





will monitor the TCC and to monitor the TRS being provided, to ensure that the TRS is being provided in a timely manner and to ensure that the TRS is being provided in a timely manner and to ensure that the TRS is being provided in a timely manner...

**AT&T Response:**

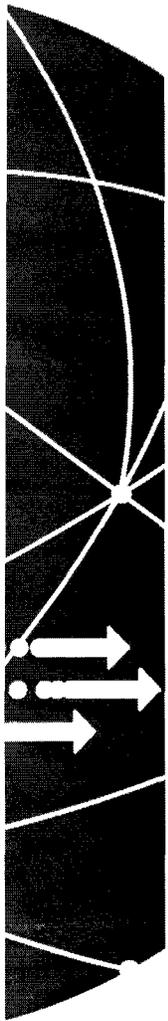
AT&T has read and meets this requirement.

AT&T has a dedicated and highly trained Customer Care team focused on responding, addressing and resolving customer inquiries, complaints and commendations 24/7/365. We handle several thousand contacts each year, with the majority of our communication focuses on basic inquiries about relay, inquiries about state services, explanations of different equipment and services. We strive to close out each customer contact within 24 hours. For many customers, our Customer Care team provides their first learning about relay. The smallest percentage of contacts involves (less than 1%) involves complaints, a fact in which we take great pride.

We are here to support the relay customers of Colorado, and will provide a caring environment to assist them during a transition to a new provider.

AT&T Relay always takes customer comments – questions, comments and concerns of every kind -very seriously, and provides several ways to access our dedicated customer service team, the Relay Customer Care Live team. We welcome feedback and suggestions regarding the Relay Services we provide. We know that customer feedback is a direct line to product and service enhancement and is responsible for many innovative ideas that shape our industry.

**REACH SUPERVISOR DURING A CALL:** AT&T's architecture enables CAs to transfer a caller to a supervisor while still on line during a relay call. There is no need for a caller to drop the line and dial back in to reach a supervisor. This feature ensures that customers wishing to file a complaint are directly connected with a supervisor. When the customer has completed their conversation with the supervisor, the supervisor can then transfer the customer to an available CA for additional relay calls if requested.





**DEDICATED RELAY CUSTOMER CARE LIVE TEAM:** AT&T's Customer Care Team is comprised of highly-trained CAs who staff the Customer Service desk. Each member of the Customer Care team has successfully completed all required Relay training including of Speech-To-Speech. They have also demonstrated a high level of proficiency in processing every type of relay call including but not limited to VCO, HCO, calls to answering machines and voice processing systems, and all other call types. Additionally, they are knowledgeable about all Methods and Procedures, state relay requirements and federal relay requirements. This enables the Customer Care team to confidently respond to almost any type of relay customer contact. In the remote chance that they are not familiar with a particular issue or problem, the team has a list of people that can be tapped for additional support and resources.

The Customer Care team has CA work stations available that allow them to respond to customers in a variety of communication modes when required to assist a caller trying to reach our Customer Service Team. AT&T has an established process for receiving and responding to customer complaints, inquiries and comments.

**MULTIPLE WAYS TO ACCESS CUSTOMER CARE TEAM:** AT&T Customer Care for the TRS contract will be available to both English and Spanish-speaking customers. We provide 24-hour availability to respond to callers on a timely basis. Customers can contact an AT&T TRS Customer Service Representative in any of the following ways:

- **TOLL FREE NUMBER:** By dialing our designated Voice Customer Service Line at 1-800-682-8706
- **By Fax:** 1-800-288-2184
- **By Email:** [rm-attcustomercare@att.com](mailto:rm-attcustomercare@att.com)
- **By accessing Website:** [www.att.com/relay](http://www.att.com/relay) and filling out an E-feedback form

AT&T provides excellent customer service to all relay callers. TRS customer contacts are answered quickly and efficiently by a knowledgeable representative sensitive to resolving the issue. In fact, our internal response times show the majority of contacts are resolved within 24 hrs!

Responses will mirror a customer's mode of communication (i.e. If the customer contacts us via TTY, we respond to them via TTY, etc.) unless the customer requests a different



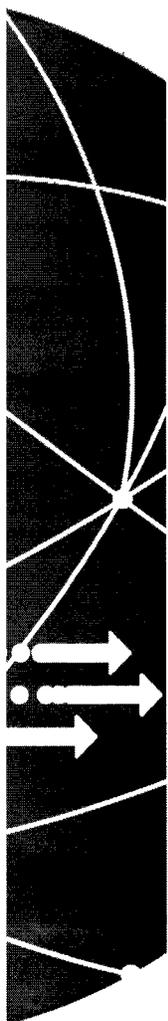
manner of response. All signed letters of complaint will receive a written response within fifteen days as required.

