

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's Carrier of Choice Letter of Invitation

Sprint Relay

<insert date>

<insert carrier name>

<insert contact name>

<insert tel nbr or fax nbr>

<insert email address>

Re: <insert customer (end user name)>, <insert telephone number>

Thank you for your interest to complete <insert carrier name> Toll calls with Sprint Telecommunications Relay Service (TRS). As the default Toll carrier for processing relay calls in more than thirty-two states (32), Sprint currently transports the traffic of customers who have selected you as their Toll carrier. However, many of your customers would prefer to use <insert carrier name> LD for their toll calls. At present, Sprint TRS is unable to send the toll calls from the regional centers or state access tandem to your network. Hence, this letter is being written to make you aware of a potential service-impacting issue regarding TRS calls and measures your company can take to ensure your customers' toll calls are completed through TRS.

The Americans with Disabilities Act of 1990 mandate TRS, and TRS standards are established and are monitored by the Federal Communications Commission (FCC). TRS is a service that links telephone conversations between standard (voice) telephone users and people who are deaf, hard of hearing, deaf-blind, or speech disabled using Text Telephone (TTY) equipment. The State Public Utilities Commission manages the day-to-day operations of TRS and has contracted with Sprint Corporation to provide relay service in their states.

Both, the Americans with Disabilities Act of 1990 and FCC's Order 00-56 on TRS mandate that all states provide TRS and that TRS users shall have equal access to their chosen interexchange carrier and to all other operator services, to the same extent that such access is provided to voice users. In order to provide this access to your customers, your company is encouraged to submit a letter of authorization to accept TRS calls from Sprint.

Attachment A lists the facility-based providers who currently participate at Sprint TRS Carrier of Choice program. If your company (or your facility based provider) is not currently listed, please review the following and determine the appropriate follow-up action needed to be taken:

Facility-based provider

1. If you are a participating member at Sprint Carrier of Choice program, please disregard.
2. If you are not a participating member at Sprint Carrier of Choice program, you need to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of SS7 trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below). You will need to provide Sprint with your toll carrier's SS7 Network Transit Selector information.

Non-facility based provider

1. If your underlying toll carrier is a participating member at Sprint Carrier of Choice program, Sprint can implement the IXC brand name and pass the toll call information to the underlying carrier's CIC code and SS7 Transit Network Selector information. Please submit a letter of authorization that would advise Sprint to implement the carrier brand name and to send the toll call information to its underlying toll carrier.
2. If your underlying toll carrier is not a participating member at Sprint Carrier of Choice program, you will need to work with your underlying toll carrier to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of SS7 trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below). You will need to provide Sprint with your toll carrier's SS7 Network Transit Selector information.

Before you submit a letter of authorization to Sprint TRS, please consider the following four factors:

1. Your (or your underlying toll carrier) CIC codes and SS7 Transit Network Selector information associated with 1+, 0+, and 0- and International dialing must be loaded into the regional (and/or state) access tandems.
2. You (or your underlying toll carrier) will need to support SS7 tandem interconnection.
3. You (or your underlying toll carrier) will need to ensure that your translation tables are updated in order to appropriately receive, rate, and bill Sprint calls per Bellcore industry standards. Sprint calls are designated as ANI II Digit Pair 60, 66, and 67.
4. If you utilize more than one underlying toll carrier to carry the toll traffic, select a single toll carrier that will accept Sprint traffic.

Note: For detailed information regarding access tandem interconnection and carrier of choice provisioning through Sprint, please refer to ATIS/NIIF-008, the "Telecommunications Relay service – Technical Needs" document.

Attachment B lists Sprint TRS Access Tandem Interconnection locations. The best way to provide access to your Toll network through relay service for your customers is to designate the 8 Sprint Regional TRS center/Access Tandem combinations as the points at which Sprint will hand off Toll relay service traffic to you. In this manner, any relay caller that wishes to use your services may be efficiently, and with

minimal time delay, routed to your network. Should you not have a presence at one or more of the Sprint regional center/access tandem combinations, the traffic may be handed off at one of the regional center's access tandem.

Attachment C is a sample letter of authorization. Once Sprint receives your written request to participate in the Sprint TRS Carrier of Choice program, Sprint will schedule translation updates in the next available release (usually 30 to 90 days). Information obtained from the carriers will be used solely for the purpose of providing equal access for <insert carrier name> LD customers and shall be held proprietary.

Sprint welcomes your company's participation in our TRS Carrier of Choice program at no cost to you if your company has network presence at any of our listed regional center/state access tandem locations. Your participation at the Sprint Carrier of Choice program will create a win-win situation for our customers. Through Sprint, as the relay provider, customers will be able to enjoy uninterrupted service and your company will be able to generate additional revenue.

