

TRAINING TOPICS		
		Technique Trust in Management
Assessing Performance	The Assessment Process in Training Assessment Time - What is involved? Practice Time Spelling Test Written tests Side by side evaluations Typing	Acceptable Time Frame Acceptable Is Relative Ways to "Coach" Feedback Maintain Self-esteem and Motivate Pass/Fail Guidelines Introduce Assessment Form Form Set-Up
Introduction to Diversified Culture	Introduction to Diversified Culture Objectives Who Uses Relay Understanding Our Customer Special Communication Needs Pathological vs. Cultural View of Deafness Characteristics of Deafness The Deaf Community	Why is there Deaf Culture? Attachments: What Do You Know About Deafness (Q) What Do You Know About Deafness (A) Myths About Deafness Two Views of Deafness Loudness Levels
Deaf Heritage	History in Europe History in North America Alexander Graham Bell	Edward Miner Gallaudet Oral / Combined Debate
The Deaf Community	Introduction to the Deaf Community National Association of the Deaf Contributions to Society Mainstreamed Schools	American Athletic Assn. of Deaf National Theatre of the Deaf Assistive Devices Gaining Acceptance in the Deaf Community
The Deaf Community	Sign Language Interpreters Different Communication Systems Exposure to English DEAF President Now Attitude Changes toward the Deaf Community	Changes in the Deaf Community Rules for Using a Sign Language Interpreter Interpreting Standards
American Sign Language Part 1	What is ASL? History of ASL ASL Recognized as Language	Rules of ASL Five Parameters of ASL English vs. ASL Idioms
American Sign Language Part 2	Evolution of ASL ASL Syntax	Translate ASL to English and Vice Versa
TTYPhony and TTY Courtesy	First Teletypewriter Evolution of the TTY Telecommunications Laws of Accessibility	TTY Courtesy Development of Relay Service Market
Hard of hearing and Late Deafened Customers	Hard of hearing and Late Deafened Customers Characteristics of Deaf Customers Assistive Devices for Deaf Customers	Establishment of Self Help for Hard-of-Hearing People (SHHH)(Now the 'Hearing Loss Association of America' (HLAA)) Relaying for Deaf Customers
Characteristics of late-deafened Customers	Establishment of Association of late-Deafened Adults (ALDA) Relaying for late-deafened Customers	Deaf-Blind, Speech-Challenged, Spanish Speaking and Hearing Customers
Characteristics of Deaf-Blind Customers	Assistive Devices for Deaf-Blind Customers Relaying for Deaf-Blind Customers	Deaf-Blind Pacing – allows the CA to slow down the transmission to the Braille machine
Characteristics of Relaying for other users	Speech-Challenged Customers Spanish-Speaking Customers	Hearing customers
Ethics and Confidentiality	Interpreting Standards The ADA and FCC regulations for the Provision of	TRS Rules – Operator Standards Relay Center Agreement Regarding

TRAINING TOPICS		
	TRS Regulations pertaining to call content	Confidential Customer Information.

Appendix C:
TRS Pledge of Confidentiality

Agreement Regarding Confidential Information

SPRINT TRS RELAY CENTERS AGREEMENT REGARDING CONFIDENTIAL CUSTOMER INFORMATION

IN CONSIDERATION of: (1) my employment with Sprint/United Management Company or any subsidiary, affiliate, or successor-in-interest of Sprint Corporation ("Sprint"), (2) my continued employment as long as mutually agreeable, and (3) the opportunity to receive Sprint confidential customer information or other good and valuable consideration:

AS AN EMPLOYEE OF THE RELAY SERVICES ORGANIZATION, I UNDERSTAND THAT I AM BOUND BY ALL SPRINT POLICIES AND SPECIFICALLY, I AGREE AS FOLLOWS:

1. ALL TELECOMMUNICATIONS RELAY SERVICE CALL RELATED INFORMATION SHALL BE KEPT STRICTLY CONFIDENTIAL. I will not reveal any information acquired during or observing a relay call. I will only discuss call-related questions or problems with management or Human Resources. I agree to keep confidential all information I learn in my position for the duration of and after my employment with Sprint ends.
2. NO RECORDS OF CUSTOMER INFORMATION OR CONTENT OF ANY TELECOMMUNICATIONS RELAY SERVICE CALL SHALL BE KEPT BEYOND THE DURATION OF THE CALL, WITH LIMITED EXCEPTIONS FOR AUTHORIZED COMPANY PROCEDURES. I will not keep a record of any customer information or conversation content beyond the duration of the call except in accordance with company procedures for relaying Speech to Speech calls or for billing and customer profile purposes. I will destroy all such records in my possession immediately upon completion of their authorized use.
3. NOTHING MAY BE EDITED OR OMITTED FROM THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. I will transmit exactly what is said in the way that it is intended in the language of the customer's choice.
4. NOTHING MAY BE ADDED OR INTERJECTED INTO THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. I will not advise, counsel, or interject personal opinions, even when asked to do so by the customer.
5. TO ASSURE MAXIMUM CUSTOMER CONTROL, I WILL BE FLEXIBLE IN ADAPTING TO THE CUSTOMER'S NEEDS.
6. I WILL STRIVE TO FURTHER MY SKILLS AND KNOWLEDGE THROUGH CONTINUED TRAINING, WORKSHOPS, AND READING OF CURRENT LITERATURE IN THE FIELD.
7. ALL SPRINT MATERIALS IN MY POSSESSION PERTAINING TO ANY SPRINT CUSTOMER WILL BE DELIVERED UPON THE TERMINATION OF MY EMPLOYMENT.

I have read and understand the Sprint Relay center Agreement Regarding Confidential Customer Information. I agree to comply and understand that failure to do so will lead to company disciplinary action that may result in my termination and/or criminal prosecution. I also understand that

ascertaining damages resulting from a breach of this agreement would be difficult. I agree that Sprint shall have the right to an injunction against me, enjoining any such breach without any obligation to post bond. I agree that this will be in addition to and without limiting any other remedies or rights Sprint may have against me.

EMPLOYEE SIGNATURE DATE

MANAGER/SUPERVISOR SIGNATURE DATE

CAPTEL CONFIDENTIALITY

Information obtained during a CapTel call should not be shared with any person except a member of the CapTel management staff who has asked for specific information. This information may be needed to clarify technical, policy, emergency, venting, consumer or customer service issues. General call information will not be shared unless it is used to clarify, vent, or teach. Information about call content should be discussed in a private area only.

Only information critical to resolving the situation will be disclosed. This may include consumer name, name of business/agency, gender of caller, type of call (voice in, CapTel in), day of week, time of day, city, state, or any other details that could in some way identify a consumer.