Here is our process for responding to customer requests:

<b>COLORADO RELAY USER REQUESTS SUPERVISOR DURING A RELAY CALL</b>
AT&T Relay Center Service Supervisor Response
1. Document the customer's comments in full on the Customer Contact form.
2. Consider the complaint from the customer's point of view.
3. Resolve the criticism, issue, or problem as quickly and satisfactorily as possible.
4. Escalate the complaint to the Relay Center Management Team and to the Relay Customer Care Live Team.
5. Center Manager will address any training or coaching issue, take appropriate action as required.

Most of our relay customer contacts are handled within the Relay Center as indicated above. The Center documents the contact and sends it to the Relay Customer Care Live Team, who documents the information in the Relay database.

If a relay user in Colorado chooses to call the AT&T Relay Customer Care Live desk directly, the process is similar and is handled as follows:





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

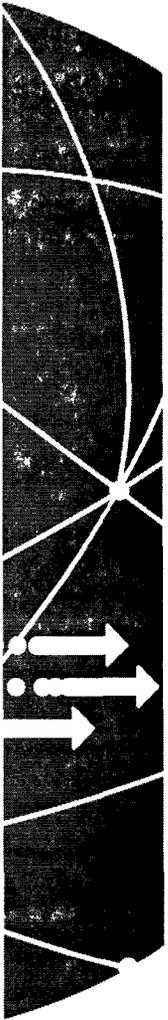
Relay Customer Care Live Team Response:

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. AT&T must provide long distance service to Colorado Relay users. AT&T shall provide long distance calls at rates no higher than the rates for the state of Colorado. AT&T shall provide long distance service to Colorado Relay users at the same rates as it provides to other Colorado Relay users. AT&T shall provide long distance service to Colorado Relay users at the same rates as it provides to other Colorado Relay users. AT&T shall provide long distance service to Colorado Relay users at the same rates as it provides to other Colorado Relay users.

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
Allegiance	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



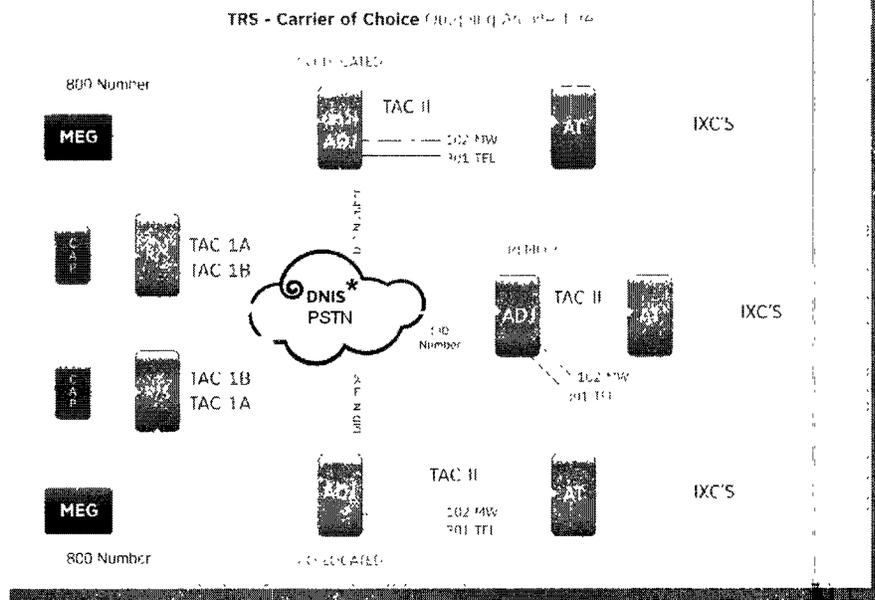
billed for any calls). If a caller is a subscriber to an AT&T calling plan, then the rates in effect for that plan will take precedence.

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.







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.** Contractor shall provide a estimate of proposed additional staffing that will be required to provide the state with a center or separate relay center or additional call center system and including all appropriate shift supervisors, clerical staff, call center management personnel and other needed personnel on the various shifts during the peak months of job descriptions and qualifications for the various positions that will be a part of the service. Contractor shall make a commitment to active recruitment of employees with good quality service experience and with expertise working with hearing impaired customers. For example of the form of CVs will be required to provide a list of names and addresses of TRS users. The relay center shall be affixed to contract award.

