



Clear and Articulate Voice

AT&T understands the importance of CA team member's ability to demonstrate clear and articulate voice communications. During the initial hiring process, we test and qualify our workforce on a verbal test that filters for possible concerns regarding clear and articulate speech. All AT&T CAs speak to voice users in a clear, concise, and understandable manner.

During both initial and subsequent training sessions, we cover sensitivity issues to ensure CAs have an understanding of the importance of using crisp enunciation and appropriate pacing so that relay users will easily understand what they say. We use trainer-led role play methods as well as having CAs tape their own voice to become more aware of speaking clearly.

Here's what our Relay Service callers say about our Communication Assistants.

From a caller in Virginia,
"The CA was amazing. She had excellent inflection, gave continuous updates for the hearing party, and appropriately verified spelling of uncommon names. I was seriously impressed."

This comment was unsolicited.

CA Observations

AT&T regularly evaluates CAs by doing "official" written observations a minimum of once per month for each CA. Typical observations will include approximately five calls. Relay calls are observed by a manager who completes a call sheet and provides immediate feedback after completion of a call. CAs are evaluated on proficiency in call processing, professionalism, appropriate tone of voice for subject matter, grammar, spelling, ASL interpretation, etiquette, and knowledge and skill required to process relay calls.

Observation forms provide valuable feedback and coaching opportunities. When necessary, employees are scheduled for follow-up training to improve in areas they require development. Observation scores are also used for AT&T's Pay for Performance plan that provides substantial monetary payouts for quality observations and other important metrics such as attendance.

Monthly Quality Assurance Test Calls



AT&T has an organization external to Relay Services that conducts monthly test calls to evaluate CA performance. This is referred to as our World Class Customer Care (WCCC) organization. Members of that organization develop scripted relay calls to place to each of our centers. The WCCC team members are well-versed in relay requirements and place test calls to evaluate the quality of our service and to provide feedback to CAs. This organization is external to Relay Services and totally unbiased. Results from these test calls are used for a portion of AT&T's generous Pay for Performance plan. AT&T recognizes the importance of providing quality service and reinforces that through our Pay for Performance.

Conversational Tone of Voice

This CA exemplifies our effort to provide outstanding customer service.

From a caller in Pennsylvania,
"CA 7302 was wonderful. She was smooth and relaxing, and she had a nice speed of talking. I didn't realize that I was on the phone for over 45 minutes with my sister. This was the most pleasant CA I have ever had."

This comment was unsolicited.

AT&T CAs adopt conversational tones for intonation, content, and spirit. Our CAs have excelled in appropriate voice tone, inflection, and pitch pertinent to the conversation. We require our CAs to sign a Code of Ethics statement which includes, "CAs will convey the content and the spirit of the speaker." We train CAs extensively on these skills. We use role-playing during initial and subsequent training to help CAs develop an appropriate conversational tone of voice and pace so they read with intonation and fluency. We train our CAs to use an

appropriate tone for the subject matter being discussed on a relay call.

Conveying Tone of Voice to TTY User

AT&T recognizes the importance of conveying "tone of voice" to the TTY user. Our CAs are trained to provide this information to the TTY user and to describe the person's tone of voice based on concrete sounds and always in parentheses. Some acceptable descriptions would include:

- (sounds mad speaking very loud),
- (sounds happy laughing),
- (sounds upset..crying) or



- (sighing.. talking to someone else).

AT&T is willing to make changes or add acceptable descriptions for conveying tone of voice to the TTY user as directed by the FPSC.

Background Noise

We also train CAs to type background noise as heard during the call. AT&T has several macros designed to assist our CAs in giving background noises. These macros include items such as

- (phone ringing),
- (coughing),
- (sneezing),
- (speaking to someone else),
- (yelling),
- (doorbell),
- (laughing),
- (dog barking),
- as well as many others.

Use of macros enables our CAs to provide background noise while continuing to relay verbatim the conversation as it is spoken. As shown above, background noises are always typed in parentheses. If a relay user does not wish to be provided background noises during a particular call, they may instruct the CA not to provide this information. This is also an option in the Relay Choice Profile. We'll gladly provide a full list of our macros at your request.

Relaying in Real Time

AT&T CAs will relay in real time and will convey the full content, context, and intent of all communication. TRS CAs will relay verbatim unless requested otherwise by the caller and/or recognized by the relay CA as an ASL call requiring translation. Our CAs



receive extensive training on the absolute necessity of relaying verbatim without changing the intent of the communication process.

Gender Request

AT&T Relay CAs will provide their ID number and gender at the beginning and end of every relay call, as well as when there is a change of CA during a call. A customer may request to have a male or female CA complete their call, and AT&T CAs will make every effort to accommodate these requests.