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 (as long as it wasn’t their call) in a private area. Clarify before the conversation you wish to “vent” about a call.

The success of CapTel depends on quality and complete confidentiality. Consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence. It is very important all Captionists understand and abide by the confidentiality policy. Any Captionist who breaks this policy will be disciplined, up to and including termination.

Confidentiality Policy

- I will not disclose to any individual (outside of a member of the CapTel management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any CapTel call.
- I will not act upon any information received while processing a CapTel call.
- 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 at 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

Appendix D:
Sprint Carrier of Choice Letter of Invitation

Sprint currently has 126 carriers participating in the Sprint Relay's TRS Carrier-of-Choice program. Participation of Carriers in New Jersey is dependent on whether carrier is authorized to provide service in New Jersey and connectivity to the Sprint Access Tandem. Currently the list of providers in New Jersey includes:

360 Wireless,LLC
Access Point, Inc.
ALEC,LLC
American DAS Networks,LLC
ATC Outdoor DAS, LLC
AT&T Communications of New Jersey, LP
ATX Licensing, Inc.
Bandwidth.com CLEC, LLC
BCN Telecom, Inc.
Big River Telephone Company, LLC
Birch Communications, Inc.
BLC Management LLC d/b/a Angles Comm. Solu.
BridgeCom International, Inc.
Broadview Networks, Inc. -
Broadwing Communications LLC
Business Telecom,Inc d/b/a/Earthlink Business
Cablevision Lightpath New Jersey, Inc.
Cavalier Telephone Mid-Atlantic, LLC
Cbeyond Communications, LLC
CitiBroadband Wireless, Inc.
CloseCall America, Inc. (exp wd soon)
Comcast Business Communications, LLC
Conversent Comm of NJ, LLC. d/b/a One Comm
Cooperative Communications, Inc.
Cordia Communications Corporation
CoreTel New Jersey, Inc.
Cross River Fiber,LLC
CTC Comm. Corp. d/b/a Earthlink Business
Cyclone Media LLC
Cypress Communications Operating Company, LLC
DIECA Communications, Inc. d/b/a Covad Comm. Co.
DigitalSpeed Communications, Inc.
dPi Teleconnect, LLC
DSCI Corporation
DSLnet Communications, LLC
DynaLInk Communications Inc.
Enhanced Communications Network, Inc.
Entelegant Solutions, Inc.
ExteNet Systems, Inc. f/n/a ClearLinx Network Corp.
Fiber Technologies Networks, LLC
First Communications, LLC
4Connections, LLC

Global Capacity Group, Inc.
Global NAPs, Inc.
GOES Telecom, Inc.
Granite Telecommunications, LLC
Hotwire Communications, Ltd. d/b/a GetHotwired,Ltd.
Hudson Fiber networks
Hypercube Telecom, LLC f/n/a KMC Data, LLC
In Contact f/k/n/UCN,Inc
IDT America, Corporation
Infinite Communications, LLC
IntelePeer, Inc
Intellifiber Networks f/n/a Elantic Telecom, Inc.
International Telcom, Ltd.
Level 3 Communications, LLC
Lightyear Network Solutions, LLC
Line Systems, Inc.
LITECALL INC.
Looking Glass Networks, Inc.
Magellan Hill Technologies, LLC
Manhattan Telecom Corp of NJ d/b/a MetTel
Master Call Communications, Inc.
MCI Comm. Services, Inc.d/b/a Verizon BusinessSvc.
Mitel NetSolutions, Inc. f/k/a Inter-Tel NetSolutions,
Inc.
Momentum Telecom, Inc.
Monmouth Telephone & Telegraph, Corp.
Mosaic Networx,LLC
Navigator Telecommunications, LLC
NEON Connect, Inc.
Network Billing Systems, LLC
Neutral Tandem-New Jersey, LLC
New Edge Network, Inc.
New Horizons Communications Corporation
New Jersey DataNet Telecom, LLC
Nextlink Wireless, Inc.
Northstar Telecom, Inc.
NOS Communications, Inc.
Optical Communications Group,Inc
Pac-West Telecomm, Inc.
PAETEC Communications, Inc.
Peerless Network of New Jersey, LLC
Pelzer Communications Corporation
PNG Telecommunications, Inc.
Princeton Hosted Solutions,LLC
Qwest Communications Company, LLC
QX Telecom, LLC
RCN New York Comm d/b/a Sidera Networks,LLC
Reliance Globalcom Services, Inc.
Reynwood Comm of NY/NJ, LLC

RNK, Inc. d/b/a RNK Telecom
SelecTel,Inc
Service Electric Telephone Company, LLC
Sidera Networks,LLC
Spectrotel Inc d/b/a One Touch Comm d/b/a Surf-tone
Sprint Communications Company L.P.
Sunesys, LLC
Talk.America Inc. d/b/a Cavalier Business Comm.
Talkspan, Inc.
TCG New Jersey, Inc. (AT&T Group)
TelCove Operations, LLC f/n/a TelCove Investment, LLC
Teleconnect Long Dist. Systems & Services Co., Inc.
Teleport Communications of New York
Telscape Communications, Inc.
Time Warner Cable Information Services (New
Jersey), LLC d/b/a Time Warner Cable
tw telecom of new jersey l.p. f/n/a Time Warner Telecom of NJ L. P.
TouchTone Communications, Inc.
Trans National Communications International, Inc.
TruCom Corporation
TTM Operating Corporation, Inc.
UCN, Inc.
U. S. LEC of Pennsylvania, Inc.
United Telephone Co of NJ, Inc. d/b/a CenturyLink
Verizon New Jersey, Inc.
VoDa Networks, Inc.
Voxbeam Telecommunications
VoxNet, LLC f/n/a Expert Networks, Inc.
Warwick Valley Telephone Company
WiMacTel,Inc
WiITel Communications, LLC
XO Communications Services, Inc.
XTel Communications, Inc.
XYN Communications of New
Jersey,LLC
YMax Communications Corporation
Zayo Group,LLC

Appendix E:
Disaster Recovery Plan

Appendix E Disaster Recovery Plan and Network Support Plan

Sprint's comprehensive Disaster Recovery Plan details the methods Sprint will utilize to cope with specific disasters. The plan includes quick and reliable switching of calls, Sprint's TRS network diagrams identifying where traffic will be rerouted if vulnerable circuits become inoperable, and problem reporting with escalation protocol. Besides service outages, the Disaster Recovery Plan applies to specific disasters that affect any technical area of Sprint's Relay network.

