business Telecom            | One Call Communications    |
| Choice 5 Talk               | Open Band                  |
| Citizen Communication       | Opex Communications Clear  |
| Close Call America          | Phone Tel Technologies     |
| ClearChoice5                | Primus Telecommunications  |
| Comcast                     | Qwest                      |
| COMTECH 21                  | SBC (Maine excepted)       |
| Core Communications         | Sprint                     |
| Cox Residential             | Talk America               |
| Cox Business                | Telecom                    |
| Eastern Telecommunications  | Telecom Management         |
| Easton Telecom Services     | Touch 1 Communications     |
| Excel Telecommunications    | Vartec                     |
| Excel-1010                  | Verizon                    |
| Frontier                    | VSSI                       |
| Global Crossing             | WilTel                     |
| Hardy Tel                   | Worldwide Network Services |
| I-Link Communications       | WorldXchg                  |
| Incomnet Communications     | Zone Telecom               |
| LD Wholesale                | Z-Tel                      |

Relay callers who request a long distance call but do not designate a particular carrier for their call will have their call defaulted and billed by AT&T Long Distance (AT&T Corp.) at a flat low rate of \$0.07 a minute. The TRS Rate Plan that AT&T would adopt allows any relay caller (hearing or TTY) to enjoy a **flat rate of \$0.07 per minute for any long distance call whether the caller subscribes to AT&T or not.** Customers not subscribed to AT&T would not be assessed casual user fees, monthly recurring fees or any additional fees to place relay calls through AT&T. AT&T subscribers with optional calling plans would be billed according to their plans (i.e. Unlimited users would not be



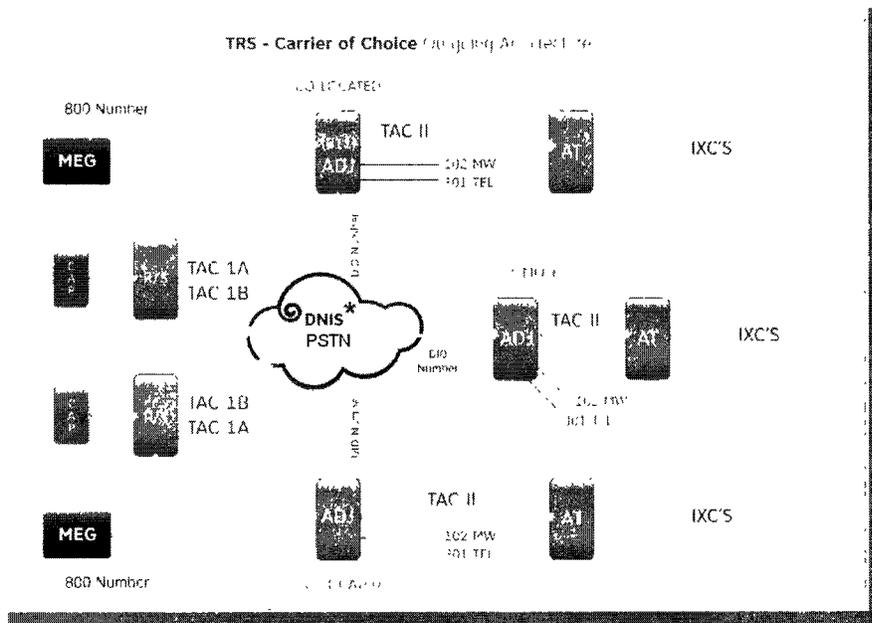
billed for any calls). If a caller is a subscriber to an AT&T calling plan, then the rates in effect for that plan will take precedence.

Callers may request that a specific carrier be used as long as the carrier is a participant in the industry's standard solution for carrier of choice calls. Upon receiving a request to use another carrier, the CA selects the caller's choice from an available menu and then hits the call completion keys, enabling the call to be carried and billed by the requested carrier's network. The AT&T Relay platform automatically routes the call to a LEC access tandem, which forwards the call directly to the chosen carrier's network along with billing information over a special Feature Group D type circuit. The chosen carrier's network completes the call and creates a billing record. When the call is connected to the called party, the end-user billing timer starts and the CA begins to relay the conversation.

AT&T will work with all the registered carriers in Colorado to become industry participants for carrier of choice. This will be accomplished through:

1. Educating carriers on the FCC Order
2. Frequent and ongoing contacts (e.g. via phone, email, letter)
3. Providing a collaborative effort and technical support, as needed

The following diagram depicts AT&T's Carrier of Choice platform.





**CapTel**

If a voice user who calls a CapTel user does not let CapTel know their preferred long distance provider, any long distance captioned calls they place to a CapTel user will be charged on their phone bill under that state's TRS long distance carrier, at that state's long distance rate. Please see our special rate below.

Customers can complete a paper copy of the CapTel Database Profile Request in order to specify their long distance carrier of choice. Customers can also designate their carrier of choice via the CapTel website or by calling Customer Service. Customers simply indicate which carrier they want to use.

CTI does not bill any long distance calls and thus is not in control of other carrier's discounts for CapTel calls.

CapTel is able to accurately determine call jurisdiction information in order to ensure that callers have access to extended community calling plans, optional calling plans and other special situations to the same extent provided by traditional relay service by delivering the call to the user's chosen IXC.

