



The call is considered delivered when the U.S. facility's equipment receives the call from the foreign exchange carrier (FEC) and the public switched network and is delivered to the U.S. facility.

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

A TRS provider's compliance with this rule shall be measured on a daily basis. The system shall be designed to a P.01 standard.

A TRS shall provide the call attempt rates and the rates of calls blocked to the user and the TRS agency (NRA and US providers) per day.

AT&T Response:

AT&T has read and meets this requirement.

AT&T commits to answering 85% of calls within 10 seconds or less. We currently comply with FCC rules in ensuring that abandoned calls are included in the speed of answer calculation. As has been stated in other sections of our response, we consistently average a better speed of answer than what is required under the Colorado requirements. Currently we average over 98% of our state relay calls answered within 10 seconds. This is attributed to our 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.

The network and facilities that support our Relay Service will meet all the following measures and standards for transmission characteristics:

- American National Standards Institute/Electronic Industries Association (ANSI/EIA) PBX standard TIA/EIA – 464B.
- American National Standards Institute- Network Performance- Switched Exchange Access Network Transmission Specifications (ANSI T1.506- 1997)
- ANSI T1.508-1998 Revision, re-designation and consolidation of ANSI T1.508-1992 and ANSI T1.508a- 1993 << American National Standards for



Telecommunications Loss Plan for Evolving Digital Networks Secretariat
Alliance for Telecommunications Industry

The circuits that we will provide are ISDN MegaCom 800, which will transverse on the Software Defined Network (SDN) within the AT&T telecommunications architecture. These circuits comply with a grade-of-service of P.01, which provides a functionally equivalent probability of a fast busy as one might encounter on the overall voice network.

We will work with the SRA in requesting the LECs in Colorado to provide call attempt rates and the rates of call blocked between the LECs and the AT&T TRS facilities.

4.2.3.3 Equal access to interexchange carriers. TRS users shall have access to the interexchange carrier of choice through the TRS and to all other carriers, per FCC, to the extent that such access is provided to voice users.

AT&T Response:

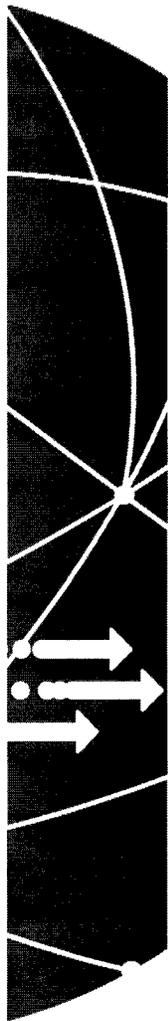
AT&T has read and meets this requirement.

AT&T has been the providing carrier of choice since July 26, 1993 and was one of the original carriers who worked on the industry solution for providing carrier of choice for TRS calls.

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:

- Educating carriers on the FCC Order





- Frequent and ongoing contacts (e.g. via phone, email, letter)
- Providing a collaborative effort and technical support, as needed

We will provide all operator service type of requests through relay including, but not limited to, Collect, Bill to Third, Person to Person, Bill to Calling Card, and requests for Time and Charges. Additionally, we provide Operator Services for the Deaf (OSD) to allow TTY users to complete “operator assisted” type calls directly to another TTY user.

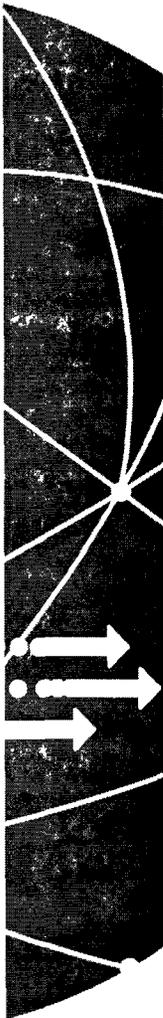
4.2.3.4 TRS facilities. TRS shall provide 24-hour service, 7 days a week, including a feature functional equivalent to the equipment currently in use, including minute, capable power for emergency use. TRS shall transmit conversations relayed TTY to relay callers in real time. Adequate network facilities shall be provided to support any TRS as that meter projected call volume to provide a most responsive, delay-free path conversation shall be functionally equivalent to the service and experience available to reach a party using the voice telephone network. TRS shall be not be limited by the FCC's current definition of “peak day.” The hours of service definition is more detailed than the FCC's definition.

AT&T Response:

AT&T has read and meets this requirement.

We will transmit conversations between relay callers in real time. We have been providing TRS 24 hours a day, 7 days a week, longer than any other relay provider in the industry. We will continue to ensure that Colorado Relay is available and operable 24 hours a day/ 7 days a week. We have enough capacity and redundancy in our Relay network infrastructure and in our call centers to continue to provide services even if we were to lose one or more centers.

AT&T has a long history of maintaining a most responsive network design. AT&T Network Services continues this tradition with networks that are redundant and have the ability to self-correct and self-heal when failures occur. As a matter of fact, AT&T was the first telecommunications company to adopt both the Grade-of-Service (GoS) and the Quality-of-Service (QoS) as key performance metrics.





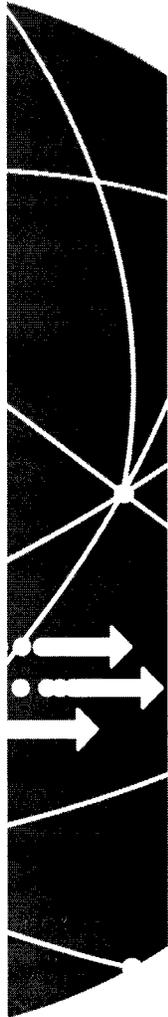
The AT&T Relay Uninterruptible Power System (UPS) will keep the call centers' switches (PBX), peripherals, TRS platform security, CA/supervisor positions, and call detail recording active as well as security lighting, environmental controls, and limited lighting until commercial power resumes. All systems and services required to keep the call center active will not suffer a power outage, due to the call center's UPS design. Our Relay Service is as reliable as our award-winning main network services. In 24 years of service, AT&T Relay has never experienced a customer-affecting service issue or complaint due to network blocking. No other provider can match this record of performance.

Relay Service, itself, was originally developed by AT&T Bell Labs with the same standards for reliability and performance as our main network services. Redundancy was a core driver in the initial design of the AT&T Special Network Applications Platform (SNAP) for Relay Service.