When a customer requests a different gender CA to complete their call, the CA will advise the caller, *"Please hold while I check to see if a male/female CA is available."* If a CA of the requested gender is available, the CA informs caller, *"Thank you for holding. We are able to accommodate your request. I am transferring your call now. One moment please."* The call is immediately transferred to the relief CA. If the caller is TTY, the message, *(relief ca xxxx m/f)* is provided. If the caller is voice, the message, *"Relief CA xxxx continuing your call"* is provided.

If it is necessary to transfer the call to another CA while the call is still in process, every effort will be made to ensure the call is transferred to a CA of the requested gender.

In the unlikely event that a CA of the requested gender is unavailable, the CA will inform caller, *"Thank you for holding. I'm sorry, at this time we do not have a male/female CA available for your call. I would be happy to complete your call for you now, or you may want to try your call later."*

CA Relief

As a matter of practice, AT&T minimizes transfers and reliefs to the extent possible. AT&T CAs only transfer calls when necessary. A change never takes place until either the calling or called party has completed their part of the conversation (typed or stated GA). Prior to transferring, CAs will ensure that they have been processing a call for a minimum of ten (10) minutes for traditional relay and fifteen (15) minutes for Speech-to-Speech Service. The only exception is when a customer requests to be transferred to a different CA. Requests for the same CA to relay the entire conversation will be honored whenever possible.

When it is necessary to transfer a relay call, AT&T's sophisticated relay platform allows for a fully electronic transfer of the call. This takes only seconds and is done at non-



intrusive junctions on a call that has already met minimum time requirements. Other relay provider platforms do not have the ability to transfer a call electronically. A manual relieve takes much longer to occur given that CAs must change seats and plug in new headsets before assuming the call. Our electronic transfer ability allows for full transition of the call including any notes indicated by the CA in their scratchpad for processing of the call. This is a highly efficient process that does not disrupt the call underway.

Due to the complexity of Speech-to-Speech calls, CA reliefs are “manual” reliefs only. The relief STS CA will go to the CA position to complete the remainder of the call.

When a call is transferred to a relief CA, TTY customers are notified by the macro bearing the relief CA’s identification number and gender. Voice customers are notified by the announcement, “relief ca XXXX continuing your call.” These notifications are provided promptly when the call is transferred, which takes place only at non-disruptive junctures between the TTY and Voice parties’ conversation.

If a gender request has been made, every effort will be taken to transfer the call to a relief CA of the requested gender.

During call transfers, call detail information that has been provided by the TTY user and Customer Profile information remains available to the relief CA.

4.2.1.2 Confidentiality and conversation content. Except as authorized by Section 25201 and California Public Act of 1992 (SB 608), CAs are prohibited from accessing, recording, or relaying conversation or recollection of content, and with a headset or computer 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 federal law. STS CAs may obtain information from a personal call in order to facilitate the assistance of the service user, such as the request for a call transfer, caller ID, and the time of day, but not information of the CA or the caller, if he or she is the CA or person providing information during subsequent calls. The CA may retain the macro information used to transfer to complete the subsequent call. CAs are prohibited from recording, relaying, or otherwise using a relayed conversation and, to the extent that it is not inconsistent with the California State or federal law regarding use of telephone company facilities for illegal purposes, for OIG’s purposes, such as relayed conversation verbatim unless the relay user specifically requests transcription, or if the user requests that portions of the call be relayed to a STS CA to transfer the call of an STS user with a specific disability to a relay CA.





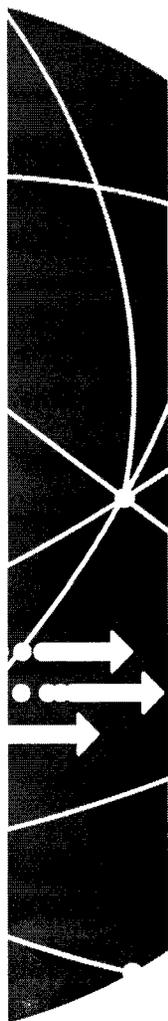
... to ensure the independence of the ... maintaining ... of ...
... and Appropriate ... must be ... of ...
... of

AT&T Response:

AT&T has read and meets this requirement.

AT&T has a strong corporate history of protecting customer privacy and customer information. 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.

The following documents, "**CA Pledge of Confidentiality**," and "**CA Code of Ethics**," are reviewed with Communications Assistants annually, and during performance reviews occurring monthly and semi-annually. AT&T CAs understand their important role in the communication process, and the expectation for absolute confidentiality. AT&T Communications Assistants understand that breaches of confidentiality –even if unintentional or a first-time offense- have serious ramifications, such as dismissal. The Pledge of Confidentiality is posted in each Relay Center.