**4.1.1.3 Treatment of TRS customer information.** CapTel and its vendor shall should a different TRS vendor be selected to provide TRS for the state to be awarded a TRS vendor awarded a contract as a result of this RFP shall provide the TRS customer profile data from the outgoing TRS vendor or the incoming TRS vendor. Such data must be disclosed in a file to an IXC on a daily basis to the provider of TRS of service provision. Such information is not to be used for any purpose other than to provide TRS to TRS user with the called parties desired by that TRS user. Such information may not be sold, shared, leased or revealed in any other way, or otherwise used for any purpose, unless compelled to do so by law or order. The vendor may not use any information obtained from relay calls to target or other business interests.

**AT&T Response:**

AT&T has read and will comply with this requirement.

We have experience both as an incoming relay provider who receives TRS Customer data from the outgoing provider and as an outgoing provider who transmits the TRS Customer





data to the new incoming provider. If we are selected as your provider, we will ensure that all TRS Customer Profile information is transferred in usable form at least 60 days before the expiration of the TRS contract.

AT&T has a strong corporate history of protecting customer privacy and customer information. We believe that all TRS Customer Profile information is proprietary and confidential. Protecting customers and honoring their privacy is a value that is deeply embedded in all we do, in every job performed at AT&T. Our corporate guidelines for business ethics and behavior, called the **AT&T Code of Business Conduct**, specifically cite protection of customer information and privacy as a paramount responsibility of every employee. We re-train and re-commit every AT&T employee every year regarding the confidentiality of our customers' information; all our employees serving relay callers make this commitment.

AT&T will never sell, distribute, share or reveal in any other way any customer data,

TRS Customer Profile information or any information about any relay call without evidence of lawful authority. We will not use any information obtained from any relay calls to support other business interests.

CapTel

CapTel currently provides Captioned Telephone Service for the state. We will continue to use CapTel after AT&T is awarded the contract.

4.1.1.4 Staffing. Offeror shall provide a full line of proposed additional information will include, but not be limited to, State of Colorado separate new relay center or additional call centers, with a list of all proposed, state, supervisor, technical staff, CAAs, and system personnel and other needed positions on the various shifts during a week. Include job descriptions and qualifications for the various positions that will be needed to describe any efforts that will be made for the active recruitment of employees with ASL and relay call center experience and with a proven working with the Deaf community. Offeror shall also provide the name of CAAs who will be required to sign off on the completion of all TRS calls. The relay center shall own and be controlled by CAAs.

AT&T Response:

AT&T has read and meets this requirement.





Our highly experienced Operations Planning team has carefully analyzed the call volume data provided by the state. They have years of experience in using historical data to forecast projected call volumes in order to estimate number of Relay Operators required to handle the volume of calls/minutes. Using your data, our algorithms, and historical trends, we estimate that at the highest point, we will only require an average of 4.0 full time relay operators in each year of the initial contract to handle all of Colorado's traditional relay calls. However, because of our overflow capabilities and staffing requirements, we find that we can easily absorb the estimated Colorado Relay call volume without having to add any additional CAs, shift supervisors, managers or clerical support.

We have enough capacity and experienced personnel to handle twice as much traffic as what we expect from Colorado Relay users. While we do not anticipate a need to add any additional headcount to our relay call centers to support your calls and estimated volumes we have provided the following job descriptions and qualifications for the various relay personnel that we have in our call centers. A job description for the Outreach/Channel manager can be found in our response to section 4.1.7.

Please see Appendix 1 for job descriptions of Relay Center Managers, Customer Care Specialists, and Communications Assistants.

### CapTel

CapTel will be provided from the CapTel Service Relay Center located at 5801 Research Park Blvd., Madison, WI 53717 and at 310 W. Wisconsin Ave. Suite 1200 West Milwaukee, WI 53203. AT&T will be responsible for coordinating and managing all aspects of CapTel Service for Colorado and will be the state's single point of contact.

**4.1.1.5 Proficiency testing.** Provide an example copy or details of a minimum of standardized, quantifiable, performance based Relay Operator Proficiency testing or other screening procedures that covers specific types of demand, procedural characteristics of ASL as it may be affected in the written language, and the cultural, ethics and confidentiality, and professional judgment that is associated with and retained by the Operator will meet or exceed the minimum qualifications set forth in the RFP and as captured by the UCC. Explain the provisions that will be taken to ensure that material from these tests are not available to ASL practitioners in a way that could be detrimental to the tests to ensure that CVs are fully qualified to perform the job.



with additional items that will be on our list. Describe the procedures that will be used to ensure that all CA's continue to meet the minimal requirements of this state seal.

**AT&T Response:**

AT&T has read and meets this requirement.

We use a rigorous pre-hire screening process and post-hire screening process to select only the best candidates to be CAs in our AT&T Relay Centers. And, because all of TRS CAs are **AT&T employees**, we are accountable to ensure they are qualified to perform the job of a Relay Operator. In this section, we will address both the pre-hire and post-hire screening process.

**Pre-Hire**

Once a candidate submits an application for the position of Relay Operator, s/he is asked to complete a pre-screen questionnaire. Qualified candidates are then scheduled for testing. Part of our testing will include:

- Telephone Ability Battery Test
- Oral Proficiency Test
- Oral Typing Test

These tests are developed by teams of Psychologists who are experts in their field on work place testing and screening. The testing process is held under the strictest of environments to ensure that nothing is compromised. AT&T prides itself on the quality of its pre-hire testing and screening process. In approximately 2,000 candidates that were invited to take the test to become a Relay Operator, **less than 4% were extended a conditional job offer pending drug and background checks.**

The AT&T pre-hire tests are considered highly proprietary and while we cannot share copies of those tests, we have included 3 different Test Information Pamphlets that are provided to those candidates invited to take the pre-hire tests.

