

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

**The typing test has been waived for the CapTel Service since CAs are assessed on their ability to interact with the voice recognition technology used for converting voice to text. This technology transmits text to the captioned telephone user at more than 100 words per minute. CAs are trained to caption the words spoken by the hearing party (standard telephone user) as accurately as reasonably possible without intervening in the communications.**

*(iv) TRS providers are responsible for requiring that VRS CAs are qualified interpreters. A “qualified interpreter” is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.*

**Not applicable to the Colorado CapTel Service**

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

**CapTel CAs are required to continue with a call for a minimum of ten minutes.**

*(vi) TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.*

**Not applicable to Colorado CapTel Service. Both the CapTel user and the standard telephone user are able to hear each other and speak directly to each other through an audio connection and for this reason, there is no need to request a CA of a specific gender.**

*(vii) TRS shall transmit conversations between TTY and voice callers in real time.*

**Although the Captioned telephone device (CapTel) is not a TTY, the captions of a CapTel call are transmitted nearly simultaneously and in real time with what is spoken by the standard telephone user. This is done through voice recognition technology.**

*(2) Confidentiality and conversation content. (i) Except as authorized by section 705 of the Communications Act, 47 U.S.C. 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls.*

**All CapTel CAs are prohibited from intentionally altering any conversation and are trained to transmit captions in a manner that is verbatim to what is being spoken by the standard telephone user. CAs are trained and evaluated on maintaining privacy and confidentiality of all calls. The CAs do not maintain any records of conversation content and keep the existence and content of all calls confidential.**

**Following is a copy of the CapTel CA Pledge of Confidentiality which is reviewed and signed by each employee.**

**CapTel CA Pledge of Confidentiality**

**Confidentiality Policy**

**I will not disclose to anyone the names, schedules, or personal information of any fellow worker at *CapTel Inc.***

**I will not share any information about CapTel calls with anyone except a member of the *CapTel Inc.* management staff in order to investigate complaints, technical issues, etc.**

**I will continue to hold in confidence all information related to the work and calls I have performed while at *CapTel Inc.* after my employment ends.**

**I will never reveal my Captionist ID number in conjunction with my name unless asked by a member of the *CapTel Inc.* management staff.**

**I will not share with anyone any technical aspect of my position with *CapTel Inc.* unless asked by a member of the *CapTel Inc.* management staff.**

**I will not talk about consumers or call content with any fellow Captionists.**

**I will not listen to or get involved in calls taken by fellow Captionists.**

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

\_\_\_\_\_  
**Employee Name**

\_\_\_\_\_  
**Date**

*(ii) CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call. An STS CA may facilitate the call of an STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object. Appropriate measures must be taken by relay providers to ensure that confidentiality of VRS users is maintained.*

**The Colorado CapTel Service is a transparent service whereby all conversation voiced by the standard telephone user are captioned as accurately as reasonably possible in a verbatim manner without intervening in the communications.**

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

**This requirement has been waived by the FCC for outbound CapTel calls because the actual CapTel user controls all dialing for individual and sequential calls with no involvement by the CapTel CA for call setup. For inbound calls by a standard telephone user to a CapTel user, the caller can either dial the CapTel user directly or reach the captioning center first by dialing the captioned telephone access number. In either case, there is no limit to the amount of calls made or the length of calls.**

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

**With the exception of those call types waived by the Commission, the Colorado CapTel Service is capable of completing all types normally provided by common carriers. Currently waived calls types include:**

- **Coin sent paid**
- **International calls**
- **VCO, HCO, STS, VRS, 2-line VCO, and TTY calls**

**CapTel users also have the ability to place a call to hearing or speech disabled user who requires the assistance of other types of relay services such as VRS, STS. These calls are handled in the same manner as a standard voice originated call.**

*(iii) Relay service providers are permitted to decline to complete a call because credit authorization is denied.*

**Since CapTel CAs do not directly interact with the callers, the CA is unable to decline to complete a call due to denial of credit authorization. The CapTel CA will simply transcribe any message heard on the line, for example, “Your call cannot be completed as dialed...” or “This number cannot be called from your calling area...” .**

*(iv) Relay services shall be capable of handling pay-per-call calls.*

**The Colorado CapTel Service platform allows for completion of any pay-per-call. These calls types are dialed directly from the CapTel device in the same manner as calls made by non-disabled users through the public switched telephone network.**

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

**Not applicable to the Colorado CapTel Service as these call types have been waived by the Commission.**

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

**Call release functionality:**

**Not applicable to the Colorado CapTel Service as this call type has been waived by the Commission.**

**Speed dialing functionality:**

**Colorado CapTel users have the ability to store numbers on the speed dial feature of their device. Additionally, CapTel users can store frequently dialed numbers in the built in phone book.**