Colorado Relay Service Confidentiality Agreement

do hereby recognize the serious and confidential nature of the Colorado Relay Service. I recognize the responsibility this places upon me and its bearing on my continued employment. By agreeing to employment in a Communications Assistants, supervisor or customer service role, I agree to the following conditions:

4. I will not disclose to any individual, including fellow Communications Assistants (CAs), Customer Service Representatives and supervisors, the identity of any caller or information I may acquire about a caller while relaying his/her conversation, except if the user is in life threatening circumstances or causes an emergency situation, or in instances of resolving a complaint.
5. Under no circumstances will I act upon any information I may acquire while relaying conversations.
6. I will not allow any individual to watch or listen while processing actual calls, except for authorized training and quality monitoring purposes.
7. Except when performing Speech-to-Speech or Captioned Telephone Service relay, I will not bring any recording devices, including but not limited to, pens, pencils and Personal Digital Assistants (PDAs), into relay workspace.
8. I will not keep any written or electronic form of a conversation beyond the duration of the call, except as allowed for Speech-to-Speech Relay service.
9. Except for any information necessary for billing purposes or gathering caller profile or 7-1-1 information when requested by the caller, I will not collect nor use a caller's personal information.
10. I will not register my company as the caller's VRS relay provider of choice without the expressed permission of the caller. When explaining about a caller's choice of relay providers I will strive to ensure that the caller receives a clear, accurate and forthright understanding of his or her options and of the registration process. I will not engage in deceptive practices that result in obtaining a caller's permission deceitfully.
11. Under no circumstances will I reveal my relay operator number in conjunction with my name, or disclose to anyone the names, schedules or personal information of any fellow CA or supervisor working at the relay service.



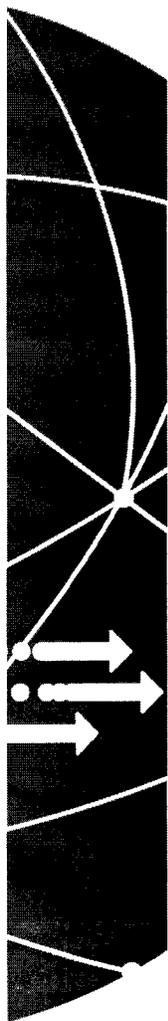
- 12. I understand that the FCC requires me to relay everything that is said by either party even if portions of the conversation are offensive to me personally.
- 13. In the event of my resignation or termination of my employment, I will continue to hold in strictest confidence all information related to the work I have performed as a relay operator.

I understand further that any of the above breaches in confidentiality will lead to disciplinary action up to and including immediate dismissal.

Signature: _____

Print Name: _____

Position: _____ Date: _____





AT&T Relay Services
CA CODE OF ETHICS

1. Communications Assistants will keep all call information strictly confidential. The only exception to this is if a call has to be transferred to another CA or the In-Charge Desk.
2. Communications Assistants must never give out telephone numbers.
3. Communications Assistants must never give out information about themselves except their gender and CA number.
4. Communications Assistants will convey the content and spirit of the speaker.
5. Communications Assistants will not counsel, advise nor express personal opinions except the tone of voice of the voice person.
6. Communications Assistants, as employees of AT&T, will strive to maintain high professional standards in compliance with the Code of Ethics and AT&T's Code of Business Conduct.

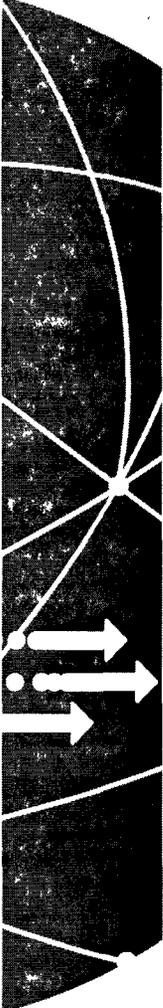
I have read and understand each of the Codes and I hereby pledge to abide and uphold the Code of Ethics.

Name (*sign*) _____

Name (*print*) _____

Date _____

This Code of Ethics, and the f CA Pledge of Confidentiality, is reviewed with each Communications Assistant annually, and during performance reviews occurring monthly and semi-annually. AT&T Communications Assistants understand their important role in the communication process, and the expectation for absolute confidentiality. AT&T Communications Assistants understand that breaches of confidentiality –even if unintentional or a first-time offense– have serious ramifications, such as dismissal.





Every CA is required to adhere to the rules of confidentiality during all training sessions. Trainers are trained to present scenarios and procedures without revealing names or specifics about the callers.

All CAs are then required to sign the Pledge of Confidentiality previously discussed, promising not to disclose the identity of any caller, fellow CA, or any information learned during the course of relay calls. This applies to all Relay Service personnel during the period of employment and after termination of employment.