Thank you for your prompt attention to this matter. If you have any questions concerning with the letter, please do not hesitate to call me at <xxx-xxx-xxxx> or email at <insert email address>

Sincerely Yours,

<insert name>

Program Manager, <insert state(s)>

Sprint Relay

CC: Michael Fingerhut, Federal Regulatory, Sprint

<insert name>, Program Manager, Sprint

Appendix E

Sprint's "Disaster Recovery Plan and Network Support Plan"

Attachment 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.
	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
Electronic Failure	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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	Regional Maintenance Manager	Office Phone Number (913-794-1130)
	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

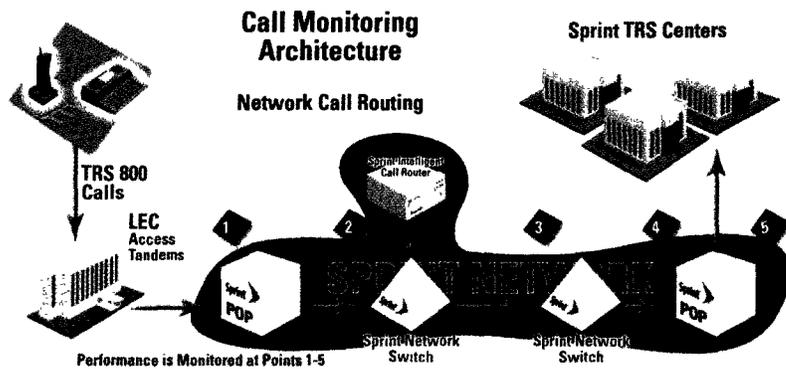
Surveillance for the Sprint network is managed by the Network Operations Center located in Overland Park Kansas. In the event of a network problem causing customer degradation of service, Network Operations will notify the Service Assurance Management Center (SAMC) of Sprint's TRS Group. SAMC will then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

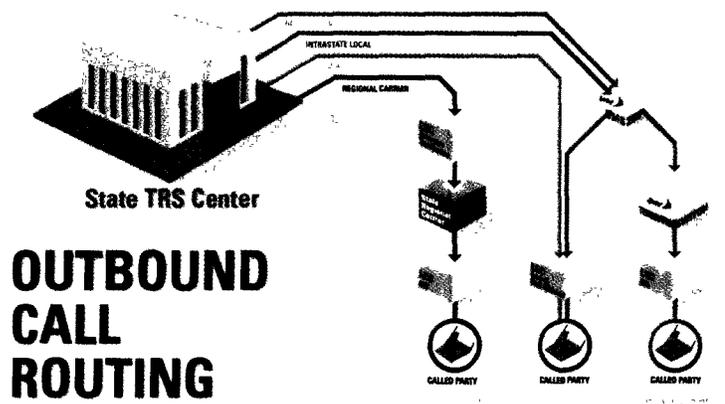
Sprint's inbound configuration ensures that if an issue is identified anywhere in the network, it will be promptly addressed and reported.

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		913-663-7278 Dennis A. Selznick@sprint.com <u>After Hours:</u> getdennis@gmail.com (pager) 913-231-1386 (cell) (608) 441-8800 Pam Frazier@captelmail.com
	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	<u>After Hours:</u> 608-516-7517 (cell) 608-832-6233 (home) (608) 441-8800 Jayne.Turner@ultratec.com
3	Captioned Telephone Inc.'s (CTI) Call Center Vice President	 Jayne Turner Vice President	<u>After Hours:</u> 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		P: (925) 904-4014 M: (925) 895-9176 H: 925-968-1418 E: John.F.Moore@sprint.com Pgr: jmoore45@sprintpcs.com
	Angela Officer	Relay Program Manager	P: (703) 689-5654 E: Angela.Officer@sprint.com
3	Assigned On-Call 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 retailed 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	CapTel Customer Service	(888) 269-7477 captel@captelmail.com
	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
	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 the last five years of complaints
and commendations that were submitted to the FCC**

SPRINT

RELAY

DELAWARE FCC COMPLAINT

LOG

2007-2009

Complaint Tracking for DE (06/01/2017-05/31/2018) Total Customer Contacts: 0

DE	Small Claims	Small Claims	Small Claims	Small Claims
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There were no complaints reported by Customer Groups of DE between June 2017 through May 2018.