The first line of defense against degradation is the Sprint's Relay dynamic call routing that Sprint employs. During a major or minor service disruption, the Sprint's Relay dynamic call routing network feature bypasses the failed or degraded facility and immediately directs calls to the first available Relay Operator in any of Sprint's fully inter-linked TRS Call Centers. ROs are trained in advance to provide service to other States; the transfer of calls between Centers is transparent to users.

Beyond the Sprint's Relay dynamic call routing network, Sprint's TRS Disaster Recovery Plan details the steps that will be taken to deal with any Relay problem, and restore Telecommunications Relay service to its full operating level in the shortest possible time.

STATE NOTIFICATION PROCEDURE

To provide the State with the most complete and timely information on problems affecting Relay service, the trouble reporting procedure will include three levels of response:

- An immediate report (as defined in the contract)
- A 24-hour status report
- A comprehensive final report within 5 business days

Sprint will notify the designated representative of the State within fifteen minutes if a Relay service disruption of 30 minutes or longer occurs. The report will explain how the problem will be corrected and an approximate time when full service will be restored. Within 24 hours of the Relay service disruption, an intermediate report provides problem status and more detail of what action is necessary. In most cases, the 24-hour report reveals that the problem has been corrected and that full Relay service has been restored. The final comprehensive written report, explaining how and when the problem occurred, corrective action taken, and time and date when full operation resumed will be provided to the Contract Administrator within five business days of return to normal operation. Examples of Relay service disruption include:

- TRS Switching System failure or malfunction
- Major transmission facility blockage of the last-leg circuits to the Relay Call Centers
- Threat to RO safety or other RO work stoppage
- Loss of RO position capabilities

Performance at each Sprint Relay Center is monitored continuously 24-hours-a-day, seven-days-a-week from Sprint's Service Assurance Monitoring Center (SAMC) in Overland Park, KS.

DISASTER RECOVERY PROCEDURES

If the problem is within a relay center, maintenance can usually be performed by the on-site technician, with assistance from Sprint's SAMC. If the problem occurs during non-business hours and requires on-site assistance, the SAMC will page the technician to provide service remedies. Sprint retains hardware spares at each center to allow for any type of repair required without ordering additional equipment (except for complete loss of a center).

TIME FRAMES FOR SERVICE RESTORATION

Complete or Partial Loss of Service Due to Sprint Relay Equipment or Facilities

■ Sprint Relay Call Center Equipment

A technician is on-site during the normal business day. The technician provides parts and / or resources necessary to expedite repair within two hours. Outside of the normal business day, a technician will be on-site within four hours. The technician then provides parts and /or resources necessary to expedite repair within two hours.

■ Sprint or Telco Network

Facilities or an outage of facilities directly serving incoming TRS Relay calls will immediately be routed to one of the other Centers throughout the US. No inbound calls will be lost. Repair of Interexchange and Local Exchange fiber or network facilities typically requires less than eight hours.

■ Due to Utilities or Disaster at the Center

Immediate rerouting of traffic occurs with any large-scale Relay Center disaster or utility failure. Service is restored as soon as the utility is restored, provided the Sprint Relay equipment has not been damaged. If the equipment has been damaged the service restoration for Sprint equipment (above) applies.

■ Due to Telco Facilities Equipment

A Telco equipment failure will not normally have a large effect on TRS traffic within the state unless it occurs on Telco facilities directly connected to the relay call center. In this case, normal Sprint Relay traffic rerouting will apply.

TROUBLE REPORTING PROCEDURES

The following information is required when a user is reporting trouble:

- ◆ Service Description
- ◆ Callers Name
- ◆ Contact Number
- ◆ Calling to/Calling from, if applicable
- ◆ Description of the trouble

Service disruptions or anomalies that are identified by users may be reported to the Sprint Relay Customer Service toll-free number at any time day or night, seven days a week. The Customer Service operator creates a trouble ticket and passes the information on to the appropriate member of Sprint's Maintenance Team for action. Outside the normal business day, the SAMC will handle calls from the Customer Service RO 24 hours a day, 7 days a week. The Maintenance Team recognizes most disruptions in service prior to customers being aware of any problem. Site technicians are on call at each of Sprint's twelve sites across the United States TRS call centers to respond quickly to any event, including natural disasters.

MEAN TIME TO REPAIR (MTTR)

MTTR is defined and detailed in Tables 1 and 2:

Time to Investigate	The time needed to determine the existence of a problem and its scope.
Time to Repair	Repair time by Field Operations plus LEC time, if applicable.
Time to Notify	From the time repair is completed to the time the customer is notified of repair completion.

Table 1 – Time to Investigate + Time to Repair + Time to Notify

Switched Services	8 Hours
Private Lines	4 Hours (electronic failure)
Fiber Cut	8 Hours

Table 2 – Current MTTR Objectives

Sprint's Mean Time to Repair is viewed from the customer's perspective. A critical element in the equation is the Time to Notify, because Sprint does not consider a repair complete until the customer accepts the circuit back as satisfactory.

ESCALATION PROCEDURES

If adequate results have not been achieved within two hours, the Contract Administrator or a user may escalate the report to the next level. The table below details the escalation levels.

Escalation Level	Contact	Phone
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2	Regional Maintenance Manager	Office Phone Number (913-794-1130)
3	Senior Manager, Technical Staff	Office Phone Number 913-794-3603

Network Support Plan

NETWORK DESIGN

Sprint's service is provided over an all-fiber sophisticated management control networks that support backbone networks with digital switching architecture. These elements are combined to provide a highly reliable, proven, and redundant network. Survivability is a mandatory objective of the Sprint network design. The Sprint network minimizes the adverse effect of service interruptions due to equipment failures or cable cuts, network overload conditions, or regional catastrophes.

A 100 percent fiber-optic network provides critical advantages over the other carriers. These advantages include:

■ Quality

Since voice and data are transmitted utilizing fiber optic technology, the problems of outdated analog and even modern microwave transmission simply do not apply. Noise, electrical interference, weather-impacting conditions, and fading are virtually eliminated.

■ Economy

The overall quality, architecture, and advanced technology of digital fiber optics make transmission so dependable that it costs us less to maintain, thereby passing the savings on to our customers.

■ Expandability

As demand for network capacity grows, the capacity of the existing single-mode fiber can grow. Due to the architecture and design of fiber optics, the capacity of the network can be upgraded to increase 2,000-fold.

■ Survivability

Network survivability is the ability of the network to cope with random disruptions of facilities and/or demand overloads.

Sprint has established an objective to provide 100 percent capability to reroute backbone traffic during any single cable cut. This is a significant benefit to _____, and a competitive differentiation of the Sprint network.