Please see Appendix 2 for the Test Information Pamphlets.

**Post-Hire**



Once a candidate has successfully completed the pre-hire screening, s/he is invited to a relay call center site visit where an in-depth interview is conducted to determine if the candidate is the right fit for the Relay Operator job.

Candidates are then trained, coached, and mentored extensively during the initial training program as explained in our response to section 4.21. Upon completion of one of many initial training modules, the trainee is required to successfully pass a Relay Operator proficiency assessment called, "Hands On Diagnostics (HOD)." The HOD assesses proficiency for performing the Relay Operator job under simulated conditions. Following are examples of some of the HODs used to assess Relay Operator Proficiency.





**TTY to Voice**

Explain Relay, Verify Opn Phrase of business

|         |  |     |  |
|---------|--|-----|--|
| CA Name |  |     |  |
| Date    |  | AM: |  |

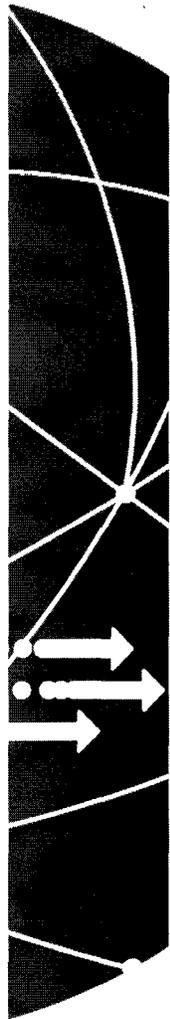
|  |          |
|--|----------|
| <p><b>Call Set Up</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Provide: CA ID and gender (1&amp;2)</li> <li><input type="checkbox"/> Inform: processing dialing call now (16)</li> <li><input type="checkbox"/> Inform: line ringing (16)</li> <li><input type="checkbox"/> CA announces call originally and when transferred(8)</li> <li><input type="checkbox"/> Inform: TTY of Voice gender both times:(3)</li> <li><input type="checkbox"/> CA offers acceptable explanation of relay (12)</li> </ul>   | Comments |
| <p><b>Conversation</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> CA verifies Opn phrase of business: (14)</li> <li><input type="checkbox"/> Five or fewer typos/xx's (4)</li> <li><input type="checkbox"/> Proper intonation reasonably natural speech (5)</li> <li><input type="checkbox"/> Speaks understandable speed, meaningful phrases (6)</li> <li><input type="checkbox"/> Types smoothly, spaces between words (7)</li> <li><input type="checkbox"/> Keeps both callers informed of delay over 10-15 sec. (8)</li> <li><input type="checkbox"/> Transparent does not prompt GA (9)</li> <li><input type="checkbox"/> Relays thoroughly voices TTY's msg accurately (13)</li> <li><input type="checkbox"/> Keeps track names uses scratchpad (15)</li> <li><input type="checkbox"/> Kept track voiced: request cust to slow as needed (14)</li> <li><input type="checkbox"/> Provide: Background noise (16)</li> </ul> | Comments |
| <p><b>Call Wrap Up</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> CA says Thank you, bye to Voice (10)</li> <li><input type="checkbox"/> Drop Line 2 (8)</li> <li><input type="checkbox"/> Inform TTY hung up ga or tk (ALT H) (10)</li> <li><input type="checkbox"/> Press CTRL send bull(8)</li> <li><input type="checkbox"/> Inform TTY thank you bye sknk (ALT X) (10)</li> <li><input type="checkbox"/> CTRL drop 1 after complete Alt X has transmitted (8)</li> </ul>  | Comments |
| <p><b>End to End Service Quality</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Respectful and Polite (10)</li> <li><input type="checkbox"/> Patient and did not rush (11)</li> <li><input type="checkbox"/> Helped adequately with request (12)</li> </ul>   | Comments |

**Performance Summary**

|                      |    |
|----------------------|----|
| Opportunities Met    |    |
| Total Opportunities: | 26 |
| % Opportunities Met  |    |

*Divide Opps Met by Total Opps = % Opps Met (= HOD 2006 score)*

|          |  |
|----------|--|
| HOD Obj1 |  |
| HOD Obj2 |  |





**II. Voice to TTY**

Verify track names, Kept Track Voiced.

|         |  |     |  |
|---------|--|-----|--|
| CA Name |  |     |  |
| Date    |  | AM: |  |

|  |          |
|--|----------|
| <p><b>Call Set Up</b></p> <p><input type="checkbox"/> CA provides ID (1)</p> <p><input type="checkbox"/> Informs processing dialing call now (16)</p> <p><input type="checkbox"/> Inform: ringing (16)</p> <p><input type="checkbox"/> Provides correct state ID and CA ID with gender (8)</p> <p><input type="checkbox"/> Provides gender of Voice (3)</p> <p><input type="checkbox"/> Relay TTY's initial greeting (13)</p> <p><input type="checkbox"/> CA relays ans machine and offers to leave a msg (14)</p> <p><input type="checkbox"/> CA sends bill and dial's back as requested (12)</p> | Comments |
|--|----------|

|  |          |
|--|----------|
| <p><b>Conversation</b></p> <p><input type="checkbox"/> Five or fewer typos 'xx's (4)</p> <p><input type="checkbox"/> Proper intonation, reasonably natural speech (5)</p> <p><input type="checkbox"/> Speaks understandable speed (6)</p> <p><input type="checkbox"/> Types smoothly spaces between words (7)</p> <p><input type="checkbox"/> Keeps both callers informed of delay over 10:15 sec (16)</p> <p><input type="checkbox"/> Relays thoroughly: voice TTY msg accurately (13)</p> <p><input type="checkbox"/> Kept track voiced: request cust to slow as needed (14)</p> <p><input type="checkbox"/> Keeps track names: Verified names (15)</p> <p><input type="checkbox"/> CA verified dollar value: (14)</p> | Comments |
|--|----------|