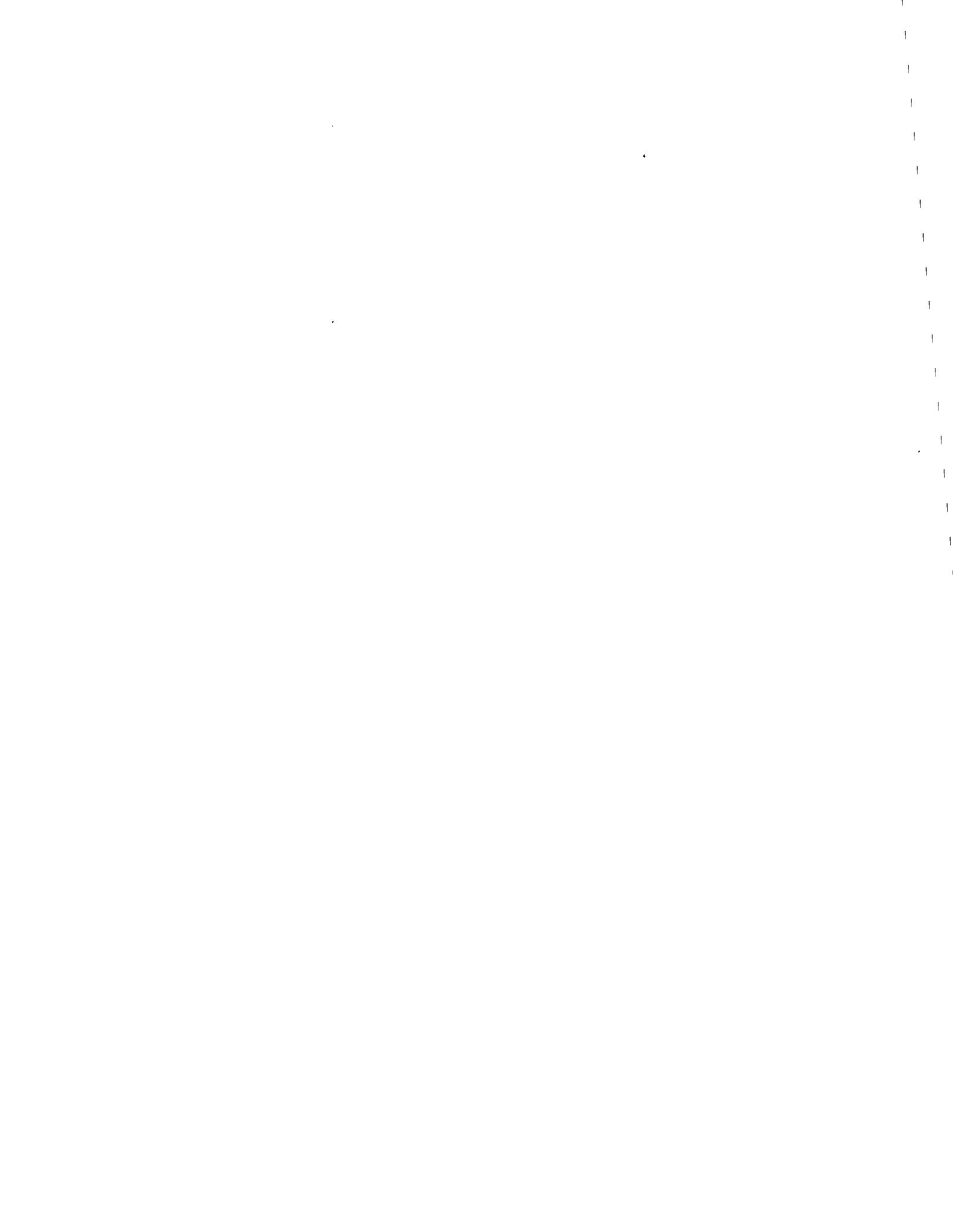


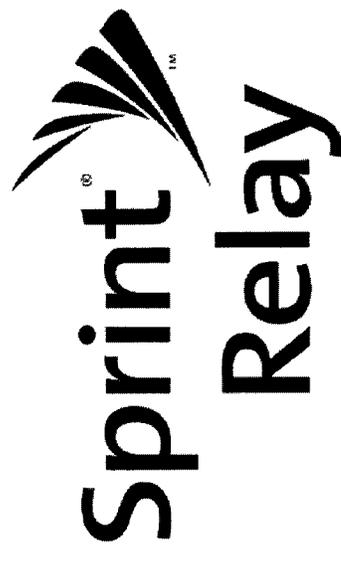
**Delaware FCC Complaint Log
2009**

Complaint Tracking for DE (06/01/2008-05/31/2009). Total Customer Contacts: 0

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
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Date Generated: Tue, May. 19th, 2009 @ 12:03:06 PM CT





Delaware FCC Complaint Log 2009 - 2010

Complaint Tracking for DE (06/01/2009-05/31/2010). Total Customer Contacts: 8

Tally	Date of Compl	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/17/09	The customer reports that they cannot reach a toll free number through Relay Delaware. The Customer Service Representative apologized and no follow up was requested.	06/17/09	The tech support worked with the Communication Assistant to get the issue resolved. The customer did not request a follow up. Two trouble tickets with resolution were created and the report was closed.
2	07/06/09	The customer called on 7/5/09 with problems dialing 800 numbers from her cell phone. The Communication Assistant could not get call through and kept getting the message, "roaming violation". The customer said that this problem had been going on for two months. The Customer Service Response apologized for the inconvenience and told the customer that a trouble ticket would be entered. The trouble ticket resolution said that the problem was a known bug in the system and would be corrected in the August release. The customer was not pleased with this response and follow up was requested.	07/06/09	The Account Manager called three times and left messages on the customer's answering machine. The Customer never returned any of the calls so the report was closed.
3	07/10/09	The customer reaches a busy signal when calling a DE toll free number through Relay. The Customer Service Representative apologized and a trouble ticket was opened. Follow up has been requested.	07/10/09	Repeated attempts to contact the customer met without success. Three voice messages were left and there were no returned calls. There is currently no way to verify if she is satisfied with the resolution or if the issue has continued.
4	07/21/09	The customer is unable to place any long distance calls through DE relay and now also through National Sprint Relay. The problem began the first week of July and has been continued ever since. The customer continues to receive the error message: "due to federal roaming regulations the call cannot go through." The Customer Service Response apologized for the inconvenience and requested detailed information so that a trouble ticket could be entered to resolve the issue. Follow up has been requested.	07/21/09	This complaint was put in by a daughter trying to call her mother and could not reach her with relay. The issue was resolved and both mother and daughter were satisfied with the resolution.
5	07/21/09	The Caller reported that she still could not reach the toll free number for Para-transit as reported on July 10, and also now cannot reach long distance numbers. The previous trouble ticket was closed without the problem being resolved. The Customer Service Response apologized for the inconvenience and investigated the previous trouble ticket and entered a new trouble ticket. Since the customer needs to complete the important call today, the Customer Service Representative suggested that she try the National Sprint relay number, and if it does not complete the call then to call back so they can assist her. Follow up has been requested.	07/21/09	There has been repeated attempts to contact the customer that have not been met with success. Three voice messages were left and there has been no returned calls. It is the second complaint from same consumer and there is no way to verify if she is satisfied with resolution or issue has continued.
6	07/23/09	A DE TTY user dialed from a DE relay number to a number in CT. The customer has Verizon and the call will not go through. This happened at 8:42 pm on 7-22-09. The Customer Service Representative apologized to the customer and assured them that we are aware of the problem and are working on it. Follow up has been requested by the Program Manager.	07/23/09	The Customer Service Representative spoke with both the daughter and mother. They had a lot of frustration with dialing the 711 number. The Customer Service Representative spoke with a technician and they had to reset the customer's service profile. The customer is currently successfully making calls through 711 and expressed thanks for help with getting this resolved.