Network switched services are provided via 49 Southern Telecom DMS-250/300 switches at 29 locations nationwide. Three DMS-300s located at New York, NY; Fort Worth, TX; and Stockton, CA, serve as international gateways. The remaining 46 switches provide switching functions for Sprint's domestic switched services.

Interconnection of the 49 switches is provided in a non-hierarchical manner. This means that inter-machine trunk (IMT) groups connect each switch with all other switches within the network. Each of these IMT groups is split and routed through the Sprint fiber network over SONET route paths for protection and survivability. As an extra precaution to preclude any call blockage, Dynamically Controlled Routing (DCR) provides an additional layer of tandem routing options when a direct IMT is temporarily busy.

Reliability is ensured through a corporate commitment to maintain or surpass our system objectives. Beginning with the network design, reliability and efficiency are built into the system. Sprint continues to improve the network's reliability through the addition of new technologies.

The effectiveness of this highly reliable and survivable network is attributed to the redundant transmission and switching hardware configurations, SONET ring topology, and sophisticated network management and control Centers. These factors combine to assure outstanding network performance and reliability for the State.

NETWORK CRITERIA

■ System Capacity

The Sprint network was built with the capacity to support every interLATA and intraLATA call available in the US. With the continuing development of network fiber transmission equipment to support higher speeds and larger bandwidth, the capacity of the Sprint network to support increasing customer requirements and technologies is assured well into the future.

■ Service Restoration

Sprint provides for the restoration of service in the event of equipment malfunctions, isolated network overloads, major network disruptions and national/civil emergency situations. In the event of service disruption due to Sprint's equipment, service typically is restored within four hours after notification. Sprint does everything possible to prevent a total outage at its switch sites or at any of its' POPs through the use of advanced site designs. All processors, memory, and switch networks within our switches are fully redundant. All switch sites are protected by uninterruptible power supplies and halon systems planned in conjunction with local fire departments. Most of our new sites are earth sheltered to increase survivability. A multi-pronged program is used to minimize outages:

■ Minimized "single points of failure" including:

- Diversification of all facilities' demands between switch sites. All switch sites are connected to the long haul network over at least two separate Sprint fiber routes; many have three paths.
- Deployment of multiple switches at large switching Centers. This prevents a single switch outage from disabling the site.

- Have systems in place allowing for the rapid redeployment of network resources in case of a catastrophic outage. Fiber cuts, which can affect thousands of calls at several locations, are sometimes unavoidable. Response to these outages is maximized through the following procedures:
- Utilization of established plans to respond effectively to these outages.
- The capability to rapidly deploy network transmission facilities when needed.
- Immediate execution of alternate routing in the digital switches and cross-connect systems to assist in the handling of temporary network disruptions and forced overloads.

The entire spectrum of survivability needs, expectations, and requirements can be met by the proper engineering of customer and Sprint switches and facilities.

FIBER BACKBONE LOOP TOPOLOGY AND RECONFIGURATION

Fiber optic cable routes are designed to include redundant capacity to insure survivable fiber optic systems. Sprint's SONET network, using four-fiber bi-directional line switched ring capability, allows automatic switching to alternate paths to provide for traffic rerouting in the event of a route failure. The SONET fiber optic backbone topology is currently designed with more than 100 overlapping rings to ensure sufficient alternate paths for total network survivability.

SPRINT ROUTE OUTAGE PREVENTION PROGRAMS

■ Call Before You Dig Program

This program uses a nationwide 1-800 number interlinked with all local/state government utility agencies as well as contractors, rail carriers, and major utilities. Sprint currently receives in excess of 60,000 calls per month for location assistance over the 23,000-mile fiber network.

■ Awareness Program

This Sprint program proactively contacts local contractors, builders, property owners, county/city administrators, and utility companies to educate them on Sprint's cable locations and how each can help eliminate cable outages.

■ Route Surveillance Program

This is a Network Operation's department program using Sprint employees to drive specific routes (usually 120 miles) and visually inspect the fiber cable routes. This activity is performed an average of 11.6 times per month or approximately once every 2-3 days.

■ Technician Program

Technicians are stationed at strategic locations and cover an area averaging 60 route miles. Each technician has emergency restoration material to repair fiber cuts on a temporary basis. Other operations forces within a nominal time frame accomplish total repair.

■ Fiber/Switch Trending Program

This includes a weekly summary of equipment failure events highlighting bit error rate (BER) and cable attenuation. As a result, Sprint identifies potential equipment problems and monitors performance degradation to establish equipment-aging profiles for scheduled repair, replacement, or elimination. Aging profiles are computer-stored representations of the characteristics of a fiber splice. The profile is stored at the time the splice is accepted and put into service. A comparison of the original profile and current profile are compared for performance degradation. Maintenance is scheduled based on this type of monitoring.

NETWORK MANAGEMENT AND CONTROL SYSTEMS

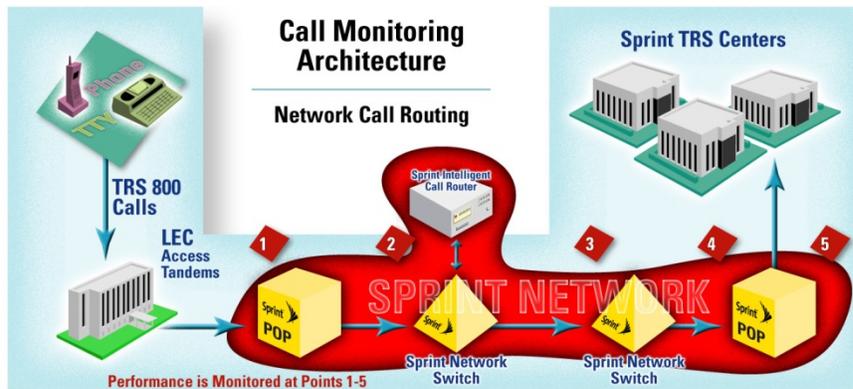
Surveillance for the Sprint network is managed by the Network Operations Center located in Overland Park Kansas. In the event of a network problem causing customer degradation of service, Network Operations will notify the Service Assurance Management Center (SAMC) of Sprint's TRS Group. SAMC will then notify the appropriate PSC with a description of the problem and an estimated time of repair.

INBOUND CALL ROUTING

Sprint incorporates a dynamic routing system that continuously monitors circuit and RO availability to ensure calls are answered within the required time frames. This includes reporting for the long distance network and equipment, which many Relay providers are unable to provide, as well as reporting for the Relay network.