The Pledge of Confidentiality, along with the Code of Ethics, is posted at each workstation within the call center and in all reference tools. The Relay Team fully understands the serious ramifications for violations of the Confidentiality responsibilities placed upon them. We are pleased to report we have received no allegations of confidentiality breaches to date.

AT&T does not maintain a written or electronic script of any type beyond the duration of the call. We place great emphasis on maintaining the confidentiality of relay users. All typed text scrolls off of the screen, so that nothing is retrievable after a call is complete. Billing records are sent electronically by our automated CA platform, and thus no billing records are retained onsite or at the CA position. This eliminates any possibility for a confidentiality breach of this type of information.

AT&T facilities are designed with confidentiality in mind. Each CA is assigned a locker in a separate area of the building for personal items and cell phones to be kept while they are working.

AT&T is well-versed on customer privacy. To raise awareness and emphasize compliance, our employees receive annual training on maintaining customer privacy. All AT&T employees are also covered annually on AT&T's Code of Business Conduct. This is an extensive document and annual training is conducted via CBT to ensure that all employees are familiar with AT&T's Code of Business Conduct. This training includes confidentiality of customer information as well as protection of proprietary information. It is a thorough training that presents employees with scenarios that they must choose the ethical and correct response to. This reinforces concepts in our CA code of ethics as well as in our Pledge of Confidentiality and also includes many more important topics.

Relaying Conversation



AT&T Relay CAs will not summarize conversation unless specifically instructed by the relay user. If the CA follows instructions to summarize, the CA will inform both parties that the call is being summarized.

The default for all relay calls is to relay (both type and read) verbatim. If ASL Gloss translation to correct spoken English is required, the CA will translate as requested.

Callers may also prefer to add instructions regarding “relay verbatim instead of translating” to their personal profile. This will ensure that CAs receiving the call will have this information in advance, and callers won’t need to inform the CA of this prior to placing their calls. CAs will translate the hearing person’s English back to the TTY user at a level the deaf person can understand.

AT&T recognizes that the caller is in control of the call at all times and CAs will comply with all instructions or request to relay verbatim, to translate conversation, or to summarize the conversation. Our CAs receive extensive training on the absolute necessity of relaying without changing the intent of the communication process. If requested to summarize conversation, the CA will acknowledge the request and will inform both parties that the call is being summarized.

Retaining Information for Subsequent STS Calls

AT&T Speech-to-Speech CAs are trained to retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The STS CA will retain this information only for as long as it takes to complete the subsequent calls. A STS user may ask the CA to store a message for a minimum of two hours or longer when the user knows additional calls will be placed at a later time. This makes communication easier for our STS callers as it eliminates the need for them to repeat the same information over and over.

STS Call Facilitation

When processing a Speech-to-Speech (STS) call, a STS CA is permitted to intervene and facilitate conversation to ensure successful communication between the STS user and voice/hearing person. The STS CA’s involvement in the call will be based on the facilitation role the STS user requests. The STS CA will “repeat all of the STS user’s conversation” or “only conversation that is not understood”. For convenience, STS users may include other call handling instructions in their Relay Choice Profile such as CA



calling. While there are many advantages to using UFA, our relay platform still allows those users who prefer to communicate with the CA to do so.

Text to Voice / Voice to Text

A TTY user may request a relay call to a non-TTY user, also known as the Voice person. The CA voices the TTY user's typed conversation and then types verbatim, the Voice person's response back to the TTY user. A Voice person may request to place a relay call to a TTY user. The CA types the Voice person's conversation to the TTY user, and then relays the TTY user's typed responses back to the Voice caller.

Voice Carry-Over (VCO)

Voice Carry-Over provides people who can communicate with their voice but have difficulty hearing, the ability to place or receive calls. The VCO caller speaks his or her own message directly to the caller without such transmission being processed by the CA. The CA then types any conversation spoken to the VCO user so it can be read on the TTY. AT&T allows relay users to request VCO services without the normal TTY transmission that is typically required. A VCO user can connect voice and say "VCO" and we connect the call. Voice users do not hear tones during a VCO call.

We provide and support, both acoustic and direct connect modes, for callers who wish to use Voice Carry Over (VCO). VCO will always include the option to either use the TTY to enter the number to be called or to directly speak the number to the CA.

Our platform automatically establishes the carry-over bridge for customers profiled as VCO or HCO callers. Our relay platform will immediately set up the VCO feature when profiled VCO callers initiate a relay call or receive a relay call, whether they dial 711 or dial one of the designated toll-free numbers. No other relay provider offers this functionality.

VCO with Privacy

The CA will activate the VCO Privacy feature upon request. The VCO user's speech will be private and the CA will only hear what the voice person says so that he or she can type responses back to the TTY-VCO user.