|  |          |
|--|----------|
| <p><b>Call Wrap Up</b></p> <p><input type="checkbox"/> Type: (hung up) thank you bye ck ck (10)</p> <p><input type="checkbox"/> Drop Line 2 after final msg has transmitted (8)</p> <p><input type="checkbox"/> Say they have hung up: Thank you bye to voice (10)</p> <p><input type="checkbox"/> Press CTRL send bill (8)</p> <p><input type="checkbox"/> CTRL Drop Line 1 (8)</p> | Comments |
|--|----------|

|   |          |
|---|----------|
| <p><b>End to End Service Quality</b></p> <p><input type="checkbox"/> Respectful and Polite (10)</p> <p><input type="checkbox"/> Patient and did not rush (11)</p> <p><input type="checkbox"/> Helped adequately with request (12)</p> | Comments |
|---|----------|

**Performance Summary**

|                     |    |
|---------------------|----|
| Opportunities Met   |    |
| Total Opportunities | 25 |
| % Opportunities Met |    |

Divide Opps Met by Total Opps = %, Opps Met (= HOD 2006 score)

|          |  |
|----------|--|
| HOD Obj1 |  |
| HOD Obj2 |  |





AT&T Response to RFP No. RFP-SGA-12-02-CO TRS

HOD 2006  
Performance Assessment Worksheet

**III. TTY- Toll Free Number**

Kept Informed, Kept Track Voiced, Use of PBD

|         |  |     |  |
|---------|--|-----|--|
| CA Name |  |     |  |
| Date    |  | AM: |  |

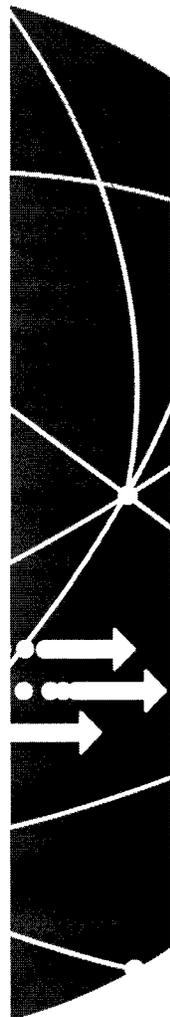
|  |          |
|--|----------|
| <p><b>Call Set Up</b></p> <p><input type="checkbox"/> CA provides ID (1)</p> <p><input type="checkbox"/> CA gives Alt I &amp; Alt J (12)</p> <p><input type="checkbox"/> Informs processing dialing call now (16)</p> <p><input type="checkbox"/> Informs ringing (16)</p> <p><input type="checkbox"/> CA identifies line 2 as recorded message Alt K (16)</p>   | Comments |
| <p><b>Conversation</b></p> <p><input type="checkbox"/> Five or fewer typos/sx's (4)</p> <p><input type="checkbox"/> Types smoothly: spaces between words (7)</p> <p><input type="checkbox"/> Keeps callers informed of delay over 10/15 sec (16)</p> <p><input type="checkbox"/> CA selects appropriate prompt as directed (12)</p> <p><input type="checkbox"/> CA informs TTY user they are selecting prompt (16)</p> <p><input type="checkbox"/> Kept track voiced: utilizes PBD (14)</p> <p><input type="checkbox"/> CA utilizes PBD efficiently (8)</p> <p><input type="checkbox"/> CA starts/stops timer appropriately (12)</p> | Comments |
| <p><b>Call Wrap Up</b></p> <p><input type="checkbox"/> CA gives Alt H (hung up ga or sk) (10)</p> <p><input type="checkbox"/> Drop Line 2 (8)</p> <p><input type="checkbox"/> CA waits for SK to be given &amp; provides Alt X msg (11)</p> <p><input type="checkbox"/> Press CTRL send bill (8)</p> <p><input type="checkbox"/> CTRL Drop Line 1 after "thank you" has transmitted (8)</p>  | Comments |
| <p><b>End to End Service Quality</b></p> <p><input type="checkbox"/> Respectful and Polite (10)</p> <p><input type="checkbox"/> Patient and did not rush (11)</p> <p><input type="checkbox"/> Helped adequately with request (12)</p>  | Comments |

**Performance Summary**

|                     |    |
|---------------------|----|
| Opportunities Met   |    |
| Total Opportunities | 21 |
| % Opportunities Met |    |

*Formula: Opp: Met by Total Opps = % Opps Met = HOD 2006 score*

|         |  |
|---------|--|
| HOD Ob1 |  |
| HOD Ob2 |  |





## CapTel

All CapTel CAs are required to satisfactorily complete a series of skills assessments to achieve the expertise and knowledge to adequately and accurately caption in a professional manner the words spoken by the hearing party without intervening in the communication between the parties. The evaluation process includes the quality of voice, clarity of speech and correct use of words and sentence structure.

CTI has a detailed CA training plan in place to ensure that all standards as applied by the FCC to the provision of CapTel are met by each CapTel CA. At any time if a prospective CA does not demonstrate the ability to achieve the expected standards, they may be removed from the training group.

After initial training, CapTel trainees are tested through the administration of timing scripts in a test environment. Each CA is required to successfully pass two rounds of timings consecutively prior to handling live calls. In addition, trainees are required to meet specified monitor scores when being evaluated on live call processing.