7	08/10/09	A CT voice customer complains that her Mom in DE still can't make her long distance calls via DE Relay using the toll free DE, National or 711 Relay numbers since July. The customer feels this problem should be corrected. The Customer Service Representative apologized, discussed progress from relay technicians, explained that they would inform the DE Program Manager and resubmit a trouble ticket. The customer wants contact from the DE Program Manager with a resolution.	08/10/09	The same consumer with another complaint. The complaint was closed with the issue resolved. The Customer Service Representative spoke with both the daughter and mother. They had a lot of frustration with dialing the 711 number. The Customer Service Representative spoke with a technician and they had to reset the customer's service profile. They are successful with making calls through 711 and expressed thanks for the help with getting this resolved.
8	08/13/09	The customer was upset that the operator did not know how to get her call processed (Delaware roaming problem). The Customer Service Representative apologized for the frustration and delays the error caused. The complaint was received on 8/13/09 at 8:59 a.m. No follow up has been requested.	08/31/09	The posting that explained the procedure for Delaware calls had been removed from the computer the agent was sitting at so she wasn't aware of the process. The posting has been replaced at that station and the agent was coached on the proper procedure.



**Delaware
FCC Complaint Log
2010 - 2011**

Complaint Tracking for DE (06/01/2010-05/31/2011) Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	02/18/11	A customer stated that the Operator did not follow their instructions to connect TTY to TTY. The customer waited but received no response from the outbound TTY customer. Apologized for the inconvenience and asked if the customer would like a follow up. No follow up was requested.	02/18/11	Supervisor met with the Operator and the Operator stated that they remembered the call. The Operator explained that the TTY inbound did connect to the TTY outbound. The Operator remembered seeing the yellow banner on their screen showing that the TTY to TTY call was in progress, and the Operator should log into another station. The Operator described how the call was processed, and it appeared that the Operator followed protocol. The Operator explained that they have only ever experienced one other TTY to TTY call which was over a week ago.



**Delaware FCC Complaint
Log
2011 - 2012**

Complaint Tracking for DE (06/01/2011-05/31/2012). Total Customer Contacts: 0

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
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Appendix G

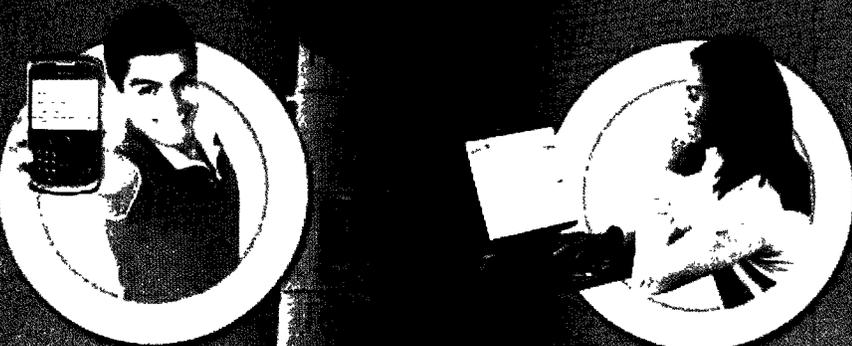
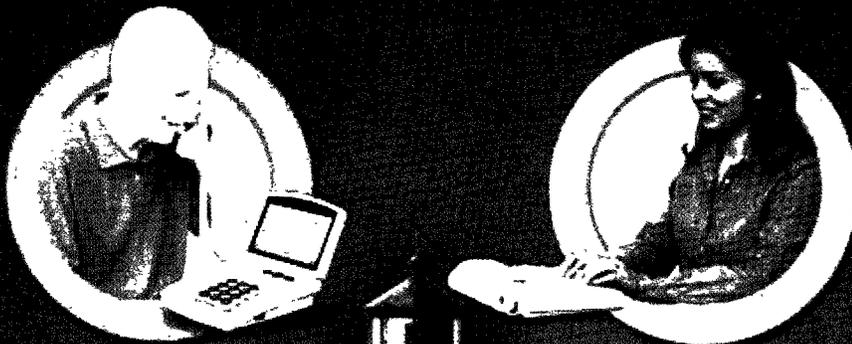
Delaware Relay Service Brochure

**DIAL
7-1-1 to**

**CONNECT
and
CONVERSE Easily**



www.delawarerelay.com



Traditional TTY

Speech-to-Speech

Voice Carry-Over

WebCapTel®

Hearing Carry-Over

Internet Relay

Spanish Relay

TTY Payphone

International Calls



Full Telephone Accessibility



What is Delaware Relay?

Delaware Relay is a free service that provides full telephone accessibility between people who are deaf, hard of hearing, deaf blind, or speech disabled and people who are hearing. You can use Delaware Relay to make telephone calls to family, businesses, or to anyone who has a phone in the world.

Always Available

Delaware Relay is available 24 hours a day, 365 days a year.

Accurate and Transparent

The operator voices everything you type and types everything you say.

Private and Confidential

All Delaware Relay calls are **strictly private**. No records of any conversations are maintained.

How Does Relay Work?