Redundancy of equipment in the call centers supports uninterrupted Relay Service, too. Within each call center is a bank of servers that manage the various resources required to complete any type (text-based) Relay call. Each call center has 4, 6, or 8 fully cloned, fully redundant service control units – or servers. The system is so intelligent that, if power were removed from a server, its workload would be automatically re-allocated among the remaining servers in that call center, all without losing even one call.

These call centers are also equipped with redundant network circuit feeds; redundant controllers; and redundant power supported by large battery banks that auto-switch to a diesel generators during long commercial power outages. Our software engineers for Relay service are always on call for assistance when needed, as well.

4.2.3.5 Technology and Caller ID. No regulation set forth in the state of Colorado requires us to develop the development of improved technology that reduces the availability of TRS service to our customers. Additionally, TRS facilities are permitted to use sophisticated technology to identify a type of fraudulent activity to protect the integrity and security of TRS. TRS facilities that utilize SPT technology can be subject to the Confidentiality of Telephone Numbers Act (CTNA) which requires TRS facilities to protect the confidentiality of TRS facilities. Additionally, TRS facilities must pass through the state's Regulatory Information to the public network for TRS facilities to set pass through to the





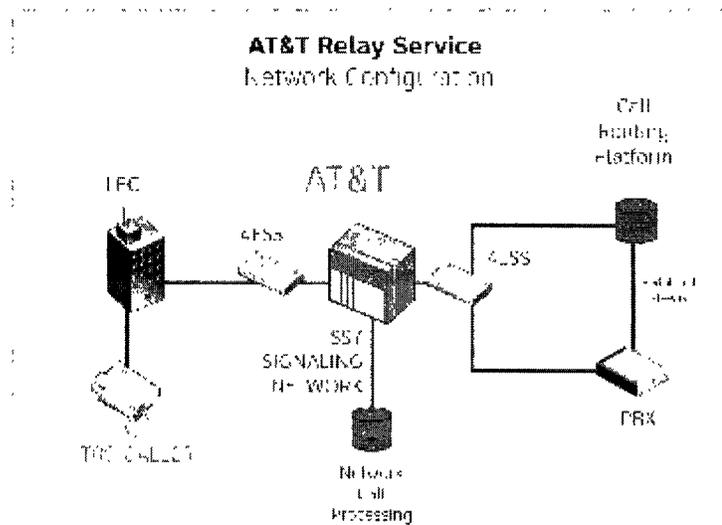
called party, at least one of the following: the number of the TRS party, the AT&T system number of the calling party.

AT&T Response:

AT&T has read and meets this requirement.

The communication between our Intelligent Call Router (ICR) and the AT&T network is all SS7. This protocol provides Automatic Number Identification (ANI), calling party number (CPN), originating line screening (OLS), and privacy or blocking information for all inbound calls in the same manner as non-relay callers who reach the regular "0" or "00" operator. The TRS caller's phone number is not passed on to the called party if the calling party has Caller ID blocking invoked by his/her local telephone company.

Following is a diagram which further illustrates the call flow we describe here.



AT&T provides fully functional SS7 capability for calls within our network, thereby possessing the ability to transfer calls in full compliance with 47CFR §64.1600 of the FCC's Rules to achieve functional equivalence.

We offer one additional feature with our True Caller ID solution -- this feature is not currently available through any other relay provider. Profiled callers may select which number they wish to be transmitted to the called party. Profiled callers may have their telephone number sent or the Relay Service's generic telephone number sent. We





developed this feature because many relay customers prefer to give the called party a “forewarning” that the call is coming through relay.

4.2.3.6 Voice mail and interactive menus. CAs must alert the caller to the presence of a recorded message and macro keys (through hard keys) on the IVR system. The caller would send text from the IVR to the company's TTS mechanism. That recorded message would be played back to the caller. Relay providers shall be required to provide a recorded message and macro keys for the length of each IVR menu selection. This is a new change to add to a call that may be made by the relay user for relay services calls involving recorded or interactive messages.

AT&T Response:

AT&T has read and meets this requirement.

AT&T has been processing calls to Interactive Menus and Voice Mail for many years. AT&T was one of the first providers to begin asking customers if they wanted to have the entire recording typed or if they preferred to hold for a live representative. We recognize that Relay callers are looking for an efficient call that meets their requirements for information and access to a live representative.

Macros

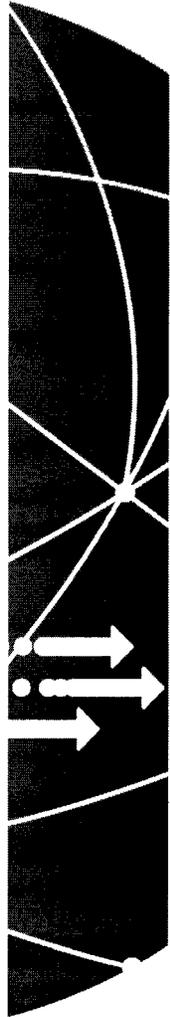
All CA positions are equipped with macro keys (pre-programmed messages) that are used when a recorded message is reached. When CAs reach a recorded message, they transmit a macro indicating (recorded msg). If the recorded message is an interactive menu, CAs transmit this macro:

(would you like complete msg typed or hold for specific dept or live rep).

This macro allows the customer to have full control of their call at all times.

Customers can also elect to have the entire recording typed to them verbatim. CAs follow customer instructions at all times (either holding for a specific department or live rep or typing the options).

Keeping Caller Informed





CAs keep the caller informed while selecting any menu prompts as directed by the customer. CAs type updates such as (*pressing 2 for balance inquiry*) or (*pressing 0 for live rep*). This ensures that the caller is always in control of the call and can select additional prompts if they would like.

Answering Machine Retrieval

CAs are trained to retrieve voice and TTY messages from voice processing systems and answering machines, and relay the message to the relay caller in the caller's communication mode (voice, TTY, ASCII, etc.).

If a caller requests to leave a message, CAs will always leave the message in the format of the called messaging system. Customers with voicing capabilities (VCO/Speech to Speech/Voice) will be permitted to voice their messages. Customers with hearing ability will be able to hear the recorded message and will then be able to provide their message for the CA to voice on the answering machine.

Recording Device

CA positions are equipped with a Play Back Device (PBD) that enables the CA to capture recorded messages in their entirety without the need to redial. The CA has the ability to play back to any point in the recording, which allows the CA to provide continuous message transcription to the TTY user. All messages recorded on the PBD are erased as soon as the customer disconnects, ensuring confidentiality requirements are met.

No Additional Charge

AT&T will not impose any charges for additional calls, if needed, in order to complete calls involving recorded or interactive messages. Relay callers are only billed for one complete call. This provides a functionally equivalent billing scenario comparable to that of a direct-dialed call.