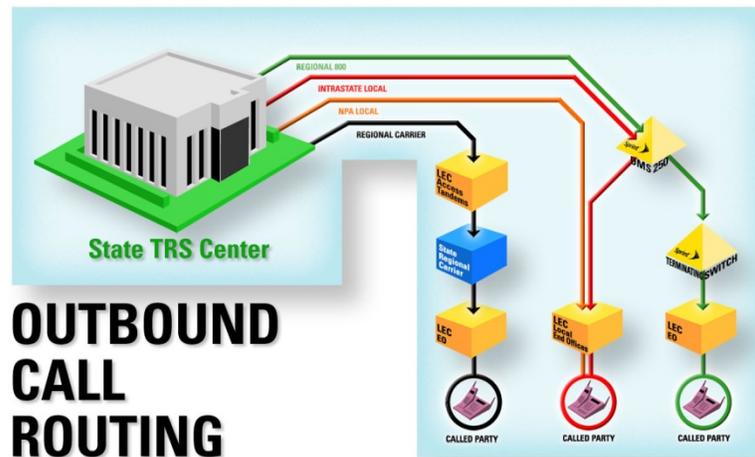
Sprint's inbound configuration ensures that if an issue is identified anywhere in the network, it will be promptly addressed and reported.

The Call Monitoring Architecture diagram in the figure below depicts the standard inbound call path to Sprint's Relay Center. Unlike other Relay providers, Sprint monitors each leg of the inbound call path at the points shown to ensure the call reaches the Relay Center with little to no blocking.



Call Monitoring Architecture Diagram

The Network Design Configuration for Outbound Calling in the figure below indicates the extensive complexity of Sprint's Relay platform, including standard call paths for local, intra-state, regional 800, and COC calls.



Outbound Routing Diagram

CapTel Disaster Recovery Plan

CAPTEL OUTAGE PREVENTION STATUS

Sprint will provide FCC compliant CapTel® service from the two CapTel call centers in Madison and Milwaukee, WI. Sprint's CapTel vendor CapTel Inc. (CTI) operates the two current CapTel and WebCapTel® call centers in the nation. These unique centers operate with enough terminals for 200 ROs each, along with support personnel, Technicians, and Supervisors.

Both CapTel call centers are equipped with redundant systems for power, ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

Having two CapTel call centers ensures minimum interruptions in service if something unexpectedly halts operations in one center or the other such as a flood or a tornado. In those instances, traffic from one Center can automatically be routed to the other.

SPRINT OUTAGE NOTIFICATION FROM CAPTEL CALL CENTER

Performance at the CapTel call center is monitored continuously by CTI technicians 24 hours a day, seven days a week. Sprint will be notified by the CapTel Service Center Manager immediately upon determination of any type of natural or man-made problem that causes either:

- A complete (100 percent) loss of the CapTel Service Center, OR
- Any partial loss of service in excess of 15 minutes that is service affecting. Examples of such a loss in service include:
 - An accidental switch rebooting
 - Loss of transmission facilities through the telephone network
 - Terrorist attack
 - Bomb threat or other work stoppage
 - Sudden loss of agent position capabilities.
 - Impact to minimum ASA / Speed of Answer times
 - Acts of God

Contact from the CapTel Service Center Manager or designated CTI contact person will be made to the assigned contact people at Sprint immediately upon awareness of an outage meeting the above criteria, 24 hours a day, seven days a week including holidays with the following documentation:

- 1.) What time did the outage happen in CENTRAL TIME?

- 2.) What caused it?
- 3.) Which customers are (or were) impacted?
- 4.) What is (was) the solution to restore service?
- 5.) What is the time that service will be (or was restored by) IN CENTRAL TIME?

Sprint will internally escalate outages in the following manner:

Level	Escalation Procedure for Outages	Point of Contact (POC)	Contact Info:
1	Sprint Product Innovation Manager	Dennis Selznick Product Innovation Manager	913-663-7278 Dennis.A.Selznick@sprint.com After Hours: getdennis@gmail.com (pager) 913-231-1386 (cell)
2	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	(608) 441-8800 Pam.Frazier@captelmail.com After Hours: 608-516-7517 (cell) 608-832-6233 (home)
3	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 Jayne.Turner@ultratec.com After Hours: 608-274-0598 (home)

Table 44 – Sprint CapTel Outage Escalation

SPRINT PROCEDURE FOR OUTAGE NOTIFICATION TO CONTRACT ADMINISTRATORS

Upon receiving notification from CTI, Sprint will have one of the below managers contact the Contract Administrator, depending on availability:

	Point of Contact (POC)	Position	Contact Information:
1	John Moore	Relay Program Management Mgr	P: (925) 904-4014 M: (925) 895-9176 H: 925-968-1418 E: John.E.Moore@sprint.com Pgr: jmoore45@sprintpcs.com
2	Angela Officer	Relay Program Manager	P: (703) 689-5654 E: Angela.Officer@sprint.com
3	Assigned On-Call Relay Program Manager	Relay Program Manager	Assigned as necessary

Sprint Customer Notification Procedure

Upon receiving notification from CTI, Sprint will assess the problem and contact will be made by email to the Contract Administrator.

In cases of partial loss of service, such as several inoperable RO positions or, local area network outages, the CapTel Center on-site technician will notify CapTel Service Center to schedule repair. Only those partial losses of service that are service affecting in excess of 30 minutes will be emailed to the state Contract Administrator.

If the problem is within the CapTel call center, maintenance can usually be performed by the on-site technicians. Hardware spares are retained at the CapTel call center to allow for the most common type of repair required without the ordering of additional equipment.

DISASTER RECOVERY FOLLOW-UP

Upon notifying customers of an outage, Sprint's contact person will provide regular updates from CTI to all customers and internal team members. The follow up will be kept in sync with CapTel Customer Service so that the information shared with customers from CTI is the same as what customers receive from Sprint.

DISASTER RECOVERY POST-MORTEM DOCUMENTATION

Within 72 hours (3 days) after the outage is resolved, CTI will provide a formal written analysis of the outage to the designated Sprint people (outlined above).

Sprint will send a document with the analysis to the Contract Administrator. John Moore will be the primary point-of-contact for the letter to be shared with customers. If John Moore is not available, then Angie Officer will provide the letter directly to customers.

- 1) What time did the outage happen in CENTRAL TIME?
- 2) What caused it?
- 3) Which customers are (or were) impacted?
- 4) What is (was) the solution to restore service?
- 5) What is the time that service will be (or was restored by) IN CENTRAL TIME?
- 6) What will CapTel, Inc do to prevent this from happening again?

CTI will be available to answer questions from Contract Administrators through Sprint.