**Three-way Calling functionality:**

**Colorado CapTel users have the ability to participate in a three way call. Although single-line users are not able to add a third party, the outbound caller, if they have the capability, is able to utilize three way calling and add another number/party to the line without impacting the display of captions to the CapTel user. CapTel users with two-lines can utilize the conferencing feature on their primary line while the second line is connected to the captioning service.**

**CapTel users also have the ability to participate on conference calls with numerous parties in the same way as a standard phone user by dialing the conference bridge and access number directly from the CapTel device. The CapTel CA will transcribe what is heard on the other line.**

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

**Colorado CapTel users hear and interact directly with voice mail systems and interactive menus. The captions appear almost simultaneously with the recorded message from the voice mail system or interactive menu allowing CapTel users to understand everything that is said - either by hearing it or by reading it. The CapTel user is then able to respond directly from their device to the prompts either by pressing the appropriate keys on the CapTel key pad or speaking their choice directly through the phone as soon as they see (BEEP) on the display screen, or hear the recorded greeting end, or see the signal meter stop flashing which indicates silence after the beep.**

**If the voice mail system is capable of confirming that a message was left, then the Colorado CapTel user will see the confirmation message on the CapTel display.**

**Colorado CapTel Relay callers are only billed for one complete call. This provides a functionally equivalent billing scenario comparable to that of a direct-dialed call.**

*(viii) TRS providers shall provide, as TRS features, answering machine and voice mail retrieval.*

**Answering machine and voice mail retrieval is provided to Colorado CapTel users. There is an option on the CapTel device, “Caption Answering Machine” that can be selected by the user. The user is then able to place the handset next to the speaker of the answering machine while being connected to the captioning service to have the messages on the answering machine captioned.**

*(4) Emergency call handling requirements for TTY-based TRS providers. TTY-based TRS providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner.*

**Colorado CapTel users can dial 9-1-1 directly on their phones to reach the most appropriate PSAP for their calling area. Calls dialed to 9-1-1 from Single line CapTel users are not routed through the captioning center. Instead, these calls are treated as Voice Carry Over (VCO) calls during which the 9-1-1 responder can hear everything that is being voiced by the CapTel user. The 9-1-1 responder then types his/her response which appears on the CapTel device.**

#### **Dialing 911 in 2-Line Mode**

**Colorado CapTel users who utilize 2-Line Mode and call to 911 are handled exactly the same as if call was made through a standard telephone with the addition of getting captions of the call directly from the Captioning Service.**

**Whether the CapTel user dials 9-1-1 in single-line or two-line mode, the PSAP responder is able to receive Automated Number Identification (ANI) and Automatic Location Information (ALI) in the same manner as a standard telephone caller.**

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

**This requirement is not applicable since it has been waived by the FCC for the CapTel service.**

*(6) Visual privacy screens/idle calls. A VRS CA may not enable a visual privacy screen or similar feature during a VRS call. A VRS CA must disconnect a VRS call if the caller or the called party to a VRS call enables a privacy screen or similar feature for more than five minutes or is otherwise unresponsive or unengaged for more than five minutes, unless the call is a 9-1-1 emergency call or the caller or called party is legitimately placed on hold and is present and waiting for active communications to commence. Prior to disconnecting the call, the CA must announce to both parties the intent to terminate the call and may reverse the decision to disconnect if one of the parties indicates continued engagement with the call.*

**This requirement is not applicable to the Colorado CapTel Service as it does not provide VRS as part of its state relay program.**

*(7) International calls. VRS calls that originate from an international IP address will not be compensated, with the exception of calls made by a U.S. resident who has pre-registered with his or her default provider prior to leaving the country, during specified periods of time while on travel and from specified regions of travel, for which there is an accurate means of verifying the identity and location of such callers. For purposes of this section, an international IP address is defined as one that indicates that the individual initiating the call is located outside the United States.*

**This requirement is not applicable to the Colorado CapTel Service as it does not provide VRS as part of its state relay program.**

**FEDERAL COMMUNICATIONS COMMISSION  
CAPTIONED TELEPHONE - TECHNICAL STANDARDS  
Current as of December 13, 2011**

*(b) Technical standards —(1) ASCII and Baudot. TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.*

**This requirement is not applicable to the Colorado CapTel Service since it has been waived by the Federal Communications Commission (FCC).**

*(2) Speed of answer. (i) TRS providers shall ensure adequate TRS facility staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.*