Confidentiality

In keeping with confidentiality requirements, all recorded messages are deleted after the completion of a relay call. AT&T's sophisticated relay architecture removes all call information from the CA position after a call has been completed. No records of the call are kept other than the basic billing records that are stored and transmitted electronically immediately following the completion of the relay call.



4.2.3.7 Pay-per-call calls. TRS shall be capable of handling pay-per-call calls.

AT&T Response:

AT&T has read and meets this requirement.

AT&T Relay Services is able to process calls to 900, 976, and other Pay-Per-Call numbers as requested by customers. We process these call types through our traditional relay service number without requiring the customer to dial a special access number for Pay-Per-Call service.

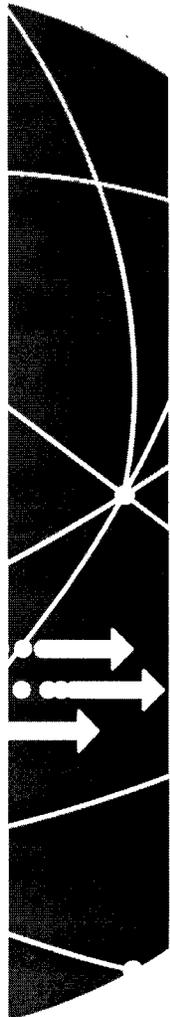
STS and TTY customers may dial the toll free number or 711 to access FRS and request 900 Pay-Per-Call. If the caller has a 900 block, then the CA will not complete the call. If the caller does not have a 900 block, the CA will inform that there may be a charge to complete the call. Once the 900 number is dialed, the call will be processed as any other relay call. If a preamble is heard stating there will be a charge to continue the call, the forward line will be dropped before billing begins. The preamble message will be typed to the caller "pay per call msg, you will be charged for each redial do you want to continue q ga." The CA will follow the caller's instructions. Alternate billing is not accepted for 900 Pay-Per-Call Service.

4.3 CAPTIONED TELEPHONE REQUIREMENTS

The following provides the requirements of Colorado section 26-207 for captioned telephone service:

4.3.1 Captioned Telephone TRS

Captioned telephone TRS was mandated in Colorado (C.M.S. 2007-01) to provide services to Colorado's deaf and hard of hearing population. Colorado's public utility companies were mandated to provide this service. Captioned telephone TRS is now a required service for all telephone service and is required by law to be a proposed manufacturer to consider the utilization of other captioned telephone equipment in this program, including customer calls. It should be recognized that the Commission's Office is in a position to make its response to this proposal that they clearly understand that should





the FCC's position change on captioned telephone waivers and standards we will adhere to FCC captioned telephone policy.

AT&T Response:

AT&T has read and meets this requirement.

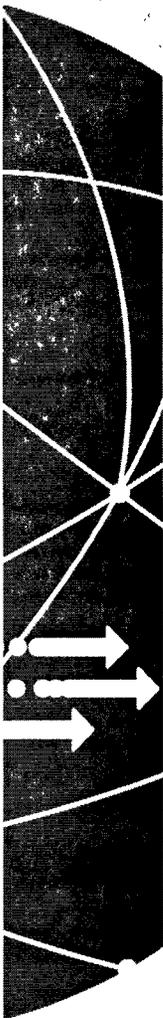
AT&T will provide the captioned telephone relay service (CTS) required in this RFP through an existing agreement with Ultratec / CapTel, Inc. We look forward to providing CTS as AT&T works with the same subcontractor utilized by other CTS providers. Ultratec is the leading provider of caption telephone service. They have years of experience in both the development of their product called CapTel and the day to day management of the CTS call center operation. Their CapTel experience combined with AT&T's extensive history as a first-class relay provider makes us the ultimate choice for delivering a quality CTS experience.

AT&T has been a provider of state-wide relay service (TRS) for more than 24 years. No other relay provider equals our record. We were the first telecommunications company to establish a 24 hour/7 days a week service under a state funded program in State of California back in January 1987. We set the benchmark that other relay providers followed.

We understand that should the FCC's position change on captioned telephone waivers and/or standards we will adhere to FCC captioned telephone policy.

4.3.2 Captioned Telephone TRS Facilities

captioned telephone TRS shall operate every day, 24 hours a day, a system which shall be staffed by trained personnel functionally equivalent to the experienced personnel of a central office, including sufficient power for emergency use. Captioned telephone TRS shall transmit conversations between employed telephone user and another party in real time. Adequate network facilities shall be used to support such captioned telephone TRS so that under protected calling conditions, the probability of a delay response due to loop/trunk congestion shall be functionally equivalent to what a voice user would experience in attempting to reach a party through the voice telephone network. Facilities that are not required by the FCC are not required to be provided even if they are a day-to-day operation as specified in the FCC requirement.





AT&T Response:

AT&T has read and meets this requirement.

24/7/365

The state's TRS and CapTel service provided by AT&T will be accessible and operational twenty-four (24) hours a day, seven (7) days a week, and three hundred and sixty-five (365) days a year. AT&T was the first to offer and provide a statewide Relay Service that was available 24 hours a day and 7 days a week. AT&T is proud of providing relay services for more than 24 years around the clock. No other provider equals this record. We set the benchmark that other relay providers followed.

Redundancy/Uninterruptible Power

The switching system for CapTel centers includes a redundant Central Processing Unit (CPU) on "hot stand-by" to ensure that no calls are dropped due to processor failure, a full Maintenance and Administrative Terminal with keyboard, screen and printer capabilities, on-line monitoring, real time programming capabilities which will not take the system off-line, the ability to perform preventative maintenance without taking the system off-line, and an inventory of spare critical components which are maintained on site to ensure the required levels of service are met.

CapTel provides a combination of battery backup, commercial UPS supply, and/or auxiliary generator to supply uninterruptible power to the CapTel Centers for a minimum of twelve (12) hours.

CapTel provide TRS Provider with a complete plan for dealing with all types of natural and man-made problems including but not limited to terrorism and phone line cut accidents. CTI will notify TRS Provider within 15 minutes if a major problem or total loss of service in excess of 15 minutes occurs. The plan shall detail the level of escalation, which will be employed to deal with the problem and restore service. The plan shall be designed to ensure that no aspect of CapTel Service is impaired.

The CapTel Service Relay Center is 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.

Real Time



The AT&T Mobile CapTel service transmits in nearly real time the captions of the standard voice user's conversation through a specially trained communication assistant also known as a "CA". The captions are displayed on the user's computer screen or other Internet-enabled device while allowing the Mobile CapTel user to also simultaneously hear the standard telephone users voiced conversation.