TIME FRAMES FOR SERVICE RESTORATION

■ Complete loss of service due to equipment

- Normal business day – A technician is on site during the normal business day. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.

- Outside of the normal business day – A technician will be on-site within four (4) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.
- Due to Utilities or Disaster at the Center – Service will be restored as soon as the utility is restored provided the equipment was not damaged. If the equipment was damaged then refer to the timing in the statement previous (Due to Equipment).
- Due to Telco Facilities Equipment – A technician will be dispatched as necessary. The normal Telco escalation procedures for a partial outage will apply:
 - Two hours at first level,
 - Four hours at second level
 - Eight hours at third level

These hours of escalation are all during the normal business day, so a trouble ticket may be extended from one day to the next.

- Partial loss of service – Due to Equipment
 - Normal business day – A technician is on site during normal business hours. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.
 - Outside of the normal business day – A technician will be on-site within eight (8) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.
- Due to Position Equipment – A technician will be on-site within eight (8) hours, provided there are not enough positions working to process the forecasted traffic volumes. The technician will provide parts and/or resources necessary to expedite repair within 48 hours. If there are enough positions functional to process the forecasted traffic, the equipment will be repaired as necessary by Sprint.
- Due to Telco Facilities Equipment – A technician will be dispatched as necessary by Sprint. The normal Telco escalation procedures for a partial outage will apply:
 - Eight hours at first level
 - Twenty-four hours at second level

These hours of Telco escalation are all during the normal business day, so a service request may be extended from one day to the next.

TROUBLE REPORTING PROCEDURES (FOR INDIVIDUAL CUSTOMERS TO CUSTOMER SERVICE)

All calls concerning customer service issues should be placed by dialing the CapTel Customer Service at 1-888-269-7477 (800-482-2424 TTY) in English (866-670-9134 for Spanish). A Customer Service agent will take information concerning:

- Callers Name
- Contact Number
- Calling to / Calling from if applicable
- Description of the trouble
- Customer service can also be reached by emailing captel@captelmail.com.

Report service affecting trouble to Customer Service during normal business hours. Escalations of service affecting issues during normal business hours are followed below:

Level	Escalation Procedure during business hours	Point of Contact (POC)	Phone Number
1	CapTel Customer Service	Customer Service Agent	(888) 269-7477 captel@captelmail.com
2	CapTel Customer Service Supervisor	Pam Holmes	(888)-269-7477 Pam.Holmes@captelmail.com
3	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	(608) 441-8800 Pam.Frazier@captelmail.com
4	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 Jayne.Turner@ultratec.com

Table 46 – CapTel Customer Service Escalation Procedures

ALTERNATIVE USAGE FOR CAPTEL PHONE DURING OUTAGE FOR VCO USERS.

CapTel phones are equipped with the capability to connect to traditional relay services even in the event that the captioning service is not available.

In the event that a user cannot reach the captioning center, and the user desires to use any form of available relay to connect their call, the user can dial 7-1-1 (user must dial only 7-1-1 and not a relay 800 number in order to change to VCO mode) and be connected to the in-state relay call center. Their call will be processed via VCO instead of captions. In VCO mode, no audio from the called party will be processed – just like any other traditional VCO call

Appendix F:
**Copies of NJ Relay Telephone Directory Ad 2009 and
2012**



Your Telephone Rights and Responsibilities

Telephone subscribers have the right to know what to expect from their telecommunication service provider. This information outlines your rights and responsibilities, and explains the procedures for resolving any concerns or questions that may arise.

Services for Individuals with Disabilities: Operator Services exemptions

If a disability prevents you from placing phone calls for yourself, we don't want you to pay the added cost of having the Operator place calls for you. Contact our Business Office to see if you qualify for exemption from the usual charges for operator-assisted calls. The number to call is listed on page 1. This exemption applies only to your home phone service.

Directory Assistance Charges exemption

If a disability makes it impossible for you to look up numbers in the phone book or physically restricts you from dialing a telephone number, call our Business Office to see if you qualify for exemption from charges for calls to the local Directory Assistance Operator. The number to call is listed on page 1. This exemption applies only to your home phone. Persons who are disabled may obtain a calling card to make calls to Directory Assistance when they are away from home.

Services for Individuals with a Hearing or Speech Disability



*Numbers that are preceded by TTY/TDD are associated with text telephone. Unless you have similar equipment, you may not be able to call these numbers.

What are TTY/TDD's?

TTY/TDDs (text telephones) are typewriter-like communication devices that permit persons who are deaf, hard of hearing or speech-impaired to communicate via the telephone lines with others. The phone receiver fits into an acoustic coupler on the typewriter-like device and permits the user to type messages back and forth.

Verizon Center for Customers with Disabilities

Residential Customers

Monday - Friday 8:30 a.m. - 5:00 p.m.
Voice & TTY **1-800-974-6006**

Verizon Repair Service for TTY/TDD Users

During regular business hours, dial toll-free:
TTY/TDD only ***1-888-663-0363**

Operator Assistance for TTY/TDD Customers

If you use TTY/TDD and need help placing local, short and long-distance, collect, calling card, third number or other Special Assistance calls, or if you get cut off on a call, you can reach TTY/TDD Operator Service any time by dialing the toll-free number:
TTY/TDD only ***1-800-855-1155**

New Jersey Relay Service

The New Jersey Relay Service is free and provided by the New Jersey Board of Public Utilities (BPU) to ensure equal communication access to telephone services for people who are deaf, hard of hearing, deaf-blind or speech disabled. Special phones, such as Text-Telephones (TTY) or Captioned Telephones are used by persons who are deaf, hard of hearing or have a speech disability to allow them to communicate with standard

phone users using the NJ Relay Service. A specially trained operator connects the call and relays the conversation. All calls are confidential and the relay service is available 24 hours a day, seven days a week.

While the relay service is free, relay users are responsible for their long distance or 900 service charges.