#### 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.

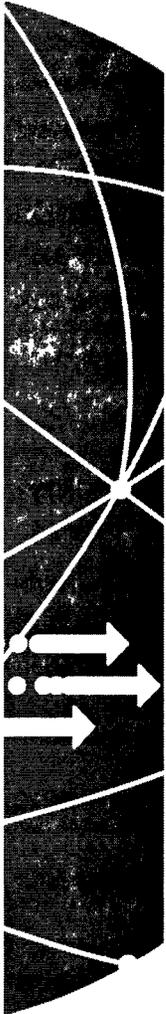
We have enough capacity and experienced personnel to handle twice as much traffic as what we expect from Colorado Relay users. While we do not anticipate a need to add any additional headcount to our relay call centers to support your calls and estimated volumes we have provided the following job descriptions 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 e-mail or copy of detailed description of included quantitative performance-based Policy Operation Procedure (POP) or other test procedure that cover spelling, grammar, punctuation, and other changes that may be followed in the written transcription of a dictation. Proficiency and confidentiality may professional judgment that requires the use of an alternate to the POP will meet or exceed the minimum quantitative standards of the DEP and be established by the DEP. Explain the measures that will be taken to ensure that material from these tests are not available to CAs participating in the program. Any changes that are made to the tests to ensure that CAs are truly qualified to participate in





will serve as items that will be used to select. Describe the process that will be used to ensure that you continue to meet the minimum requirements after they are hired.

**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:

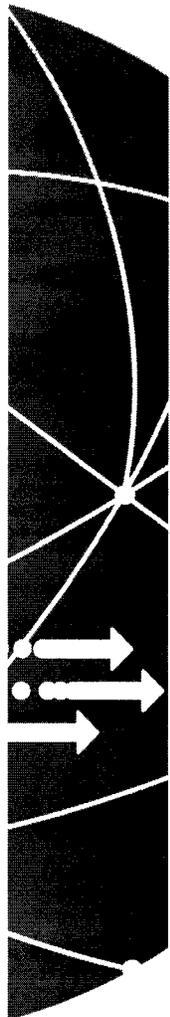
- Telephone Ability Battery Test
- Oral Proficiency Test
- Oral Typing Test

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.

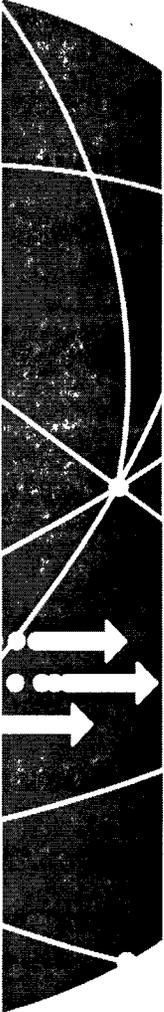
**Post-Hire**





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:

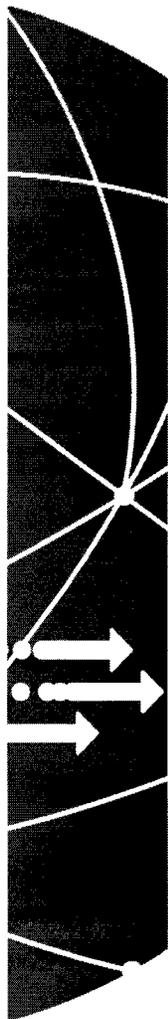
<p><b>Call Set Up</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Provide: CA ID and gender (1&amp;2)</li> <li><input type="checkbox"/> Inform: processing dialing call now (16)</li> <li><input type="checkbox"/> Inform: line ringing (16)</li> <li><input type="checkbox"/> CA announces 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 offer: 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"/> Relay: 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 ck (ALT H) (10)</li> <li><input type="checkbox"/> Press CTRL :end bull(8)</li> <li><input type="checkbox"/> Inform TTY thank you bye skak (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 Opp: Met by Total Opps = % Opps Met := HOD 2006 score!