TTY user types her conversation to relay operator.

After TTY user types "GA", it is Voice user's turn to respond.



Relay operator then voices TTY user's typed message to Voice user.

Relay operator relays Voice user's spoken words by typing them back to TTY user.



- 1
- 2
- 3
- 4



Easy-to-Remember Relay Number



Dial 7-1-1

7-1-1 is a telephone relay number that allows people who are standard (voice) telephone users, deaf, hard-of-hearing, deafblind or who have a speech disability to access free* state relay services. Relay users can simply dial 7-1-1 to connect with Delaware Relay. This allows easier access, particularly for less experienced relay users such as businesses or friends and family of TTY users.

* Callers are responsible for their long distance charges.

Note: If you have problems with 7-1-1 when calling through your switchboard (which usually is a PBX telephone system), you may need to contact your PBX administrator to have the system configured to allow 7-1-1 dialing.

If you are not on a PBX telephone system, and you cannot access Delaware Relay when dialing 7-1-1, call a customer service representative at your local telephone company. It is possible that your local telephone company may not have established 7-1-1 dialing through their system.

PBX telephone systems are usually available at hotels, businesses, agencies, offices, etc. with extension numbers. And most often, a way around this issue is to dial the full 10-digit toll-free number.

If you continue to experience difficulties in dialing 7-1-1, contact the Delaware Relay Customer Service:

1-800-676-3777
(TTY/Voice/ASCII/VCO/HCO)

Email :
Sprint.TRSCustServ@sprint.com

Español:
1-800-676-4290
(TTY/Voz/ASCII/VCO/HCO)

7-1-1 Available:

- TTY to Voice
- Voice to TTY
- Speech-to-Speech (STS)
- Voice Carry-Over (VCO)
- Hearing Carry-Over (HCO)
- Spanish Relay
- TeleBraille

7-1-1 Not Available:

- WebCapTel®
- Internet Relay
- Instant Message Relay



Emergency 9-1-1

In case of emergency, TTY users should call directly the TTY-equipped center or emergency services center in their community.

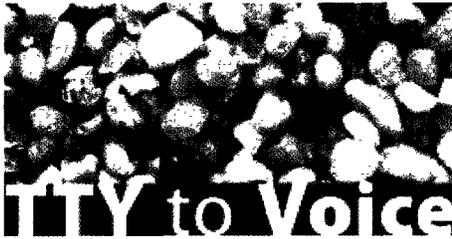
The 9-1-1 operators have TTY machines and are trained to respond to all needs of people in Delaware, including those who are deaf or have hearing loss. 7-1-1 is **NOT** a substitute for deaf, hard-of-hearing, deaf-blind, and speech-disabled residents who need emergency services.

HOWEVER, if you use a TTY and cannot obtain emergency services on 9-1-1, you may call 7-1-1 and tell the relay operator you have an emergency situation. The operator will then voice your emergency to the Delaware Local or State Police.



7-1-1 is NOT an emergency number.

7-1-1 should not be confused with 9-1-1.



Dial and Converse Easily



7•1•1

1•800•232•5460

delawarerelay.com/tty

Some people who are deaf, hard-of-hearing, or deaf-blind use a TTY to type their conversation to a relay operator, who then reads the typed conversation to a hearing person. The relay operator relays the hearing person's spoken words by typing them back to the TTY user.

How to Make a TTY to Voice Phone Call:

1. Dial the TTY relay number.
2. The relay operator will answer with "RELAY OPR 2345" (for relay operator identification), "F" or "M" (for relay operator gender) and "GA." ("GA" denotes "Go Ahead.")
3. Type in the area code and telephone number you wish to call and then type "GA."
4. The relay operator will dial the number and relay the conversation to and from your TTY. Type in "GA" at the end of each message.
5. When you finish the conversation, type "SK" for "Stop Keying" then hang up.



7•1•1

1•800•232•5470

delawarerelay.com/voice

Standard telephone users can easily initiate calls to TTY users. The relay operator types the hearing person's spoken words to the TTY user and reads back the typed replies.



How to Make a Voice to TTY Phone Call:

1. Dial the Voice relay number.
2. You will hear, "Delaware Relay Operator (number). May I have the number you are calling, please?"
3. Give the relay operator the area code and telephone number you wish to call and any further instructions.
4. The relay operator will process your call, relaying exactly what the TTY user is typing. The relay operator will relay exactly what you say back to the TTY user.
5. When you finish the conversation and are going to hang up, say "SK" or "Stop Keying" then hang up.

Tips for Hearing Callers:

- Be sure to talk directly to your caller, avoid saying "tell him" or "tell her".
- Say "GA" or "Go Ahead" at the end of your response.
- Say "SK" or "Stop Keying" before you hang up.



Equal Accessibility



TeleBraille

Deaf-blind relay users often use special TTYs equipped with TeleBraille. Specially trained relay operators are familiar with deaf-blind users and trained to provide effective solutions to their calling needs.

Text Pacing: This feature is specific to TeleBraille users. During these relay calls,

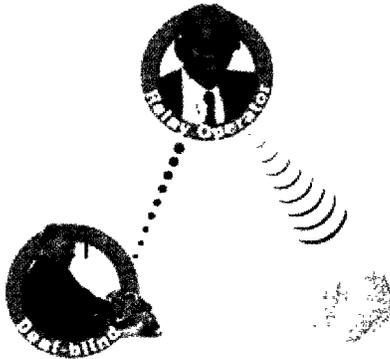
the relay operator will type at a regular pace. The message comes across on the user's TeleBraille at a rate of 15 words per minute. This allows the user to achieve a more readable rhythm. It is set at this default words-per-minute rate unless the deaf-blind user requests increased or decreased rates of text in increments of 5 words per minutes.