Two-Line VCO

Two-Line VCO calls, also known as "voice translation," allows interactive communication between the TTY/VCO user and the Voice person that is conferenced in



by the TTY user. This call type provides a more “real time” conversation between the TTY/VCO user, who has some residual hearing, and the Voice person.

TRS callers can choose Two-Line VCO through selections in their customer profiles. The Two-Line VCO user needs two phone lines, one for the TTY connection and one for the Voice connection. The following is a brief outline of the call flow:

- The Two-Line VCO user dials 711 or TTY number for FRS
- Caller requests Two-Line VCO, and provides number to dial
- CA dials number provided, which is the Two-Line VCO caller’s own voice line telephone number
- Two-Line VCO user answers the incoming call from the Relay, and uses a local service’s conferencing feature to dial and add the person they wish to talk with on the phone
- During the call, the CA remains silent and types whatever the called party says back to the Two-Line VCO user

Reverse Two-Line VCO

Reverse Two-Line VCO is when the Voice person originates the call directly to the VCO user. With the Voice caller already on the line with them, the VCO user then dials the Voice number for the Relay Service, conferences CA on line, and has CA place a call to his/her TTY line. Once this call is set up, the CA’s function throughout the call is to type the Voice person’s conversation to the Two-Line VCO user.

VCO to Text / Text to VCO

This call type provides individuals who can communicate with their voice but have difficulty hearing, the ability to place or receive calls. The VCO user speaks his or her own message directly to the other person. The CA then types any conversation spoken to the VCO user, so it can be read on the TTY.

We provide and support, both acoustic and direct connect modes, for customers who wish to use Voice Carry Over (VCO). VCO will always include the option to either use the TTY to enter the number to be called or to directly speak the number to the CA.

Our platform automatically establishes the carry-over bridge for customers profiled as VCO users. Our relay platform will immediately set up the VCO feature when profiled



VCO callers initiate a relay call or receive a relay call, whether they dial 711 or dial one of the designated toll-free numbers. No other relay provider offers this functionality.

VCO-to-VCO

This relay call is also referred to as VTV. VTV is a relay call in which two VCO users who can speak, but cannot hear, are able to communicate with each other via the CA. During a VTV call, the CA types the the TTY-VCO caller's spoken conversation to the other TTY-VCO user. The CA then types the spoken response of the forward TTY-VCO user back to the TTY-VCO caller.

VCO to HCO / HCO to VCO

This relay call allows two TTY users to communicate with each other via relay with one of the TTY users using VCO and the other HCO. During a VCO to HCO (VTH) call or HCO to VCO (HTV) call, the VCO customer voices hi/her conversation to the HCO user. The HCO user types his/her response which is then retyped by the CA to the VCO user.

Hearing Carry-Over (HCO)

AT&T provides and supports both acoustic and direct connect modes for callers who wish to use Hearing Carry Over (HCO). This feature allows people who have difficulty speaking to place calls and receive calls. The HCO caller hears the communication directly from their caller without such transmission being processed by the CA. The CA then voices any conversation typed by the HCO user to the other party.

Our sophisticated Relay platform will automatically set up the HCO capability when profiled HCO users initiate a relay call or receive a relay call, whether they dial 711 or dial one of the designated toll-free 8YY numbers. No other relay provider offers this functionality.

HCO with Privacy

The Relay Operator will activate the HCO Privacy feature upon request and shall not be able to hear those portions of the call. During this call, the CA will relay the HCO user's type responses to the Voice person, but will not hear the Voice person's spoken conversation.

Text to HCO / HCO to Text



This is a relay call request in which both customers are TTY users, but one is hearing. The TTY-HCO user will type their conversation to the CA who will retype the text to the other TTY user. The CA will then voice the non-hearing TTY users typed response to the TTY-HCO user.

AT&T provides and supports both acoustic and direct connect modes for customers who wish to use Hearing Carry-Over (HCO).

Our sophisticated Relay platform will automatically set up the HCO capability when profiled HCO users receive a relay call or initiate a relay call, whether they dial 711 or dial one of the designated toll free numbers. No other relay provider offers this functionality.

HCO-to-HCO

This relay call is also referred to as HTH. Both customers are able to hear but cannot speak. The TTY-HCO caller types their conversation to the CA, who voices it to the other TTY-HCO user. The CA then voices the typed response of the other HCO user to the caller. During this call, the CA does not type to either customer.

Two-Line HCO

Two-Line HCO, also known as "Hearing Translation," allows interactive communication between the TTY/HCO user, who has some degree of voicing capability, and the Voice person that is conferenced on line by the TTY user. It provides a more "real time" conversation between the TTY/HCO user and the Voice person. During this call, the CA will facilitate the call based on instructions provided by the TTY/HCO user. If the HCO user does not advise the CA of their facilitation role, then the CA will not speak unless the HCO user types conversation.