**The Colorado CapTel Service provider is required to ensure that CAs are available to respond to the projected calling volumes based on hour of day, day of week, and month of year. The provider utilizes historical calling volumes and trends to project the number of CAs required on any given day and at any given hour. Intraday adjustments are made as needed to respond to unexpected changes in call volume projections.**

**Additionally, average length of call, average session minutes, average conversation minutes, and average CA work time are all used to project the number of CAs required to meet the projected call volumes.**

**As part of the monthly reporting process, the provider is required to prepare and submit a detailed report that provides evidence of their success in meeting this requirement for staffing.**

*(ii) TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS facility's network. A TRS facility shall ensure that adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.*

**As part of the contract requirements, the Colorado CapTel Service provider is required to prepare and submit, on a monthly basis, a report that provides evidence of meeting the 85% of calls answered within 10 seconds service level on a daily basis. Penalties may be assessed for failure to meet the service level requirement. Generally, more than 95% of callers are serviced in less than 10 seconds.**

**The call centers servicing the Colorado CapTel Service have adequate network facilities to meet the requirement of the P.01 standard for call blocking. Results of ASA and call blocking on a daily and monthly basis is provided in the monthly reports provided by the Colorado CapTel provider.**

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

**The Average Speed of Answer for Colorado CapTel Service is measured from the time the call is accepted by the provider's equipment regardless of whether the call originated through the public switched network, a wireless network or a Voice Over IP network.**

*(B) Abandoned calls shall be included in the speed-of-answer calculation.*

**The Colorado Relay Service contract requires the CapTel provider to include abandoned calls in calculating the speed of answer on a daily basis. A monthly report is generated and provided to the state each month which reflects the number of abandon calls to the relay service.**

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

**Evidence of compliance with this rule is provided each month as part of the monthly reporting requirements. The report measures the actual speed of answer level on a daily basis.**

*(D) The system shall be designed to a P.01 standard.*

**The circuits used for the Colorado CapTel Service conform to 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.**

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

**Both the State of Colorado and the contracted CapTel relay provider understand that the LEC is required to provide call attempt rates and rates of calls blocked between the LEC and the Colorado CapTel Service facility upon request.**

*(iii) Speed of answer requirements for VRS providers are phased-in as follows: by January 1, 2006, VRS providers must answer 80% of all calls within 180 seconds, measured on a monthly basis; by July 1, 2006, VRS providers must answer 80% of all calls within 150 seconds, measured on a monthly basis; and by January 1, 2007, VRS providers must answer 80% of all calls within 120 seconds, measured on a monthly basis. Abandoned calls shall be included in the VRS speed of answer calculation.*

**This requirement is not applicable to the Colorado CapTel Service as it does not provide VRS as part of its state relay program.**

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

**Colorado CapTel users have the option of selecting their preferred interexchange carrier for their toll and long distance calls provided the IXC provides the appropriate authorization.**

*(4) TRS facilities. (i) TRS shall operate every day, 24 hours a day. Relay services that are not mandated by this Commission need not be provided every day, 24 hours a day, except VRS.*

**The Colorado CapTel Service is accessible and available 24 hours a day, 7 days a week and 352 days a year. Evidence of the availability of service is provided as part of the monthly traffic and volume reports.**

***(ii) TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.***

**The Colorado CapTel Service was designed with redundancy and auxiliary power for operation during commercial power failures. In the event of a power failure, the Uninterruptible Power System (UPS) will keep the captioning call centers switches (PBX), peripherals, 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.**

***(iii) A VRS CA may not relay calls from a location primarily used as his or her home.***

**This requirement is not applicable to the Colorado Relay Service as it does not provide VRS as part of its state relay program.**

***(iv) A VRS provider leasing or licensing an automatic call distribution (ACD) platform must have a written lease or license agreement. Such lease or license agreement may not include any revenue sharing agreement or compensation based upon minutes of use. In addition, if any such lease is between two eligible VRS providers, the lessee or licensee must locate the ACD platform on its own premises and must utilize its own employees to manage the ACD platform.***

**This requirement is not applicable to the Colorado CapTel Service as it does not provide VRS as part of its state relay program.**

***(5) Technology. No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to person with disabilities. TRS facilities are permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of TRS. TRS facilities that utilize SS7 technology shall be subject to the Calling Party Telephone Number rules set forth at 47 CFR 64.1600 et seq.***

**Since users of the Colorado CapTel Service utilize the same public switch telephone network as non-CapTel users, the service provides Signaling System 7 (SS7) as an out-of-band signaling method, ensuring that all calls are routed quickly and accurately. 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.**

*(6) Caller ID. When a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party.*