7•1•1

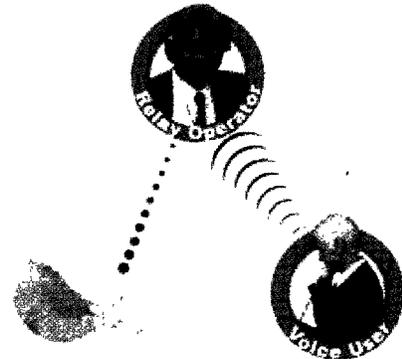
1•800•232•5460

delawarerelay.com/telebraille

How to Make a TeleBraille Phone Call:



Deaf-blind user types the conversation to relay operator. Relay operator voices the typed message to Voice user.



Relay operator types the Voice user's conversation to Deaf-blind user. Deaf-blind user "reads" the conversation through a TeleBraille device.

Spanish Relay

Delaware Relay offers **Spanish Relay** service. TTY users can type in Spanish and the conversations will be relayed in Spanish or English. TTY users can also request Spanish-to-English or English-

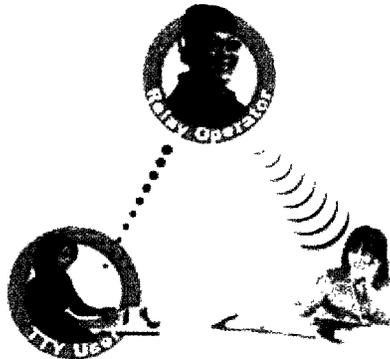
to-Spanish translation. To make a Spanish relay call, dial the Delaware Relay number and instruct the relay operator as to how you want your call translated.

7•1•1

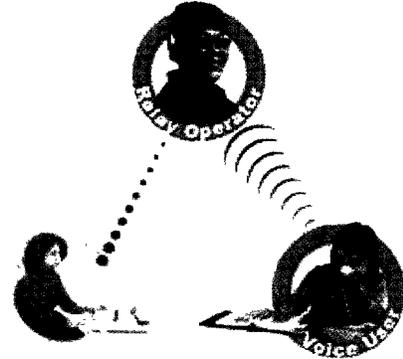
1•800•335•7595

delawarerelay.com/spanish

How to Make a Spanish Relay Call:



Relay operator voices TTY user's typed message in Spanish to Voice user.



Relay operator relays Voice user's spoken words in Spanish by typing them back to TTY user.



Talk With Confidence



Voice Carry-Over

Voice Carry-Over (VCO) is a service that enables a hard-of-hearing or deaf user to use their voice to speak directly to hearing person.

When the hearing person speaks to VCO user, the relay operator will serve as their "ears" and type everything said that will appear on a TTY or text display equipment.

7•1•1

1•877•335•7590

delawarerelay.com/vco

How to Make a VCO Phone Call:



VCO user talks to Voice user directly.



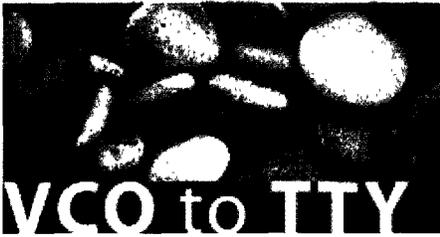
After VCO user says, "Go Ahead", it is Voice user's turn to respond.

1 2
3 4

Voice user talks to VCO user while the relay operator types Voice user's message.

VCO user reads the message on the TTY or text display equipment.

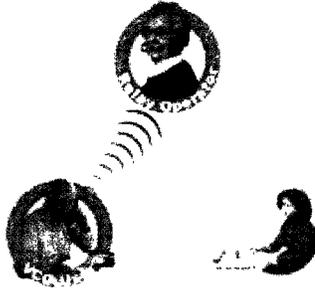




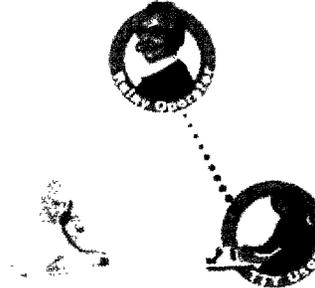
The relay operator specializes in all types of Voice Carry-Over calls, such as VCO Direct, VCO to TTY, VCO to VCO, or Two-Line VCO. With this service, you no longer have to specify your call type to the operator.

VCO to TTY

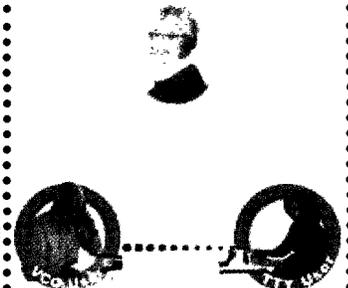
The relay operator will type what the Voice Carry-Over user says to the TTY User. The message that the TTY User types will go directly to the VCO user's TTY or text display equipment.



VCO user talks to TTY user via relay operator.



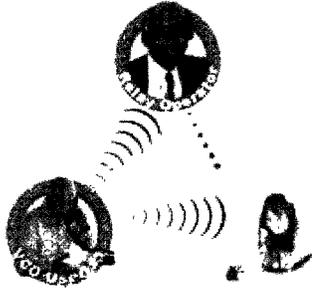
Relay operator types VCO user's conversation to TTY user. TTY user reads the message on the TTY screen.