CapTel Facilities/Functional Equivalence

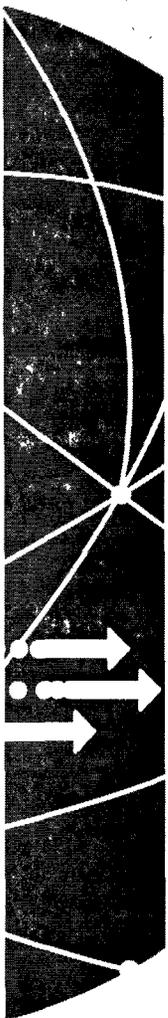
The Captel service depends on interaction between the Captel phone, a telecommunications platform to route the calls to a captionist, and a special transcription application that allows the CA to transcribe the call in real-time.

The Captel platform automatically accepts calls from the PSTN, enforces the appropriate state's jurisdiction rules, locates an available Captel CA with the appropriate skills, places the outbound call, and creates a CDR for each call to support the state's billing and reporting requirements.

Calls arrive from the PSTN at a Captel Data Center. A Captel Data Center houses the SS7 network interface equipment, the databases that check and enforce the state jurisdiction rules, ACD gear to select and route the call to an appropriate agent, and databases that collect call detail records for billing and reporting. Captel operates two data centers one located in Madison Wisconsin and the other in Brookfield Wisconsin in a telecommunications collocation facility (telecom bunker). Each of these data centers includes redundant equipment so that should one piece of equipment fail or need routine maintenance the data center can continue to service calls. Each Captel Data Center also has connections to various network providers, access tandems to support carrier of choice selections, and specialized monitoring equipment to issue alarms and report problems that develop.

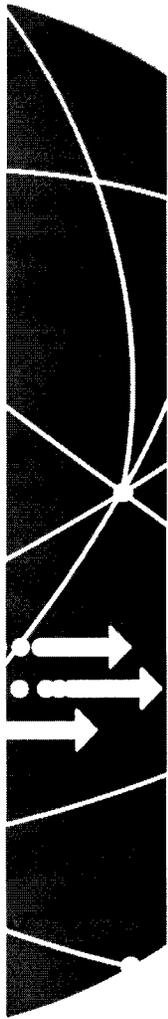
Captel calls flow from the PSTN cloud to a Captel Data Centers and then to a Captel Call Center. Captel Call Centers provide the captioning for each call. The call centers include the CA workstations, CA recruiting and training facilities, quality monitoring personnel, and management offices. Each Captel Call Center is connected to both of the Captel Data Centers. Should a Captel Call Center loose its connection to a Captel Data Center it can continue to process calls using the other data center.

The Captel platform also includes a Network Operations Center (NOC) that monitors the health of the equipment, facilities, and service level performance. The NOC uses specialized software applications to issue alerts, alarms, and informational messages to



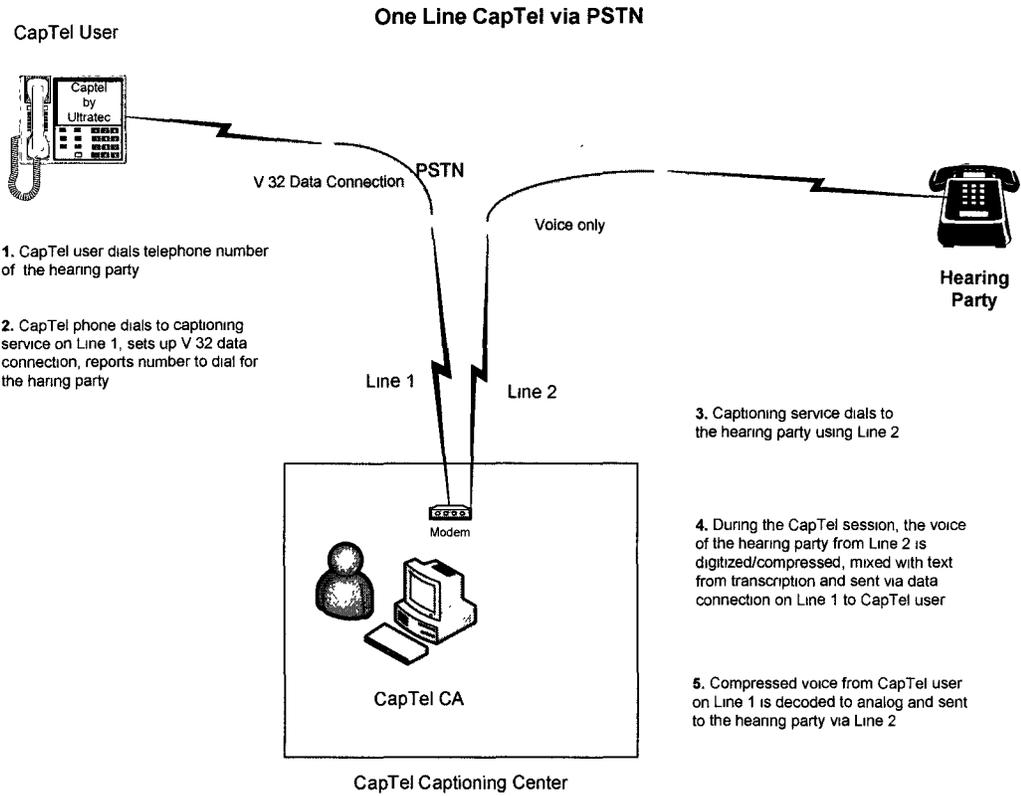


the Captel Operations staff. The staff also uses the NOC to control the routing of Captel calls between the data centers and call centers.