CTI will ensure that CapTel CAs receive all necessary ongoing training. CAs are monitored on each shift and if they are found to need additional training or re-training, they are taken off line and given the necessary training. In addition, CAs are retrained on new features and capabilities of CTI's CapTel service platform including any new or improved voice recognition systems used in the platform.

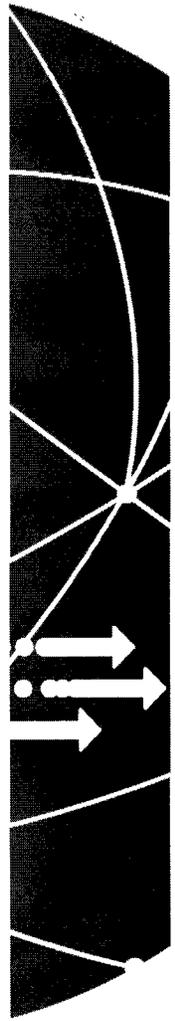
CAs are tested monthly through the administration of Timing Scripts in a test environment. In addition, CAs are periodically monitored while processing live calls. Only the scores of each CA are maintained in a database. No other information regarding conversations is kept at any time.

CapTel CAs have access to counseling when needed. In situations that require counseling it is necessary that the confidentiality of each call remains intact. General call information will not be shared unless it is used to clarify, vent, or teach. 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 in a private area.



CapTel Service CAs will adhere to the following minimum standards:

- The CapTel CA shall be trained to caption the words spoken by the hearing party as accurately as reasonably possible without intervening in the communications. The CA is permitted to provide background noise identification;
- The CapTel CA shall not maintain any records of conversation content and shall keep the existence and content of all calls confidential;
- The CapTel CA shall be required to meet the FCC standards for TRS minimum transcription speed;
- The CapTel CA shall not limit the length of a call and shall stay with the call for a minimum of ten minutes when answering and placing a call;
- CapTel personnel will have the requisite experience, expertise, skills, education, knowledge and training to perform CapTel Services in a professional manner.





4.1.1.6 Independent Service Evaluation. The Colorado Public Utilities Commission reserves the right to contract an independent entity to conduct a random and independent evaluation of the services provided, including quality assurance reports.

**AT&T Response:**

AT&T has read and meets this requirement.

We welcome the opportunity for the Colorado Public Utilities Commission to conduct random and independent service evaluations. We will use any results or reports provided to improve and reinforce methods and procedures, service requirements and overall quality assurance.

AT&T will supplement the state's independent service evaluation with our own two prong approach to quality assurance. In the first approach, an experienced team of service quality evaluators place random TRS calls through each of our call centers. These evaluators use key attributes to measure the quality of a call. The MOQCs (measures of a quality call) include such things as typing speed, typing accuracy, attitude and tone in relaying from text to voice, accuracy in relaying a conversation from voice to text, and process for following standard methods and procedures, and other attributes.

In the second approach, each CA is individually monitored monthly for quality assurance. We give immediate and specific feedback that covers all areas of call processing. We tailor follow-up coaching and developing to individual CA needs.

AT&T's two prong approach will help identify any potential issues at the earliest opportunity without having to wait for the independent service evaluations to be conducted.



4.1.1.7 Staff development and American Call Center(s). Each center shall demonstrate that they will provide employees with training and provisions for operational training and... (text continues)

AT&T Response:

AT&T has read and meets this requirement.

Read what our Relay Service callers say about our Communication Assistants.

From a caller in Pennsylvania,

"The CA wasn't doing her job just to do it. She had excellent typing speed and was pleasant throughout my very long and rather boring call. She has wings and a halo."

This comment was unsolicited.

All of our TRS call centers are located within the United States. Additionally, all the CAs who process traditional relay calls are employees of AT&T. We do not use subcontractors to provide traditional relay services. This means that we are accountable for our employees including their training, their development and their performance.

Deaf Cross Culture Training and ASL

AT&T has an extensive Disability Awareness/Deaf Cross Culture Training program. All of our relay staff, including management, receive 20 hours of initial training devoted to disability issues including ASL "gloss," ASL style and grammar, tone of voice, hearing and speech disabled cultures, TTY etiquette, pertinent information about the needs of people who are deaf, hard-of-hearing or have difficulty speaking, This training is presented by AT&T deaf managers on our staff and





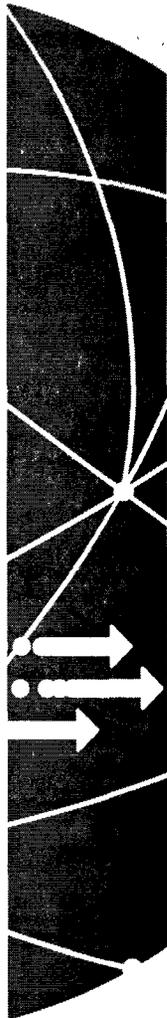
expert ASL users through face-to-face instruction, videos, participation in simulated role play calls, and various exercises to ensure learning has occurred. AT&T CAs are thoroughly trained to meet the communication needs of our relay customers.

AT&T's Deaf culture Training encompasses all requirements noted in the above question including topics of ASL "gloss" and grammar, deaf culture, and the special needs of hard of hearing, late-deafened, deaf-blind and speech disabled users.