**The Colorado CapTel Service fully supports and transmit True Caller ID to relay call receivers who subscribe to Caller ID services from their provider.**

**FEDERAL COMMUNICATIONS COMMISSION  
CAPTIONED TELEPHONE - FUNCTIONAL STANDARDS  
Current as of December 13, 2011**

*(c) Functional standards —(1) Consumer complaint logs. (i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.*

**The Colorado CapTel Service provider is required to provide a monthly log of customer complaints. As part of the report, the provider includes the date the complaint was filed, the nature of the complaint, the date of resolution and an explanation of the resolution. Additionally, the Colorado CapTel provider submits an annual log to the state that is used for compliance with the annual complaint filing.**

*(ii) Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2001 shall indicate the number of complaints received from the date of OMB approval through May 31, 2001.*

**The State of Colorado has submitted a summary of the Colorado CapTel Service customer complaints to the Commission on or by July 1<sup>st</sup> of each year. Our most recent filing was made on June 15, 2012.**

***(2) Contact persons. Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following:***

**The Colorado Relay Service and its contracted relay provider, AT&T, have provided and are listed on the Commission's website with the appropriate contact person and office for TRS consumer complaints and for any inquiries about the state's relay program.**

***(i) The name and address of the office that receives complaints, grievances, inquiries, and suggestions; (ii) Voice and TTY telephone numbers, fax number, e-mail address, and web address; and (iii) The physical address to which correspondence should be sent.***

**The following information is currently available on the Colorado Public Utilities Commission's website:**

*For further information or assistance, please contact Joe Benedetto, the Public Utilities Commission Relay Administrator, at TTY 303-894-2512.*

*Voice calls can be dialed at 303-894-2000 or via the nationwide Relay number, 711.*

*Emails may be directed to: [Joe.Benedetto@state.co.us](mailto:Joe.Benedetto@state.co.us).*

*The Public Utilities Commission (PUC) is available to assist consumers. If you have a question about or are experiencing a problem with a PUC regulated industry, staff is available to talk to you and offer assistance between 8 a.m. and 5 p.m., Monday through Friday. Please call the PUC Consumer Line at 303-894-2070 or 1-800-456-0858, if calling outside the Denver metro area.*

*Consumers are invited to click the **Consumer Comments** button (on the CO PUC Website) to share their opinions, comments and concerns. In the past, consumers have provided their thoughts about rate change proposals or modifications to existing rules.*

**Mailing and Contact Information:**

**Colorado Public Utilities Commission, 1560 Broadway, Suite 250, Denver, Colorado 80202, Telephone 303-894-2000, Fax 303-894-2065**

*(3) Public access to information. Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible.*

**The Colorado Relay Service has a very active and effective outreach program which provides information about the availability of all forms of TRS. Outreach includes, but is not limited to, the following: The Colorado Public Utilities Commission Website link to TRS and CTS, including an outside link to the Relay Colorado Website, an annual TV PSA media campaign, community website and newspaper advertising, various print media, community organizational sponsorships, community forums, Relay Colorado Day at the Ballpark, State Relay Advisory Committee meetings and distribution of promotional items.**

**The Relay Colorado 2012-2013 Outreach Plan and Budget is located under Exhibit A. Evidence of outreach and examples of public access to information can be found in Exhibit B, Items B.1 through B.20. A copy of the DEX Phone Directory with TRS, CRS, 911 and TEDP Information is located under Exhibit H. Exhibit G contains the Annual Message from the SRA.**

*(4) Rates. TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.*

**Requirements for the Colorado Relay Service provider mandates that any TRS end user pay no more for non-message toll relay calling than would be charged for the same call if billed by the end user's local exchange or competitive local exchange company. This applies to both traditional TRS as well as CapTel calls.**

**Colorado CapTel users who are defaulted to AT&T will have all of their toll and long distance intrastate calls billed at a low flat rate of \$0.07 unless the CapTel user subscribes to an AT&T Optional Calling Plan that provides a different rate in which case, the Optional Calling Plan rate will take precedence. The flat \$0.07 a minute rate will apply to both non-AT&T subscribers and AT&T subscribers who do not subscribe to an optional calling plan.**

*(5) Jurisdictional separation of costs —(i) General. Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended.*

**Costs for intrastate relay call minutes, including CapTel, are supported by a monthly surcharge that is assessed and appears on the bill for each access line a subscriber obtains from a local exchange telecommunications company. The surcharge is assessed to recover the costs associated with the relay provider charges, outreach, equipment and distribution, and the administrative costs associated with the Colorado Telecommunications Relay Services for Disabled Telephone Users Program. Effective October 1, 2010, the uniform charge was increased from twelve cents per access line per month to twenty cents per access line per month, to comply with the requirements of 40-17-103(3) CRS. The local exchange companies are responsible for collecting and remitting the surcharge monthly to the Colorado Public Utilities Commission. The Commission, in turn, is responsible for maintaining an operational fund and making payments to the relay provider for service rendered.**