CapTel Call Flow Diagrams



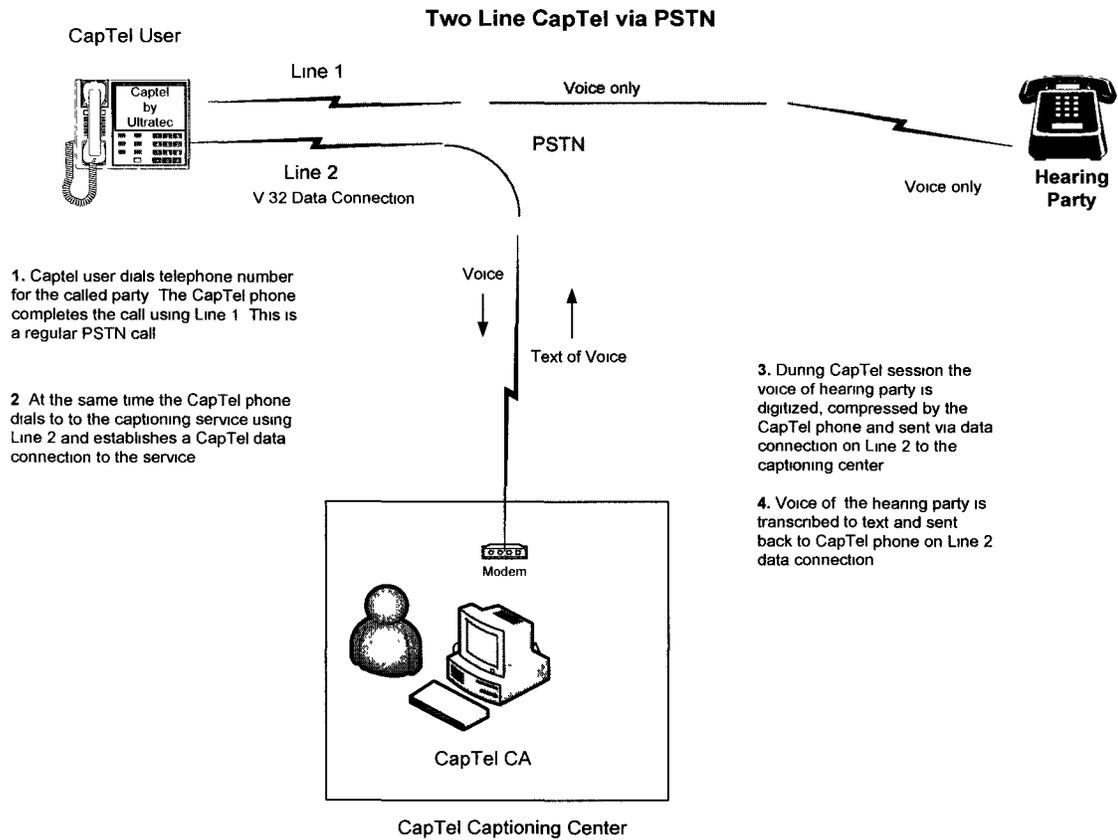


Figure 2

SUMMARY OF DYNAMIC CALL ROUTING

The CapTel platform is normally configured to balance the call traffic between the two CapTel Data Centers and the CapTel Call Centers. In this mode each CapTel Call Center receives approximately fifty percent of the traffic from each of the two CapTel Data Centers. CapTel uses preconfigured automatic routing rules or can manually adjust how the calls flow from the PSTN to the Data Centers and from the Data Centers to the Call Centers. These routing controls are used to respond to network failures, equipment issues, local emergencies, or for maintenance events. CapTel will use these facilities and tools to control how Colorado CapTel calls are distributed to the CapTel call centers.

CTI began consumer testing on CapTel throughout the United States in 2002. In 2003 CapTel technology was approved by the FCC enabling individual states to offer CapTel



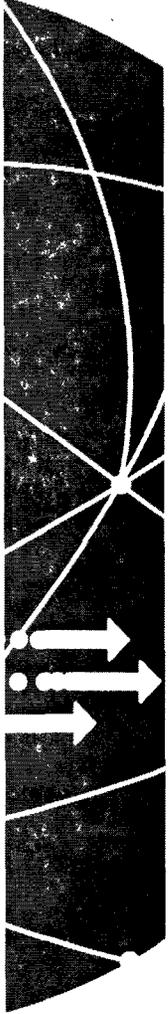
as part of their relay services. In January 2004, Hawaii became the first state to offer full service CapTel to its Relay customers. With CapTel available in every state except Delaware, CTI continues to be a leader in the industry.

CapTel operates two data centers one located in Madison Wisconsin and the other in Brookfield Wisconsin in a telecommunications collocation facility (telecom bunker). Each of these data centers includes redundant equipment so that should one piece of equipment fail or need routine maintenance the data center can continue to service calls. Each CapTel Data Center also has connections to various network providers, access tandems to support carrier of choice selections, and specialized monitoring equipment to issue alarms and report problems that develop.

The CapTel platform also includes a Network Operations Center (NOC) that monitors the health of the equipment, facilities, and service level performance. The NOC uses specialized software applications to issue alerts, alarms, and informational messages to the CapTel Operations staff. The staff also uses the NOC to control the routing of CapTel calls between the data centers and call centers.

The CapTel platform is normally configured to balance the call traffic between the two CapTel Data Centers and the CapTel Call Centers. In this mode each CapTel Call Center receives approximately fifty percent of the traffic from each of the two CapTel Data Centers. CapTel uses preconfigured automatic routing rules or can manually adjust how the calls flow from the PSTN to the Data Centers and from the Data Centers to the Call Centers. These routing controls are used to respond to network failures, equipment issues, local emergencies, or for maintenance events. CapTel will use these facilities and tools to control how Colorado CapTel calls are distributed to the CapTel call centers.

CapTel users will receive **functionally equivalent** service including but not limited to cost to consumers, call blockage, carrier of choice, real-time communication in transmission and reception of text and speech and the availability of advanced and efficient technology as it becomes available and is technically feasible.





4.3.3 Captioned Telephone Compatibility

The RFP requires that providers of captioned telephone services which must be compatible with the same content form of captioned telephone currently in use (e.g., CapTel). Offerors are unable to provide information from CapTel, Flexy, Secretary, Telephone, Interpreter, and Captioned services currently being used by Colorado customers.

AT&T Response:

AT&T has read and meets this requirement.

As addressed earlier, AT&T will provide the captioned telephone relay service (CTS) required in this RFP through an existing agreement with Ultratec / CapTel, Inc. We look forward to providing CTS as AT&T works with the same subcontractor utilized by other CTS providers. Ultratec is the leading provider of caption telephone service. They have years of experience in both the development of their product called CapTel and the day to day management of the CTS call center operation. Their CapTel experience combined with AT&T's extensive history as a first-class relay provider makes us the ultimate choice for delivering a quality CTS experience.

We plan to utilize the same equipment distribution process currently in place and we will work with the state to ensure a successful and transparent transition between the current TRS provider and AT&T. Since we are using the same captioned telephone provider, CTS will continue to work with the existing equipment currently being used by Colorado CTS customers.