We implement our training programs to ensure objectivity, sensitivity, and confidentiality in relaying calls. Following please see the high-level outline of the Deaf Culture/ASL training.

| <b>Initial Training of Communication Assistants, Days One &amp; Two</b>             |   |
|---|---|
| <b>I. Introduction to the Deaf Community and Relay: Day One</b>                     |   |
| A.  | The Role of the CA and Customer Diversity                                 |
| B.  | History of Deaf Culture, Education, and Sign Language                     |
| C.  | In The Spotlight:<br>Notable Deaf individuals and their accomplishments   |
| D.  | Common Questions about Deafness   |
| E.  | Americans with Disabilities Act (ADA)                                     |
| 1   | ADA & FCC Requirements for Relay Service                                  |
| 2.  | FCC Requirements – 64.604 for Relay Personnel                             |
| <b>II. Methods of Communication: Day Two</b>  |   |
| A.  | Introduction to American Sign Language (ASL)                              |
| B.  | ASL Guidelines and Grammar Rules  |
| C.  | ASL Gloss   |
| D.  | Understanding ASL Translation/Interpretation                              |
| 1.  | ASL Translation/Interpretation as the Default                             |
| 2.  | Identifying Translation/Interpretation preferences - Relay Choice Profile |
| E.  | Idioms in Deaf Culture - English and ASL                                  |
| F.  | Procedures for obtaining Relief   |
| Additional Resources: Books, Tapes and Websites Related to Deafness/Hard of Hearing |   |

At various points in our Deaf Culture training, written knowledge checks occur, ensuring that CAs have grasped the pertinent details of the module just covered. An ASL diagnostic is given and must be passed for a CA to process live calls. This diagnostic covers ASL translation and interpretation. AT&T will gladly share the specific test upon request.





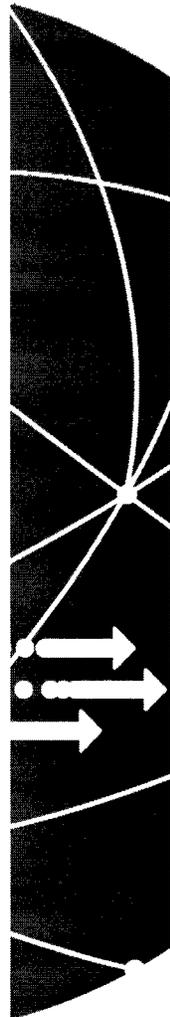
This initial introduction into deaf culture is for two days. The focus of the initial training program then pivots to the “technical” portion of the training, i.e. how to successfully complete relay calls. The concepts introduced during deaf cross-cultural training are then integrated into and reinforced throughout the next eight days of procedural instruction.

| Schedule for Initial Training of Communication Assistants |   |  |
|---|---|--|
| Day One   | Day Two   | Days Three through Ten   |
| Introduction to the Communicatively Challenged Community  | Methods of Communication for the Communicatively Challenged Community | Fundamental Instruction in Technology and Procedures for Relay Service |

Our staff and CA training does not end with initial training. We provide on-going training of no less than 12 hours annually in ASL, deaf culture, needs of hearing loss community, speech loss and dual sensory users, as well as ethics and confidentiality. We have included an outline of a staff training plan indicating training topics and time frames as well as explaining how individuals or organizations (such as deaf service centers, state agencies and advocate groups, and universities, etc.) representing the hearing and speech impaired community would be used to assist with the training. Additionally, as previously mentioned, we have within our own management staff, members from the deaf and hard of hearing community, who have been consulted in the design, development and delivery of training. When it comes to discussing deaf culture, we always use one of our deaf managers to present the training.

In addition to the 12 hours of on going training mentioned above, we also provide no less than 10 hours annually of training on relay procedures. This additional training is provided to update relay CAs when necessary on software changes, revised call handling procedures, refresher training on disability awareness, and any other ongoing areas necessary for the relay CAs to effectively perform their responsibilities.

It is easy to see that we make a significant investment in the training of our relay center personnel and that is why we boast that we have the best trained employees. We recently hosted a week long visit from another state relay administrator team who reviewed our training records and our training packages. The feedback was extremely positive and they made no secret that they were impressed with the detail and the training logs we keep on





our employees. Colorado Relay users will get the same level of highly trained employees to facilitate their relay calls.

**4.1.1.8 Consumer input.** The State Relay Advisory Committee is the primary mechanism for consumer input on the operation and improvement of the State Relay program. The main mechanism for obtaining consumer input is through monthly OLC (one-to-one) representative meetings with community groups as well as a consumer complaints system. Offerors are invited to provide details on how they would obtain and use consumer input to improve their interactive services.

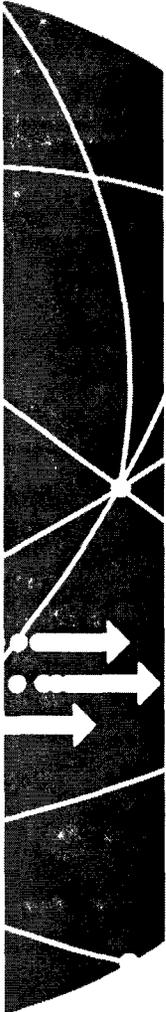
**AT&T Response:**

AT&T has read and meets this requirement.

We welcome and support any and all consumer input on the operation and improvement of the Colorado Relay program. Our designated account manager, **Kenya Lowe will collaborate as needed with the State Relay Advisory Committee and will serve as first point of contact to the State Relay Advisory Committee.** All complaints and suggestions provided and received from the Relay Advisory Committee will be noted and discussed with the appropriate AT&T team (i.e. Operations, Methods and Training, Technical, Service Management team, etc.). Suggestions that can be implemented quickly and will not increase billable minutes to the State or negatively impact other customers will be addressed. Suggestions that may increase billable minutes to the State will be discussed first with the State Administrator to obtain concurrence before implementation.