HOD Ob1	
HOD Ob2	





**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"/> Inform: 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 dials 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 values (14)</p>	Comments
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<p><b>Call Wrap Up</b></p> <p><input type="checkbox"/> Type: (hung up) thank you bye sk sk (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
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<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
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**Performance Summary**

Opportunities Met	
Total Opportunities	25
% Opportunities Met	

HOD Ob1	
HOD Ob2	

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





III. TTY- Toll Free Number

Kept Informed, Kept Track Voiced, Use of PBD

CA Name	
Date	AM:

<b>Call Set Up</b> <input type="checkbox"/> CA provides ID (1) <input type="checkbox"/> CA gives Alt I & Alt J (12) <input type="checkbox"/> Informs processing/dialing call now (16) <input type="checkbox"/> Informs ringing (16) <input type="checkbox"/> CA identifies line 2 as recorded message Alt K (16)	Comments
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------

<b>Conversation</b> <input type="checkbox"/> Five or fewer typos:xx's (4) <input type="checkbox"/> Types smoothly: spaces between words (7) <input type="checkbox"/> Keeps callers informed of delay over 10-15 sec (16) <input type="checkbox"/> CA selects appropriate prompt as directed (12) <input type="checkbox"/> CA informs TTY user they are selecting prompt (16) <input type="checkbox"/> Kept track voiced: utilizes PBD (14) <input type="checkbox"/> CA utilizes PBD efficiently (8) <input type="checkbox"/> CA starts/stops timer appropriately (12)	Comments
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<b>Call Wrap Up</b> <input type="checkbox"/> CA gives Alt H (hung up ga or sk) (10) <input type="checkbox"/> Drop Line 2 (8) <input type="checkbox"/> CA waits for SK to be given & provides Alt X msg (11) <input type="checkbox"/> Press CTRL send bill (8) <input type="checkbox"/> CTRL Drop Line 1 after "thank you" has transmitted (8)	Comments
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------

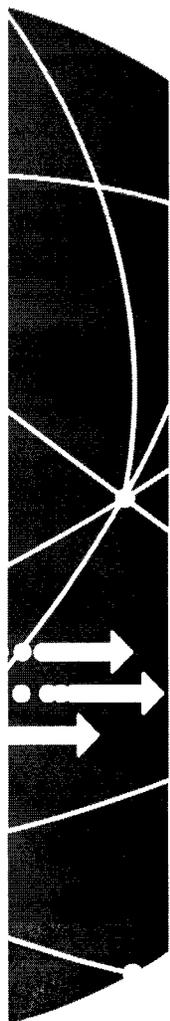
<b>End to End Service Quality</b> <input type="checkbox"/> Respectful and Polite (10) <input type="checkbox"/> Patient and did not rush (11) <input type="checkbox"/> Helped adequately with request (12)	Comments
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Performance Summary

Opportunities Met	
Total Opportunities	21
% Opportunities Met	

Formula: % Opps Met by Total Opps = % Opps Met (use 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.

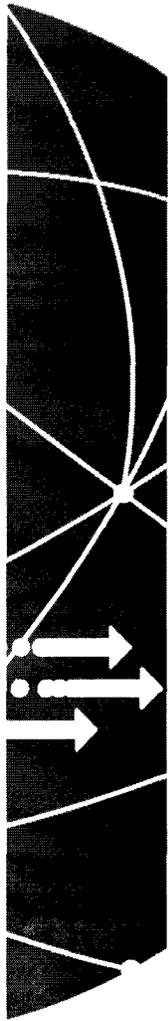
CAs are tested monthly through the administration of Timing Scripts in a test environment. In addition, CAs are periodically monitored while processing live calls. Only the scores of each CA are maintained in a database. No other information regarding conversations is kept at any time.

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 conduct independent service evaluations and to conduct evaluation of the service provided to ensure quality assurance reports.

**AT&T Response:**

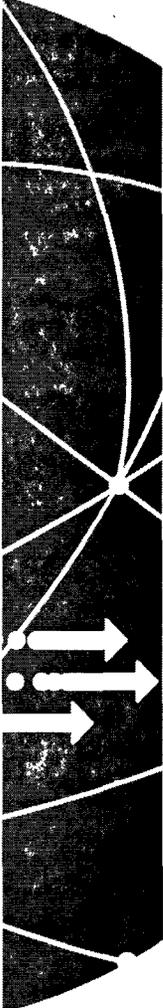
AT&T has read and meets this requirement.

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 is 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.



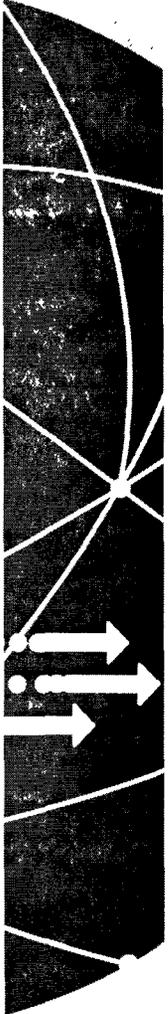




expert ASL users through face-to-face instruction, videos, participation in simulated role play calls, and various exercises to ensure learning has occurred. AT&T CAs are thoroughly trained to meet the communication needs of our relay customers.

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: 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