If you want to communicate with a person who is deaf, hard of hearing or speech disabled,
call: **1-800-852-7897 (Voice) or 711 (Toll Free)**

If you are deaf, hard of hearing, or speech-disabled, you can type your message on a TTY after calling:
1-800-852-7899 Toll Free (TTY/ASCII) or 711 (Toll Free)
Voice Carry Over (VCO) allows people who are deaf or hard of hearing to use their own voice:

..... **1-866-658-7711 (Toll Free)**
Hearing Carry Over (HCO) allows people who are speech disabled to use their own hearing:
..... **1-800-852-7899 or 711 (Toll Free)**

People who are deaf or hard of hearing and use Spanish or French can call:

Spanish:1-866-658-7714 (Toll Free)

French:1-866-658-7715 (Toll Free)

People who are deaf-blind and use TeleBraille equipment can call: **1-866-658-7713 (Toll Free)**

People who are speech-disability and use Speech-to-Speech (STS) Relay can call: **1-866-658-7712 (Toll Free)**

If you want to communicate with a person who uses a Captioned Telephone (CapTel), call:
..... **1-877-243-2843 (Toll Free)**

People who are deaf, hard of hearing or speech disabled and want to call a 900 number via Relay may call:
..... **1-900-230-4149**

For more information about New Jersey Relay Service, contact Customer Service:

English: 1-800-676-3777 (Toll Free) www.njrelay.com

Spanish: 1-800-676-4290 (Toll Free)

CapTel: 1-888-269-7477 (Toll Free) www.njcaptel.com

Unresolved Complaints

Do you have a billing question or a service inquiry?

If you have a question about your bill, or have a concern or problem about your local telephone service, please call your local telephone service provider. Your telephone service provider would like to help you resolve any issue you may have.

Verizon customers may call the numbers listed on page 1 of this guide.

The customer service representative who answers your call will help you resolve your issue. If for any reason you are not satisfied with the solution offered, please ask to speak with a supervisor. Supervisors are highly trained and are able to resolve most issues.

If there are multiple telephone service providers in this area, and if you are attempting to reach a company other than Verizon, please see the section of this guide that lists the other local telephone companies to find the correct number.

Closed Captioning Concerns or Complaints?

If you are having a concern with closed captioning on a program you are currently watching, you may contact Verizon at 1-888-553-1555, via email at videoclosedcaption@verizon.com, or via facsimile at 1-888-806-7026. If you have a written closed captioning complaint, you may write to us at Verizon, PO Box 33052, 821 1st Ave N, St. Petersburg, FL 33701 Attn: Valerie DeCastro, Manager, fax 1-888-806-7026, or via email at videoclosedcaption@verizon.com.

What do I do if I am not fully satisfied with the solution proposed by my telephone service provider?

Many service providers have a customer relations office which is staffed to provide additional assistance to customers with billing or service issues.

If you are not satisfied after speaking with a supervisor, Verizon customers may contact:

Verizon Customer Relations (toll-free) at **1-800-483-7988**. The office is open Monday through Friday, from 8:30 a.m. to 5:00 p.m.

You may also reach Verizon Customer Relations via Verizon's web site at

<http://www.verizon.com/customersupport/contactus/> - Please select the "Comment on a recent service experience" button and submit your inquiry.

Or you may write to:

**Verizon Customer Relations
540 Broad Street, Room 1705
Newark, NJ 07101**

If I am still not satisfied, is there any other alternative for me?

If you are still not satisfied after calling the Customer Relations Office, you may call the New Jersey Board of Public Utilities at 1-800-624-0241 (toll-free) or 973-648-2350.

Or you may write to:

**New Jersey Board of Public Utilities
Two Gateway Center
Newark, NJ 07102**

Customer Information

Verizon provides billing services for other telecommunications providers, including long-distance, enhanced, information and other operator service providers. Verizon is required by the Federal Communications Commission (FCC) to provide customer billing name and address to telecommunications providers when they request it to do their own billing.

Consumer Responsibilities Customer payments

Customers are responsible for making their payments in full and on time each month, or calling our Collection Center to find out about special arrangements. Otherwise, the telephone service may be temporarily disconnected.

Third-party notice

If your telephone bill has not been paid and we are unable to contact you during times of illness or a lengthy time away from home, your telephone service could be disconnected. You can name a third person to be notified before your service is cut off. This person would not be responsible for paying the bill, but could advise us of the situation and prevent service being temporarily disconnected. If you would like to name such a person, call our Residence Collection Center for details.

700/900 Blocking Option

Some information services can be reached by calling long-distance phone numbers that begin with "700" or "900". Verizon does not provide these services. However, in response to complaints regarding the content and charge levels associated with certain of these services, Verizon offers the 700/900 Blocking Option.

This option allows you to block all 700/900 calls from being made on your telephone line. You can block calls to "700" numbers only, to "900" numbers only, or to both "700" and "900" numbers from your home or office telephone. In most cases, there is no charge for the initial activation of the blocking option. Any



Your Telephone Rights and Responsibilities

Telephone subscribers have the right to know what to expect from their telecommunication service provider. This information outlines your rights and responsibilities, and explains the procedures for resolving any concerns or questions that may arise.

Services for Individuals With Disabilities: Operator Services Exemptions

If a disability prevents you from placing phone calls for yourself, we don't want you to pay the added cost of having the Operator place calls for you. Contact our Business Office to see if you qualify for exemption from the usual charges for operator-assisted calls. The number to call is listed on page 2. This exemption applies only to your home phone service.

Directory Assistance Charges Exemption

If a disability makes it impossible for you to look up numbers in the phone book or physically restricts you from dialing a telephone number, call our Business Office to see if you qualify for exemption from charges for calls to the local Directory Assistance Operator. The number to call is listed on page 2. This exemption applies only to your home phone.

Services for Individuals With a Hearing or Speech Disability



*Numbers that are preceded by TTY/TDD are associated with text telephone. Unless you have similar equipment, you may not be able to call these numbers.

What are TTY/TDD's?

TTY/TDDs (text telephones) are typewriter-like communication devices that permit persons who are deaf, hard of hearing or speech-impaired to communicate via the telephone lines with others. The phone receiver fits into an acoustic coupler on the typewriter-like device and permits the user to type messages back and forth.

Verizon Center for Customers With Disabilities

Residential Customers

Monday - Friday 8:30 a.m. - 5:00 p.m.
Voice & TTY **1-800-974-6006**

Verizon Repair Service for TTY/TDD Users

Text Telephone for Hearing or Speech impaired call NJ Relay Center (**7 1 1**) or your Relay provider and ask them to relay the call to **1-800-VERIZON (1-800-837-4966)**

Operator Assistance for TTY/TDD Customers

If you use TTY/TDD and need help placing local, short and long-distance, collect, third number or other Special Assistance calls, or if you get cut off on a call, you can reach TTY/TDD Operator Service any time by dialing the toll-free number:

TTY/TDD only ***1-800-855-1155**

New Jersey Relay Service

The New Jersey Board of Public Utilities (BPU) regulates Telephone Relay Service (TRS) to ensure equal communication access to telephone services for people who are deaf, hard of hearing, deaf-blind or speech disabled. Special phones, such as Text-Telephones (TTY) or Captioned Telephones are used by persons who are deaf, hard of hearing or have a

speech disability to allow them to communicate with standard phone users using the NJ Relay Service. A specially trained operator connects the call and relays the conversation. All calls are confidential and the relay service is available 24 hours a day, seven days a week.