Consumer input will include both TRS and Captel program and issues.

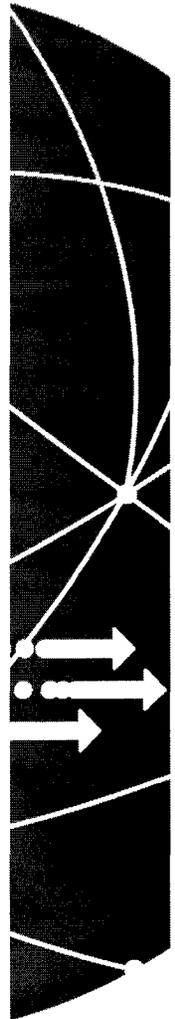
AT&T will also use other mechanisms for consumer input such as customer contacts through Customer Care and contacts made through the website. These are effective ways to gauge customer satisfaction with the service being provided. When detailed information is provided by the customer such as CA# and date/time of call, AT&T is able to immediately follow up with the CA that handled the call regardless of whether the contact was a complaint or a commendation. If it is a complaint, the CA's manager is involved and the CA is made aware of the specifics of the complaint and a plan is implemented to review the appropriate procedure and, if necessary, implement a





performance improvement plan. Customer contacts received through the Customer Care or Website are tracked and recorded in our database and reported on the monthly Customer Care report provided. Following is an example of the customer contact intake form used to record these customer contacts.

| AT&T Relay Services  |                 |                               |                    |                |  |
|--|-----------------|-------------------------------|--------------------|----------------|--|
| Case #   | 01XXXX          |                               |                    |                |  |
| Case Opened Date   | 12/7/2011       |                               |                    |                |  |
| Case Closed Date   | 12/7/2011       | 7:17 PM                       | Case Reopened Date | 12/9/2011      |  |
| Case Title   | Relay Cust Care |                               | Case Status        | Cust Initiated |  |
| Case Number  | (NPA) 598-4983  | TTY                           | Case Type          | CO             |  |
| <b>Customer Information</b>  |                 |                               |                    |                |  |
| Customer Name  | Last Name       |                               | First Name         |                |  |
|  | Unknown         |                               |                    |                |  |
| Address  | City            |                               | State              |                |  |
|  | (NPA) 598-4983  | TTY                           | Country            | CO             |  |
| Phone Number   | Fax #           |                               | E-mail Address     |                |  |
|  |                 |                               |                    |                |  |
| <b>Inquiry</b>   |                 |                               |                    |                |  |
| General Assistance   |                 | Explanation of Relay/Services |                    |                |  |
| Case Description   |                 |                               |                    |                |  |
| 12/7/2011 7:20:47 PM cw3138: VCO 12/7/11 5:30 PM – Per E. Culbertson |                 |                               |                    |                |  |
| Customer wanted to know how to place a VCO call.                     |                 |                               |                    |                |  |
| Case Description   |                 |                               |                    |                |  |
| 12/7/2011 7:20:47 PM cw3138: VCO 12/7/11 5:30 PM – Per E. Culbertson |                 |                               |                    |                |  |





Additionally, our designated account manager will partner and collaborate with the Advisory Committee and the State Relay Administrator in preparing and administering an annual customer service survey where we will ask survey respondents to assess things such as:

- Typing speed and accuracy
- Speed of answer
- Type of service used (TTY, HCO, VCO, STS, CTS)
- Frequency in using the state relay service
- Knowledge and awareness of the Relay Program
- How the relay service is used (personal or business)
- Things the provider does well
- Things the provider needs to improve
- Suggestions for new services and features

The respondents will not be required to provide personal identifying information on the annual survey but will be given the option to provide it in the event the responder would like someone to follow up. The results of the annual survey will be shared with the State Administrator and the Relay Advisory Committee.

Another mechanism that will be used to acquire and solicit consumer input will be Relay Town Hall meetings that will be held every quarter throughout the State of Colorado. These town hall meetings will provide an opportunity to not only educate users about the various feature of the Colorado Relay Service but also to gather valuable input, suggestions and feedback on how to improve the service. In the same way as feedback received through the Advisory Committee, the consumer input provided at Relay Town Hall meetings will be noted and discussed with the appropriate team (Operations, Methods and Training, Technical, Service Management, etc.) in order to determine best course of action.

Lastly, another mechanism that AT&T uses and has access to is social media. We have a whole organization that is tasked with searching for, and responding to, inquiries, comments and complaints posted by relay users about the relay service. We also have a dedicated social media manager in-house that can provide support and expertise on managing social media for the Colorado Relay Service. We have used social media as an effective way for improving our services and obtaining customer feedback.