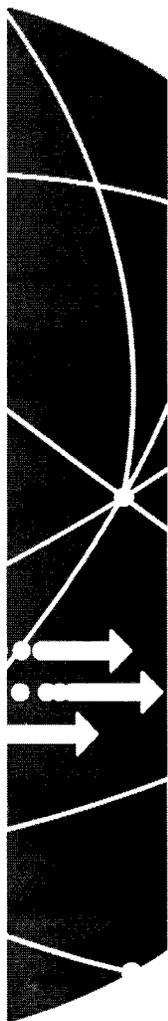
4.3.4 Pay-per-call calls

The RFP requires that providers of telephone TRS be capable of handling pay-per-call calls.

AT&T Response:

AT&T has read and meets this requirement.

AT&T Relay Services is able to process calls to 900, 976, and other Pay-Per-Call numbers as requested by customers. We process these call types through our traditional relay service number without requiring the customer to dial a special access number for Pay-Per-Call service.





4.3.5 2-Line Captioned Telephone Service

The Office shall ensure captioned telephone services support 2-Line Captioned Telephone Service.

AT&T Response:

AT&T has read and meets this requirement.

There are two types of CapTel Service: One-Line and Two-Line CapTel. AT&T will supply **BOTH** one-line and two-line CapTel Service to the state of Colorado.

- **One-Line CapTel:** This system provides both voice and captioning services on a single telephone line. For outgoing calls, the CapTel user simply dials the desired phone number of the other party, and a Captioning Assistant (CA) is immediately connected to the call.

The captioned call begins when the other party answers the phone. If the other party wishes to call the CapTel user, the process requires one more step: The other party must first dial a toll-free number to access a CA and then dial the number of the CapTel user.

When the CapTel user answers the CapTel phone the call proceeds with captioned service.

- **Two-Line CapTel:** This system eliminates the need for the other party to first dial the toll-free number. This is because the voice transmission for the call is fed through one line, with a second line set up specifically for the captioning service. With two-line CapTel, either

1-Line CapTel

The CA connects to the user's phone line and provides captioning services. The user dials the desired phone number, and the CA is immediately connected to the call.

2-Line CapTel

The CA connects to the user's phone line and provides captioning services. The user dials the desired phone number, and the CA is immediately connected to the call.

LINE 1

- The primary phone number the user dials to reach the CA
- Can be analog, Digital, TDD, IS, or SIP

LINE 2

- Must be analog or TDD or IS or SIP
- Can be any type of line (analog, digital, TDD, IS, or SIP)
- No need for long distance or any



party can call one another directly.

As with one-line CapTel, a CA is connected at the start of the call, which progresses without interruption.

2-Line CapTel Service truly enhances the functional equivalency and quality of CapTel Service.

2-Line CapTel benefits users because calls are direct between parties. 2-Line CapTel also supports enhancements that users have purchased from their local telephone company, including call waiting and Automatic Call Back (*69). Another advantage is that captions can be turned on or off at any time during the call. This means that multiple users in the same location can enjoy a conversation via another extension in the home or office. Users also benefit because captioning is available on emergency 911 calls and there is no separate telephone number for voice callers to remember.

By using two telephone lines, the CapTel users listen to their conversation on one line while receiving typed text from the captioning service on the other line. **When a CapTel user receives a call, the standard phone user will simply dial the user's phone line directly instead of dialing an 800 number and accessing the captioning service.** When calling 911 in emergency situations, the 2-Line CapTel users' call is routed through the captioning center allowing the user to receive captions on one line and hear the conversation on the other line.

Special Features

FCC compliant Three-way calling will be available to Colorado CTS users. A standard telephone user can initiate a three-way call to a CapTel user. For example, two standard phone users are on a call. The party with three-way calling feature on his/her phone line would hook flash to put the other person on hold, and would then dial the national CapTel voice number and give the CA the CapTel user's telephone number or dial the CapTel user direct if a 2-Line CapTel user. All three parties would then be joined and the CapTel user would receive captions on the call.

With 2-Line CapTel, the CapTel user can initiate a Three-way call in the same manner that a standard phone user would. The first line works exactly as a regular phone line (able to add another caller) and the second line supports the captions.



Speed dialing will be available to Colorado CapTel users. Speed Dialing, which is built into the CapTel phone's Dialing Directory, allows users to quickly dial frequently called phone numbers. To use this feature, the CapTel user saves the desired phone numbers in the CapTel memory. To speed dial a number in memory, the user simply presses the button next to the "Memory Dial/Redial" arrow. A list of saved numbers and the last number dialed is then displayed. The user then presses the button next to the number they wish to dial again and CapTel dials the number automatically.

CapTel allows the CapTel user and the voice user to speak directly to each other regardless of the caption stream. Users can interrupt each other at any time. The conversation path is open thereby providing a natural ability to allow for Call Interrupt.

Additional Features:

Call-waiting is supported by 2-line CapTel. When the CapTel user hears (or reads in the captions) the "beep" telling h i d e r a second call is coming in, the party would simply press the FLASH button on their CapTel phone. The CapTel user's second caller will be on-line, and the CapTel user will receive captions of the conversation. The CapTel user will still receive captions of their first conversation, if/when they return to the first caller by pressing the FLASH button again. No charges will be assessed to CapTel users for these local exchange non-basic services beyond what the user pays their LEC for these services. AT&T ensures that all CapTel users in Colorado will have access to audiotext, interactive voice response units and answering machines including message retrieval services.

AT&T Web CapTel allows users who are hard of hearing but can speak to almost simultaneously hear and read the captions of the other party. The captions are transmitted through an Internet connection while the actual conversation is on the Public Switched Telephone Network. The captioning center establishes the connection between the user's voice telephone service (wireless, POTS, etc.) and the person s/he wishes to call.

AT&T Mobile CapTel Service is a form of telecommunications relay service (TRS) that permits an individual who can speak but who has difficulty hearing over the telephone to use a mobile smart phone to simultaneously listen to the standard telephone user and read captions of what is being spoken. With AT&T Mobile CapTel, the connection carrying the captions between the caption relay center and Mobile CapTel user is via the mobile telephone network or WiFi, rather than the public switched telephone network.



The AT&T Mobile CapTel service transmits in nearly real time the captions of the standard voice user’s conversation through a specially trained communication assistant also known as a “CA”. The captions are displayed on the user’s computer screen or other Internet-enabled device while allowing the Mobile CapTel user to also simultaneously hear the standard telephone users voiced conversation.

AT&T Mobile CapTel is under development and is expected to be available during the first quarter of 2012.