Spanish-to-Spanish

We currently offer Spanish Relay for all States where we provide Relay Service. Spanish-speaking CAs shall be available 24/7/365 days a year to provide service for Spanish-speaking Relay callers. All CAs processing Spanish Relay calls are qualified to speak and write Spanish at a minimum 12th grade level as required. AT&T will provide Spanish-to-Spanish, English-to-Spanish, and Spanish-to-English Relay calls.



All call types processed through our English relay service are also available through our Spanish Relay. This includes TTY, VCO, HCO, ASCII, STS and 900 calls.

Speech-to-Speech (STS)

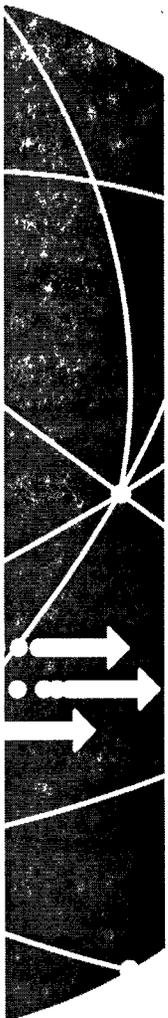
Our STS CA Team in Norton, Virginia is available 24/7 to assist STS customers. This team has the knowledge, experience, and skill set needed to serve the unique needs of the STS customer in a highly competent fashion. Further, our STS CAs have completed 40 hours of extensive STS specialty training that has further enhanced the CA’s already-strong existing proficiencies.

We will provide a comprehensive STS Relay service through:
• Specially trained and highly skilled STS CAs with more than eight (10) years STS call processing experience
• A dedicated toll free phone number
• A dedicated and quiet STS environment
• STS outreach and educational elements
• STS marketing
• Dedicated caller profile forms for STS callers

Calls Terminating to Answering Machine / Voice Mail

All CA positions are equipped with macro keys (pre-programmed messages) that are used when a recorded message is reached. AT&T 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.). CA positions are also 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.

When a recorded message is reached, the CA uses macro keys to advise the TTY caller, “(recorded msg) (one moment pls) (and I will relay complete message).” The complete message is relayed and TTY caller is informed, “(beep...hung up... would you like to leave a message q) ga.”





If the caller requests to leave a message, the CA redials and the complete message is left. The CA then advises the caller "(message has been left) (hung up) ga or sk."

The following is a brief outline of the CA's process for retrieving and leaving a message on an answering machine or voice processing system:

CA's Process for Retrieving and Leaving Messages
1. PBD is activated to record message in its entirety.
2. CA uses macro keys to advise TTY caller, "(recorded msg) (one moment pls) (and I will relay complete message)."
3. Complete message is relayed and TTY caller is informed, "(beep... hung up... would you like to leave a message q) ga."
4. CA redials to leave message.
5. Once message has been left, CA will advise, "(message has been left) (hung up) ga or sk."

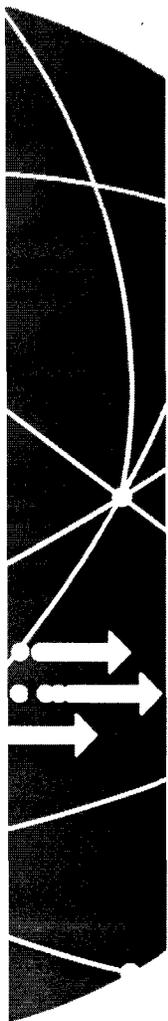
AT&T will not impose any charges for additional calls, if needed, in order to complete calls involving recorded or interactive messages. Callers are only billed for the final call when the message is left.

Another option for message retrieval is the Single Line Answering Machine (SLAM) procedure. This procedure is utilized when a TTY caller needs to check messages on the same line they are dialing from. The TTY caller may remain on the line while the messages are retrieved if the answering machine and TTY are located in the same room.

If the answering machine and TTY are located in a different room, the CA receiving the request will ask the caller to please hang up so that their messages can be retrieved. The CA then dials back to the number, enters the pass code or other necessary information provided by the caller, and retrieves messages. The CA, then calls back a second time and relays the messages to the customer. Callers are only billed for one complete call.

Pay-Per Calls

AT&T Relay CAs are very familiar with processing 900 Pay-Per Calls. Pay-per calls must be billed to the originating number, as alternate billing is not accepted for these calls. Pay-per call is available to all TTY users and will be processed in the customer's preferred communication mode (i.e. TTY, VCO, HCO) without requiring the customer to dial a special access number for Pay-Per Call Service. When requesting to place a call to a 900 number, customers are always informed prior to call completion that there may be a charge for the call.





Call Release

AT&T will provide the feature that allows the CA to sign-off or be “released” from the telephone line after the CA has set up a telephone call between the originating TTY caller and a called TTY party, such as when a TTY user must go through a TRS facility to contact another TTY user because the called TTY party can only be reached through a voice-only interface, such as a switchboard.