### 4.1.2 BILLING ADJUSTMENT FOR MISSING ASA AND BLOCKAGE RATE STANDARDS

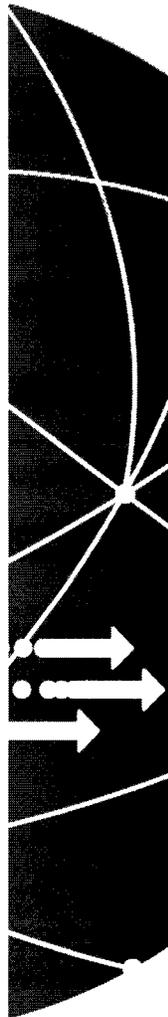
AT&T's ability to act in a discretionary manner may allow the Billing Service to grant a monthly bill credit for the payment of \$300,000 as any discrepancy over the 100% guarantee is based on the actual service level and performance metrics specified in the contract. The Billing Service will not be held liable for any amount of bill credit if a recovery amount of the same amount is received by the State by offsetting the payment by an additional \$100,000 in a monthly, quarterly, or annual settlement or other analysis of the record, etc. The Billing Service will also be responsible for any other consideration of any natural or man-made problems (weather, equipment, etc.) that may occur. The Billing Service will make reasonable efforts to restore service to a state that is as good as or better than the service provided to other states by the same Billing Service. The Billing Service should comment on this provision, including describing any alternate mechanisms they feel could accomplish the same goals.

#### AT&T Response:

AT&T has read and will comply.

AT&T has an experienced Operations Force Management team that is tasked with ensuring we have the right amount of CAs on staff and scheduled to handle the forecasted volume of calls on any given day AND meet the service level requirement. Our goal is to have every caller answered as expeditiously as possible. For this reason, many of our user's calls are answered within a few seconds.

We normally achieve an average of over 98% of our state relay calls answered within ten seconds as reflected in the following chart.





File Source: Answer Performance Summary Report

| Contract  | October 2011 - % Service Level Performance |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     | ASA |
|-----------|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
|           | 1  | 2   | 3   | 4   | 5   | 6   | 7   | 8   | 9   | 10  | 11  | 12  | 13  | 14  | 15  | 16  | 17  | 18  | 19  | 20  | 21  | 22  | 23  | 24  | 25  | 26  | 27  | 28  | 29  | 30  | 31  |     |
|           | S  | S   | M   | T   | W   | T   | F   | S   | S   | M   | T   | W   | T   | F   | S   | S   | M   | T   | W   | T   | F   | S   | S   | M   | T   | W   | T   | F   | S   | S   | M   |     |
| AT&TLD    | 100  | 99  | 97  | 98  | 99  | 100 | 100 | 100 | 100 | 100 | 99  | 99  | 99  | 99  | 100 | 99  | 100 | 99  | 99  | 100 | 99  | 100 | 100 | 99  | 98  | 99  | 99  | 99  | 100 | 100 | 100 |     |
| AT&T1     | 98   | 96  | 91  | 91  | 97  | 97  | 99  | 99  | 99  | 100 | 97  | 95  | 90  | 94  | 99  | 95  | 93  | 94  | 96  | 99  | 97  | 100 | 98  | 98  | 93  | 96  | 96  | 96  | 98  | 100 | 100 |     |
| AT&T2     | 99   | 96  | 92  | 89  | 94  | 93  | 99  | 93  | 99  | 100 | 96  | 93  | 89  | 94  | 96  | 95  | 93  | 94  | 95  | 99  | 96  | 99  | 95  | 97  | 92  | 96  | 95  | 95  | 96  | 99  | 100 |     |
| AT&T3     | 99   | 99  | 99  | 99  | 99  | 100 | 100 | 100 | 99  | 100 | 100 | 99  | 99  | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 98  | 99  | 100 | 100 | 99  | 99  | 96  | 99  | 100 |
| AT&T4     | 98   | 100 | 97  | 100 | 96  | 100 | 100 | 100 | 100 | 100 | 100 | 98  | 100 | 100 | 100 | 100 | 100 | 100 | 99  | 98  | 97  | 100 | 99  | 100 | 100 | 95  | 99  | 95  | 100 | 100 |     |     |
| OSD       | 99   | 98  | 98  | 99  | 98  | 98  | 100 | 100 | 100 | 100 | 100 | 99  | 95  | 97  | 100 | 100 | 100 | 99  | 99  | 100 | 99  | 100 | 100 | 99  | 95  | 99  | 97  | 98  | 100 | 100 | 100 |     |
| AT&T5     | 0.2  | 1.2 | 3.1 | 3.9 | 1.5 | 0.7 | 0.4 | 0.2 | 0.4 | 0.9 | 0.2 | 2.7 | 7.3 | 0.9 | 0.3 | 1.2 | 0.3 | 1.0 | 0.6 | 0.2 | 0.8 | 0.4 | 0.5 | 0.7 | 0.7 | 1.2 | 1.8 | 0.7 | 0.9 | 0.2 | 0.2 | 1.2 |
| AT&T Span | 0.0  | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.1 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |

These are actual results from October 2011 which considered normal month with 5 weekends and no holidays. The actual state name has been protected.

The contract labeled "AT&T 5" has a more stringent answer requirement where all calls must be answered within 3 seconds. As illustrated on the chart provided, we averaged a 1.2 second speed of answer for all calls in the month of October.

These results are possible because of the vast experience of our Operations Force Management team which monitors service level results 24 hours a day on every quarter hour. Additionally, every center has access to a tool called, "TotalView." This tool allows the center personnel team to see how many relay operators are "active" and taking calls; how many are "available"; the number of relay operators that are scheduled; how many calls are in queue and amount of time a call has been waiting to be answered.

In those rare instances when the service level is missed, we understand that there is a possibility that penalties assessed at the discretion of the State Relay Administrator.

AT&T believes it is important to keep the State Administrator of events where the service level or blockage rate is missed as soon as it occurs. For this reason, the designated account manager will notify the State Administrator via phone call and in writing no later than the next business day of any incidents or days (if on the weekend) in which the service level was missed. We will also provide, to the best of our ability, a reason for missing the service level. This should assist the State Administrator in determining whether the assessment of any penalties is warranted.