4.4 Management Requirements (Mandatory)

4.4.1 Prime Contractor Responsibilities

The selected contractor will be required to assume full responsibility for all services offered under this contract, whether or not the contractor produces them or utilizes outside contractors to perform work. Further, the Department of Regulatory Agencies will consider the contractor to be the sole point of contact with regard to contractual matters. If a part of the work to be subcontracted, the prime contractor must provide a complete system of work above and beyond the previous information to allow the contractor to evaluate and capabilities. The contractor will be held totally responsible for the contractor’s full compliance and adherence to all contract provisions.

AT&T Response:

AT&T has read and meets this requirement.

As stated in previous requirements, we will be subcontracting captioned telephone service to CapTel, the current CTS provider. We will not be subcontracting any other work related to the provision of TRS service to the state.

AT&T assumes all responsibility, including financial, for the performance and adherence to all contract provisions associated with TRS and CTS services to the state of Colorado.

AT&T will be the Department of Regulatory Agencies’ sole point of contact with regard to contractual matters.

CapTel



As is well known by those in the TRS industry, there is currently only one traditional captioned telephone service provider (CapTel®) who provides the service through certified TRS providers. CapTel began operations in 2003. They currently provide service for 49 states along with the Federal CapTel service.

CapTel technology was developed by Ultratec, Inc., Madison, Wisconsin. In 2002, Ultratec licensed CapTel, Inc. ("CTI") to perform call center work for CapTel service. As demonstrated below, CTI's experience demonstrates its ability to adapt to improvements in CapTel technology and to implement state-of-the-art technology in providing the service.

CTI began consumer testing on CapTel throughout the United States in 2002. In 2003 CapTel technology was approved by the FCC enabling individual states to offer CapTel as part of their relay services. In January 2004, Hawaii became the first state to offer full service CapTel to its Relay customers. With CapTel available in every state except Delaware, CTI continues to be a leader in the industry.

Specialized equipment and voice-to-text technology are utilized to provide Relay Service for people who are Profoundly Deaf and able to speak, late-Deafened, Cochlear Implant users, Voice Carryover (VCO) and 2-Line VCO Users, amplified phone users, and Hard-of-Hearing individuals who have difficulty understanding speech over the telephone. CapTel Service is an alternative type of VCO and in general terms is known as 'Captioned Telephone VCO'.

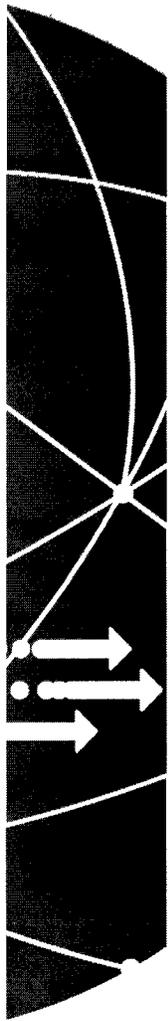
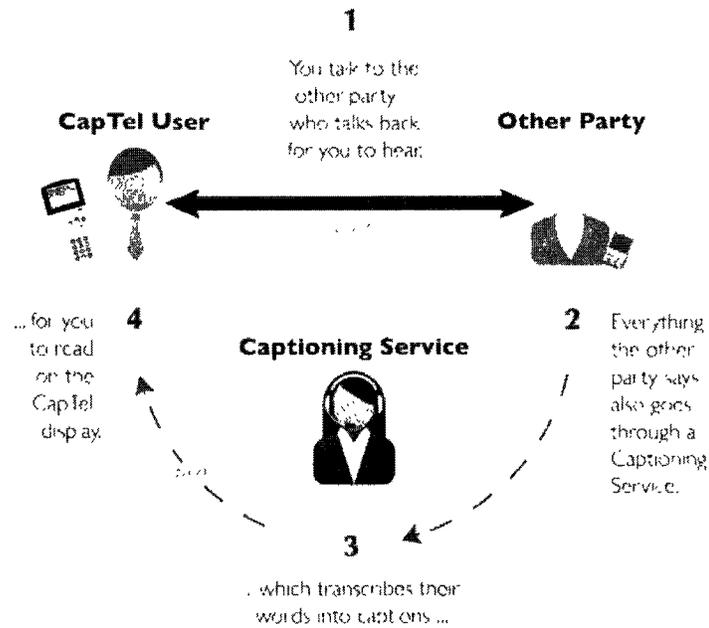
CapTel Relay Service works by incorporating the very latest in Voice-Recognition Technology into a system that allows for complete user control. CapTel users place calls in the same manner as a traditional call. The CapTel telephone automatically connects CapTel Service to a CapTel Communications Assistant (CA). CapTel service allows the following:

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

CTI is the only company that supplies a captioning telephone service over the Public Switched Telephone Network (PSTN). CapTel service uses the CapTel phone (developed by Ultratec), a telecommunications platform to route the calls to a CA, and a special transcription application that allows the CA to transcribe the call in real-time.



CapTel Service permits the Relay user to simultaneously hear what the other party is saying (depending on the degree of hearing loss the user may have) and read what the other party is saying. In the context of traditional TRS, the only way to achieve similar functionality – hearing and reading simultaneously - is by using ‘two-line VCO’ (2LVCO), which requires two telephone lines, three-way calling, the ability to set-up the call, and the cognitive ability to do so quickly before the call is disconnected.





Key Personnel

The AT&T units supporting Colorado include Marketing, Channel Management, Systems and Processes, and Methods and Procedures. We are also supported by other AT&T organizations, including Finance, Information Technology, Regulatory, Legal and External Affairs.

AT&T Relay will be managed by a team of professional and dedicated veterans of AT&T, including, but not limited to:

- Gregory Smith – Marketing Development
- Gail Sanchez – Relay Product Management and Outreach
- Sid Minnick – Relay RFP Management and Marketing/Advertising
- Burt Bossi – Information Technology
- Bob Gorman – Business Development

Education and Specific Experience/role(s):

Gregory Smith

Director-Market Develop

After an 8 year tour with the United States Marine Corp where he reached the rank of Sergeant, Mr. Smith joined AT&T in 1997 as a retail sales associate in our wireless arm. In 2000, he was promoted to Associate Director-Marketing, responsible for marketing, acquisition and retention of our long distance company. In 2002, he moved to our Operations division to head up support for our Small/Medium Business Channel, and supported Consumer Marketing Channel Delivery. In 2003, he became Area Manager-Sales for our Directory (Yellow Pages) business and in 2005 in joined our Consumer organization responsible for supporting the Southwest region. In 2007, Mr. Smith was promoted to Sales Director for the Southwest Consumer division, directing sales and customer service activities and performance. In 2008, he assumed his present role within the market development organization where he is responsible for assessing and development new markets, and directing product ownership, client relationship, and new state opportunities for Relay Services. He has a bachelor's degree in business administration marketing from the University of the Incarnate Word, San Antonio, TX.