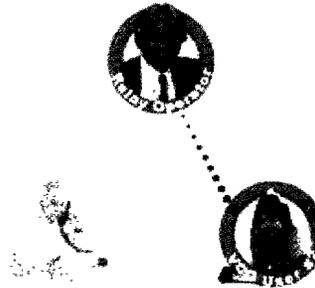
TTY user types messages to VCO user's TTY or text display equipment.

VCO to VCO

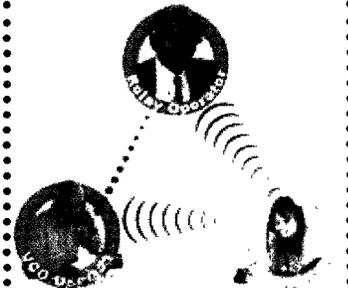
The relay operator will serve as both Voice Carry-Over users' "ears" and type what the other person says. This is for people who have a VCO phone without a text display equipment or don't wish to type.



VCO user #1 talks to VCO user #2. Relay operator types VCO user #1's conversation to VCO user #2.



VCO user #2 reads the message on the TTY screen or text display equipment.



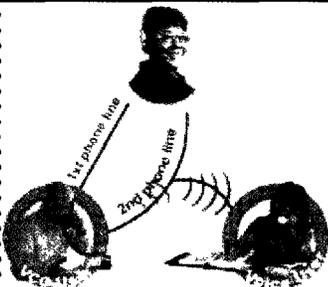
VCO user #2 talks to VCO user #1. Relay operator types conversation back to VCO user #1.

Two-Line Voice Carry-Over

Two-line VCO allows a deaf or hard-of-hearing person with two telephone lines to use one line for speaking directly to a hearing person while the second line is used to receive the hearing person's typed responses.

How to Make a Two-Line VCO Phone Call:

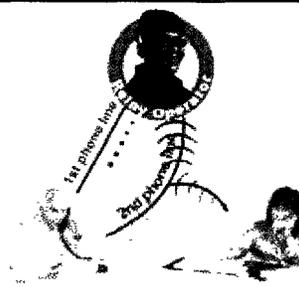
1. Dial the Delaware Relay number on line #1 and type, "TWO LINE VCO PLS CALL ME BACK ON (provide VCO user's telephone number on line #2)".
2. The relay operator will call VCO user back on line #2. Pick up the line #2 phone and then press the flash button or switch-hook to obtain a second dial tone.
3. Dial Voice user's number.
4. Press the flash button or switch-hook to reconnect the operator to being VCO user's conversation



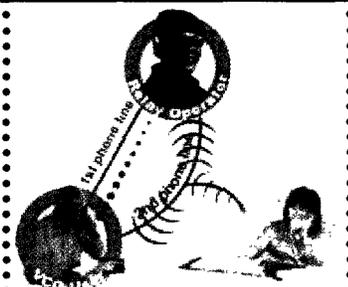
5. While the 1st phone line is connected to relay operator, VCO user speaks directly to Voice user on the 2nd phone line.



6. Voice user talks to VCO user.



7. Relay operator types Voice user's message to VCO user.



8. VCO user reads text message on the TTY via the 1st line while listening to Voice user on the 2nd line.



Talk With Ease



Speech-to-Speech

Speech-to-Speech (STS) allows a person with a speech disability to voice their conversation. A specially trained Delaware Relay operator will listen

and repeat the speech-disabled user's dialogue to the called party. You do not need special equipment to use this service.

7•1•1

1•877•335•7274

delawarerelay.com/sts

STS Customer Service

1•877•787•1989

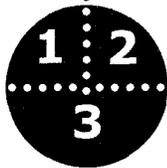
How to Make an STS Phone Call:



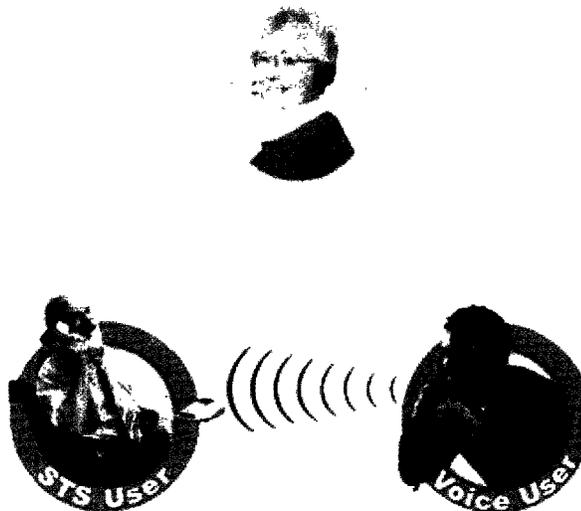
STS user talks to Voice User.



Relay operator re-voices STS user's conversation to Voice user.



Voice user talks directly back to STS user.





Listen With Clarity



Hearing Carry-Over

Hearing Carry-Over (HCO) allows speech-disabled users with hearing to listen to the person they are calling. The

HCO user types the conversation for the relay operator to voice to the standard telephone user.