**All interstate relay call minutes, including CapTel, are reported separately by the relay provider. The cost for providing interstate service is then submitted by the provider to the interstate TRS fund administrator for payment.**

*(ii) Cost recovery. Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under §64.606, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.*

**Not applicable to the Colorado State Relay Program.**

*(iii) Telecommunications Relay Services Fund. Effective July 26, 1993, an Interstate Cost Recovery Plan, hereinafter referred to as the TRS Fund, shall be administered by an entity selected by the Commission (administrator). The initial administrator, for an interim period, will be the National Exchange Carrier Association, Inc.*

**Not applicable to the Colorado State Relay Program.**

*(A) Contributions. Every carrier providing interstate telecommunications services (including interconnected VoIP service providers pursuant to §64.601(b)) and every provider of non-interconnected VoIP service shall contribute to the TRS Fund on the basis of interstate end-user revenues as described herein. Contributions shall be made by all carriers who provide interstate services, including, but not limited to, cellular telephone and paging, mobile radio, operator services, personal communications service (PCS), access (including subscriber line charges), alternative access and special access, packet-switched, WATS, 800, 900, message telephone service (MTS), private line, telex, telegraph, video, satellite, intraLATA, international and resale services.*

**Not applicable to the Colorado State Relay Program.**

*(B) Contribution computations. Contributors' contributions to the TRS fund shall be the product of their subject revenues for the prior calendar year and a contribution factor determined annually by the Commission. The contribution factor shall be based on the ratio between expected TRS Fund expenses to the contributors' revenues subject to contribution. In the event that contributions exceed TRS payments and administrative costs, the contribution factor for the following year will be adjusted by an appropriate amount, taking into consideration projected cost and usage changes. In the event that contributions are inadequate, the fund administrator may request authority from the Commission to borrow funds commercially, with such debt secured by future years' contributions. Each subject contributor that has revenues subject to contribution must contribute at least \$25 per year. Contributors whose annual contributions total less than \$1,200 must pay the entire contribution at the beginning of the contribution period. Contributors whose contributions total \$1,200 or more may divide their contributions into equal monthly payments.*

**Not applicable to the Colorado State Relay Program.**

*Contributors shall complete and submit, and contributions shall be based on, a "Telecommunications Reporting Worksheet" (as published by the Commission in the Federal Register). The worksheet shall be certified to by an officer of the contributor, and subject to verification by the Commission or the administrator at the discretion of the Commission. Contributors' statements in the worksheet shall be subject to the provisions of section 220 of the Communications Act of 1934, as amended. The fund administrator may bill contributors a separate assessment for reasonable administrative expenses and interest resulting from improper filing or overdue contributions. The Chief of the Consumer and Governmental Affairs Bureau may waive, reduce, modify or eliminate contributor reporting requirements that prove unnecessary and require additional reporting requirements that the Bureau deems necessary to the sound and efficient administration of the TRS Fund.*

**Not applicable to the Colorado State Relay Program.**

# FEDERAL COMMUNICATIONS COMMISSION

## State of Colorado Requirements for Telecommunications Relay Services Including Captioned Telephone

**Current as of December 13, 2011**

Telecommunications Relay Services, including captioned telephone, which may utilize Cap Tel® telephone units, must be provided 24 hours a day, every day of the year, and a viable contingency plan must be in place to prevent any significant disruptions or impairments to service in the event of adverse man-made or natural occurrences. Please see Exhibit C, *Relay Colorado 2012 TRS RFP*, for detailed TRS requirements.

The State of Colorado intends to maintain Federal Communications Commission certification for its TRS, including captioned telephone, so these services must meet current FCC requirements for the types and quality of services provided.

Further, the State requires the Provider to meet all Colorado telecommunications statutes and Public Utilities Commission Telecommunications Rules, particularly those directly pertaining to TRS, as provided for in Exhibit E, *Relay Colorado State TRS Statutes and CO PUC TRS Rules*.

Future TRS enhancements required by the FCC will also be met by the TRS Provider. The State may also determine that TRS enhancements not required by the FCC should be initiated. In either instance, this would likely result in a negotiated price adjustment with the TRS Provider.



**Exhibit A**

**COPY OF RELAY COLORADO  
2012 -2013 OUTREACH PLAN AND BUDGET**