Speed Dialing

AT&T offers a more extensive speed dial list than any other relay provider.

100 SPEED DIAL LISTINGS

Our Relay Choice Profile allows customers to enter up to **100 speed dial listings** in their Relay Choice Profile. This information is presented to the CA when they place a relay call. We provide Speed Dialing for our Relay users and offer an expanded speed dialing list size of 100 numbers.

Callers can then ask the CA to dial based on the name entered for that telephone number in the speed dial list such as “call mom” or “please call the dentist” or call “Charlie”.

Callers can also provide the number of the listing in their speed dial list such as call number 22. CAs then press a single key to have the telephone number entered from the caller’s speed dial list. **The CA does not need to manually copy the number over to the dialing field.** This eliminates the possibility of CA error in entering the number to dial.

ENHANCED SPEED DIAL OPTIONS

AT&T offers a number of enhanced speed dial options. Please refer to the sample speed dial list entry form below. This form expands as users enter information, allowing up to 100 speed dial numbers to be entered.





Speed Dials

ID	Name	Phone Number	Comm Mode	Familiar with Relay	Call Type	Special Instructions
1			Baudot	Yes	General	

MANY OPTIONS FOR COLORADO RELAY USERS

Relay users have several fields they can elect to complete for each of their speed dial listings. These fields include:

1. **Name** – Can be real name or nick name
2. **Phone Number** – Inclusive of area code
3. **Communication Mode** – Specifies communication mode of the person they are calling. This allows CA to set the call up appropriately prior to the phone being answered. Options include voice, baudot, Baudot VCO, Baudot HCO, STS, Turbocode, Turbocode VCO, Turbocode HCO, Ascii, or IM.
4. **Familiar With Relay** – Yes/No field. Indicates to the CA that they may be familiar with relay and CA won't need to ask- creating a more efficient call setup.
5. **Call Type** – Options include: General, Business, Personal, Financial, Social.
6. **Special Instructions** – This is a freeform field that allows the relay customer to enter special instructions such as "Ask for Mary" or "Please press two to retrieve messages" or other special instructions associated with that telephone number.

CALL BY NAME

In addition to speed dial listings, AT&T offers a "Call By Name" feature for STS users who may have difficulty conveying their complete phone number to individuals who may wish to call them. After profiling their "call name", a customer can ask the CA to dial it by saying "Call Suzie" or "Call Mr. Thomas". CAs type the call name in the appropriate field and our sophisticated relay platform automatically pulls up the persons telephone number to be dialed.



This feature, not available through all relay providers, assists our customers with highly-efficient call processing and is especially appreciated by our customers with speech disorders.

Basic Three Way Calling

AT&T has provided this feature for many years. Customers who have purchased the three-way calling feature from their LEC can dial in to reach one of AT&T's skilled CAs and they can then conference in an additional person on their three-way calling line. CAs will be able to communicate with both the caller and the third-party on the same line and will be able to type to the caller on the additional line (forward number). This three-way calling feature is available for use by all relay customers including our STS users who especially appreciate this feature.

Another option is for the caller to dial in to another relay connection with the forward number, allowing for an additional party to be joined on the line. Customers have the option to choose how to connect, either with another relay line or directly through their own connection.

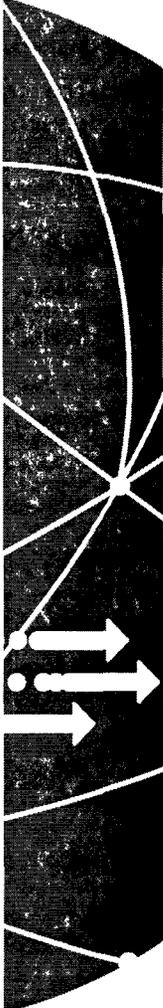
Although three-way calling functionality has two customers on the line, end users and the state of Colorado are billed for just one relay call.

4.2.1.4 Handling of emergency calls. Provider must be able to transfer emergency calls to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is one that the caller could be reached if a land-dial 911 call or a PSAP capable of enabling the dispatch of emergency services to the caller in an expedient manner.

AT&T Response:

AT&T has read and exceeds this requirement.

AT&T's emergency call handling procedures are compliant and in accordance with the FCC's mandates and requirements which stipulates that emergency calls be transferred to the most appropriate PSAP.