Gail Sanchez

Senior Product Marketing Manager



Ms. Sanchez joined AT&T in 1979 as a long distance operator and was promoted to Service Assistant. In 1989, she was appointed to the position of Resource Manager for the AT&T Illinois Relay Center. In this role, Ms. Sanchez provided start-up support for the new relay center, which included planning and implementing initial and continuation training for over 100 Communication Assistants. She also developed and managed a team of Training Delivery Specialists. In 1990, she was appointed to an international assignment in Cayey, Puerto Rico to provide start-up support for a new relay call center. In 1991, Ms. Sanchez was appointed National Training and Performance Manager responsible for design, development, and delivery of training for ten AT&T Relay Call Centers across the country. For two years beginning in 1999, she planned, managed and coordinated AT&T responses to Requests for Proposals (RFP). Then, in 2002, Ms. Sanchez was appointed to her present position, responsible for managing AT&T's full suite of Relay Services. In this position, she is also responsible for the development and management of our five (5) Channel Managers who perform Outreach activities relate to our state contracts. She has a BA in Training and Development from De Paul University, and is currently pursuing an MA in Pastoral Studies at Catholic Theological Union.

Sidney Minnick

Senior Marketing Manager

Mr. Minnick joined AT&T in 1975 as a Service Representative for the company's residential customer service and billing organization. In 1978, he was promoted to Business Office Supervisor, responsible for the training and development of service representatives, and labor relations and coordination with the CWA union. In 1979, he was promoted to External Affairs Manager, responsible for all residence operations and public affairs in one of the company's out-state territories. In 1985, Mr. Minnick was appointed to the Missouri State Staff to support sales and marketing activities for all residence call centers in the state. During this tour, he received extensive training in media relations and was the company's spokesperson for several key product launches. In 1996, he was appointed to the position of Director-Channel Development, responsible for developing retail market analyses for the company's wireless arm. In 1997, Mr. Minnick was appointed to the position of Director-Financial Management, responsible for directing financial planning, development and performance of a \$43M budget, and making key financial decisions for the company's MDU/SFU business. In 2000, he was promoted to Director-Operations, to head up the MDU/SFU operations. In 2001, he was appointed to the position of Senior Director-Marketing and Sales for the company's Public Communications (COIN) business, responsible for directing all marketing activities to grow the payphone market, and directing the activities of the business' national call center of 150 people. In 2008, he was appointed to his present position



where he is responsible for development and project management of Relay RFPs, marketing of the relay product line. He has some college.

Burt Bossi

Sr. Technical Director-AT&T

Mr. Bossi joined AT&T in 1981 as a Senior Technical Associate at AT&T Bell Labs, where he was responsible for developing hardware and software design solutions for various technology teams. In 1988, he was appointed to the position of Member of Technical Staff/MTS-I, where he provided leadership and support to AT&T's Language Line Services and the Bell Labs Linguistic Group to create large value-added solutions to real-time issues. He also provided leadership for a new Business Development Group that leverage local engineering talent with larger corporate technical needs. In 1994, Mr. Bossi was appointed Distinguished Member of Technical Staff and Team Leader. In this role, he was AT&T's Chief Architect of the Accessible Communications Services (Relay) business, supporting a team of software and hardware developers, project managers, and service managers. He was also the team leader for advanced wired/wireless products. In 2000, he was appointed to his present position where he is responsible for leading our strategic initiatives involving the deaf marketplace for AT&T's Telecommunications Relay Services (TRS). In this role, he is also responsible for managing a large multi-state team of technical experts and the daily operation of nine call centers representing a \$60M revenue budget. Mr. Bossi is a TRS subject matter expert and public speaker, and he holds 4 patents (1989, 1996, 2001). He has an A.S. degree in Business Management, and a B.S. degree in Electrical Engineering, both from Purdue University.

Bob Gorman

Director-Business Development

Mr. Gorman joined AT&T in 1987, as an Assistant Product Manager for Lucent (formerly AT&T Microelectronics, where he negotiated contracts for power supplies used in the telecommunications and computer industries. Mr. Gorman held several positions in AT&T Business Services. In 1989, he was promoted to the position of Product Line Finance Staff Manager, responsible for P&L results for a \$1B revenue stream. In 1991, he was appointed Product Marketing Manager, and in 1993 he was appointed International Pricing Manager and in 1995 he was appointed Sales Project Manager. Mr. Gorman also held several positions in Teleport Communications Group as a Product Manager and Senior Product Manager. In 1998, he was promoted to District Product Manager for AT&T Local Data Services, responsible for Local Data P&L, and Local Data services, including DSx/ OCx, Collocation, and Dark Fiber. In 2001, he was appointed Marketing Director for ACC Business, a division of AT&T, where he was



responsible for all marketing and advertising programs. In 2008, Mr. Gorman was appointed to his present position of Director-Business Development, where he is responsible for evaluating numerous product opportunities presented by external ventures. He also coordinated the development of the iPhone 4 app and PC/Mac software for video relay, and negotiated a large contract with a subcontractor to provide video relay services.

Mr. Gorman has a bachelor of Science degree in Management (IE/OR) from Syracuse University, and a Master of Science degree in Management (MBA Equivalent) from Georgia Institute of Technology.

4.4.2 Contract Period and Performance Review

The final contract terms will be in the form of three year, fixed price contract with annual renewal and annual performance review by the agency.

The review of Regulatory Agencies may review contractor's performance during the term of the contract and may also require an independent performance analysis. Such reviews will encompass service quality, including marketing, customer service, and clients, as well as compliance of Regulatory Agencies and compliance with applicable laws and regulations. The Department of Regulatory Agencies will be responsible for the review. Under terms of the contract, Review results, as well as any recommendations for change, will be distributed to the contractor. Performance reviews will be conducted by the Department of Regulatory Agencies. As such, a direction and a date for the review will be provided to the contractor.

The contractor will be responsible for any costs associated with the review of the contract.

Should a review or desired change be required, it will be arranged between all concerned parties within ten (10) calendar days of the date the contractor receives notice of the same. The contractor will be expected to receive two review results. If possible, the contractor will be able to communicate with an opportunity to appeal the review recommendation to the Director of the Department of Regulatory Agencies.

AT&T Response:

AT&T has read, understands, and will comply.