Relay users are responsible for their long-distance or 900 service charges.

If you want to communicate with a person who is deaf, hard of hearing or speech disabled, call:

..... **1-800-852-7897 (Voice)**
..... **or 7 1 1 (Toll-Free)**

If you are deaf, hard of hearing, or speech-disabled, you can type your message on a TTY after calling:

..... **1-800-852-7899 Toll-Free (TTY/ASCII)**
..... **or 7 1 1 (Toll-Free)**

Voice Carry Over (VCO) allows people who are deaf or hard of hearing to use their own voice:

..... **1-866-658-7711 (Toll-Free)**

Hearing Carry Over (HCO) allows people who are speech disabled to use their own hearing:

..... **1-800-852-7899**
..... **or 7 1 1 (Toll-Free)**

People who are deaf or hard of hearing and use Spanish can call:

Spanish **1-866-658-7714 (Toll-Free)**

People who are deaf-blind and use Braille equipment can call: **1-866-658-7713 (Toll-Free)**

People who are speech-disability and use Speech-to-Speech (STS) Relay can call:
..... **1-866-658-7712 (Toll-Free)**

If you want to communicate with a person who uses 1-Line CapTel in English or Spanish, call:

English **1-877-243-2843 (Toll-Free)**

Spanish **1-866-217-3362 (Toll-Free)**

People who are deaf, hard of hearing or speech disabled and want to call a 900 number via Relay may call: **1-900-230-4149**

For more information about New Jersey Relay Service, contact Customer Service:

English **1-800-676-3777 (Toll-Free)**

www.njrelay.com

Spanish **1-800-676-4290 (Toll-Free)**

CapTel **1-888-269-7477 (Toll-Free)**

www.njcaptel.com

Unresolved Complaints

Do you have a Billing Question or a Service Inquiry?

If you have a question about your bill, or have a concern or problem about your local telephone service, please call your local telephone service provider. Your telephone service provider would like to help you resolve any issue you may have.

Verizon Customers may Call the Numbers Listed on Page 2 of This Guide.

The customer service representative who answers your call will help you resolve your issue. If for any reason you are not satisfied with the solution offered, please ask to speak with a supervisor. Supervisors are highly trained and are able to resolve most issues.

If there are multiple telephone service providers in this area, and if you are attempting to reach a company other than Verizon, please see the section of this guide that lists the other local telephone companies to find the correct number.

Closed Captioning Concerns or Complaints?

If you are having a concern with closed captioning on a program you are currently watching, you may contact Verizon at **1-888-553-1555**, via email at videoclosedcaption@verizon.com, or via facsimile at **1-888-806-7026**. If you have a written closed captioning complaint, you may write to us at **Verizon, PO Box 33052, St. Petersburg, FL 33733**. **Att: Cynthia Morales, Manager**, fax **1-888-806-7026**, or via email at videoclosedcaption@verizon.com.

What Do I Do if I am not Fully Satisfied With the Solution Proposed by my Telephone Service Provider?

Many service providers have a customer relations office which is staffed to provide additional assistance to customers with billing or service issues.

If you are not satisfied after speaking with a supervisor, Verizon customers may contact:

Verizon Customer Advocacy (toll-free) at **1-800-483-7988**. The office is open Monday through Friday, from 8:30 a.m. to 5:00 p.m.

You may also reach Verizon Customer Advocacy via Verizon's web site at <http://www.verizon.com/customersupport/contactus/> - Please select the "Comment on a recent service experience" button and submit your inquiry.

Or you may write to:

Verizon Customer Advocacy
290 W Mt Pleasant Ave
Floor 1, Room 1
Livingston, NJ 07039

If I am Still not Satisfied, is There any Other Alternative for me?

If you are still not satisfied after calling the Customer Advocacy Office, you may call the New Jersey Board of Public Utilities at 1-800-624-0241 (toll-free) or 609-341-9188.

Or you may write to:

New Jersey Board of Public Utilities
44 South Clinton Ave, 9th Floor
Post Office Box 350
Trenton, New Jersey 08625-0350

Customer Information

Verizon provides billing services for other telecommunications providers, including long-distance, enhanced, information and other operator service providers. Verizon is required by the Federal Communications Commission (FCC) to provide customer billing name and address to telecommunications providers when they request it to do their own billing.

Consumer Responsibilities Customer Payments

Customers are responsible for making their payments in full and on time each month, or calling our Collection Center to find out about special arrangements. Otherwise, the telephone service may be temporarily disconnected.

Third-Party Notice

If your telephone bill has not been paid and we are unable to contact you during times of illness or a lengthy time away from home, your telephone service could be disconnected. You can name a third person to be notified before your service is cut off. This person would not be responsible for paying the bill, but could advise us of the situation and prevent service being temporarily disconnected. If you would like to name such a person, call our Residence Collection Center for details.

New Jersey Relay Service

A free service that provides full telecommunications accessibility to people who are hearing, deaf, hard-of-hearing, deaf-blind, speech-disabled, and late-deafened individuals!



www.njrelay.com

Just Dial **7-1-1***

or use these toll-free numbers:

800-852-7899	TTY	800-676-3777	New Jersey Relay Customer Service
800-852-7897	Voice		
866-658-7711	Voice Carry-Over	800-676-4290	New Jersey Relay Customer Service (Spanish)
800-852-7899	Hearing Carry-Over		
866-658-7714	Spanish Relay	877-787-1989	Speech-to-Speech Customer Service
866-658-7712	Speech-to-Speech		
866-658-7713	Telebraille		
900-230-4149	900 (Not Toll-Free)		

For more information, please visit at
www.njrelay.com

New Jersey CapTel Service

CapTel phones work with a free Captioning Service to provide captions of everything your callers say.

You dial the other person's number, exactly the same way as with any other telephone. While you dial, the CapTel phone automatically connects to the captioning service. When the other party answers, you hear everything they say, just like a traditional call. At the same time, the captioning service transcribes everything they say into captions, which appear on the CapTel display window. You hear what you can, and read what you need to.



www.njcaptel.com

- Large, easy-to-read captions on display screen with adjustable font sizes & colors.
- Up to 40dB volume amplification for captioned calls.*
- One touch button to reach customer service.
- To order a CapTel phone, go to www.njcaptel.com/order 800-233-9130 (TTY/Voice)

* When not using captions, max amplification is capped at 15dB.



Appendix G:
Copies of NJ Relay Newsletters 2008-2012