We encourage relay users to dial 911 directly; however, the Procedure for CA processing a 911 call is as follows:

Emergency Call Handling
1. CAs can directly access a database with emergency agency listings based on the caller's Automatic Number Identification (ANI). In the rare occurrence that the agency number doesn't appear in the database, the CA contacts Directory Assistance. After getting the number, the CA needs only two key strokes to immediately access the emergency agency.
2. Our Caller ID technology enables the emergency agency to receive the relay caller's ANI directly, eliminating the time and potential inaccuracy of number transmission by the CA.
3. When the agency answers, the CA informs the dispatcher that the call is coming through Relay Service, provides their CA number, and indicates whether the caller is TTY or voice. The CA then remains available to the emergency agency to provide any information or assistance to support emergency service. The call is given the CA's undivided attention – call transfer is strictly prohibited – and a supervisor is typically summoned to provide support to the CA until the call ends when the agency disconnects.
4. Emergency calls are treated differently from a confidentiality perspective. CAs are trained and prepared to provide any and all information requested to the PSAP agency to ensure the relay caller receives expeditious emergency services. These may include the Billing Telephone Number (BTN) and any information stated by the caller before connection, etc. It is our goal to get the caller assistance as quickly as possible.

AT&T CAs notify their supervisor and solicit the supervisor's support when processing Emergency calls.

AT&T's emergency call-handling procedures explicitly instruct the CA to contact the PSAP agency if a caller disconnects from Relay prior to reaching the emergency agency. CAs contact the PSAP and provide them with the caller's telephone number and other pertinent information shared by the caller prior to disconnection. Quick action by our CAs has made the difference between life and death for some of our relay callers.

CAs are trained to stay on the line with emergency calls as long as required to ensure that emergency services are rendered. CAs will stay on the line until the PSAP hangs up or



tells the CA to drop the line. Transferring of emergency calls to other CAs is not permitted.

When receiving a call that a CA suspects may be an emergency, the CA will treat that call as an emergency call. AT&T CAs will not attempt to question the caller about the exact nature of the emergency, other than to determine whether fire, police, or ambulance is required. CAs will let the professionally trained PSAP Operator question appropriately deal with the emergency.

AT&T will train all CAs and Supervisors to process emergency calls. Following are our procedures for processing 911 Emergency calls:



911 Emergency Call Processing	
Get assistance:	<ul style="list-style-type: none"> • Relay customers may use our service to get Emergency assistance. If you receive a call that: • Arrives on the Emergency DNIS (shown in upper left corner of screen). • Is identified by the Caller as an "emergency" or "911".
Position tool:	<ul style="list-style-type: none"> • You'll see emergency call under the red "Emergency Tab" in the Position Tool.
Determine required Info:	<ul style="list-style-type: none"> • While waiting for a supervisor to assist, carefully review your screen to determine what information is provided. The information listed below is required to get emergency assistance for the caller. If the caller or the system has not provided this information, ask (by speaking if voice, by typing if TTY) the caller for the following: <ul style="list-style-type: none"> - Nature of Emergency (police, fire, ambulance) - NPA/NXX (area code and prefix) to access CSIDS (Note: phone number may be on screen)
Process call:	<ul style="list-style-type: none"> • After getting appropriate information from the caller, process the call as indicated below.
Access Call Database: After getting appropriate caller information process the call as follows: <ul style="list-style-type: none"> • Press F5 (info key) to access Call Information Database. • Press E for emergency file. • Enter NAPNXX (area code & first three numbers of phone number). 	



- Press Shift + Continue (Enter).
- Press the letter that corresponds to correct city (press Ctrl 5 for additional options).
- If more than one listing, ask caller what city or town.
- Press CTRL + B and enter number for emergency agency in FWD field on billing window.

Reminders:

- Comply with emergency dispatcher's inquiries; provide any information requested to render emergency services.
- If Call Information Database doesn't have correct number to dial, call directory assistance to get appropriate number.
- If caller hangs up before emergency agency is reached, process call and share details with dispatcher. Inform dispatcher that caller has hung up.
- If Voice caller needs 911, Press C/O key (F7) and select STS before dialing. This will allow Voice person to talk directly to emergency dispatcher.

A fully automated (“electronic”) system to handle emergency services for each call type is not currently trusted or used by AT&T. AT&T Relay’s emergency call handling system has been optimized over the years to support the wide variety of call types handled through the platform with concierge care and accuracy. Since Relay call types vary significantly (e.g. POTS lines, wireless phones, payphones, voice users, data users, STS users, and wireline TTYs), this optimization comes in the form of a CA determining the most appropriate handling method for each E911 instance. A more automated system is trusted and used for AT&T IM/IP users.

4.2.1.5 In-call replacement of CAs. CAs can receive and place calls in cases of system outages, emergency calls, or a member of ten minutes. CAs can accept calls from an STS. The system will be called for a number of times to ensure

AT&T Response:

AT&T has read and meets this requirement.

As a matter of practice, AT&T minimizes transfers and reliefs to the extent possible. AT&T CAs only transfer calls when necessary. A change never takes place until either