7•1•1

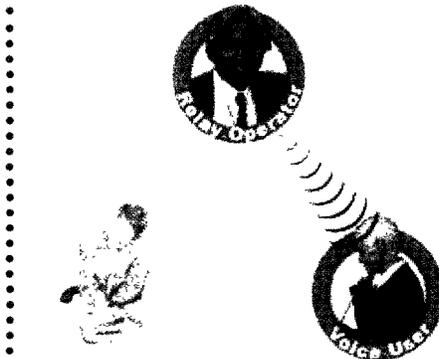
1•800•232•5460

delawarerelay.com/hco

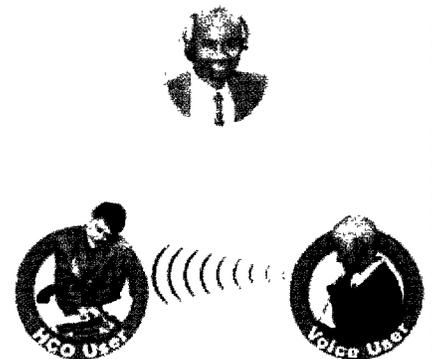
How to Make an HCO Phone Call:



HCO user types the conversation to relay operator.



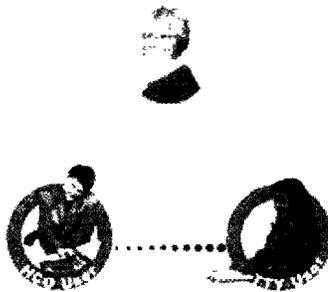
Relay operator voices VCO user's typed message to Voice user.



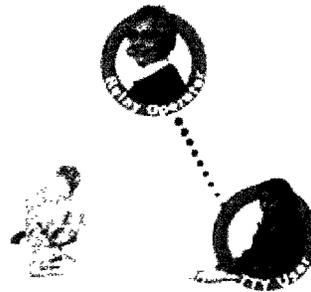
Voice user talks directly to HCO user.

HCO to TTY

HCO users can listen while the relay operator is voicing the TTY user's typed message. The HCO user types the conversation directly to the TTY user.



HCO user types the message directly to TTY user.



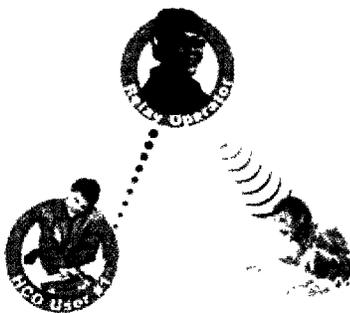
TTY User types the message to relay operator.



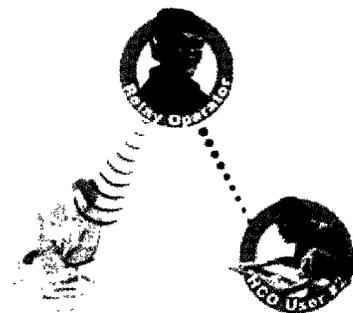
Relay operator voices TTY User's typed message to HCO user.

HCO to HCO

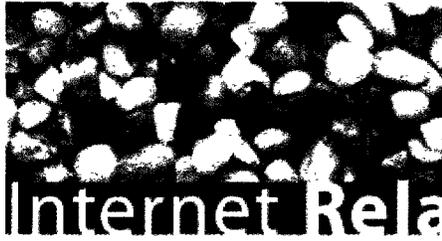
HCO users can contact other HCO users. The relay operator will voice to both parties what is typed on each user's TTY.



HCO user #1 types the conversation to relay operator. Relay operator voices the typed message by HCO user #1 to HCO user #2.



HCO user #2 types the conversation to HCO user #1. Relay operator voices the typed message by HCO user #2 to HCO user #1.



Connect Beyond Boundaries

Internet Relay

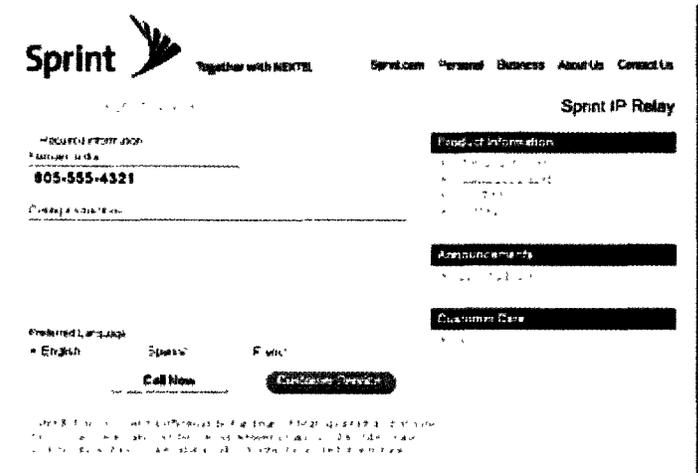


Sprint IP Relay is a service offered to deaf and hard-of-hearing individuals. This service allows them to place relay calls over the Internet via their computer or laptop. Sprint IP Relay is a free service funded by the Interstate Telecommunications Relay Service (TRS) fund.

You simply go to www.sprintip.com and begin typing your conversation to another caller through a Sprint Relay operator.

There is no charge, long distance or local, when you use Sprint IP Relay. However, international calling is not allowed.

www.sprintip.com

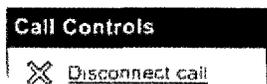


How to Make a Sprint IP Relay Call:

1. Connect at: www.sprintip.com
2. Type in the phone number you wish to call.
3. Click on the yellow "Call Now" button.

Call Now

4. The relay operator will dial the number.
5. The relay operator will relay the conversation to and from your computer/laptop.
6. Type "GA" at the end of each message.
7. When you finish the conversation, type "SK".
8. Click on the "Disconnect Call" icon on the lower right of the screen.



9. The message "Your call has been disconnected. Thank you for using Sprintip.com" appears on the screen letting you know that the call has been disconnected.





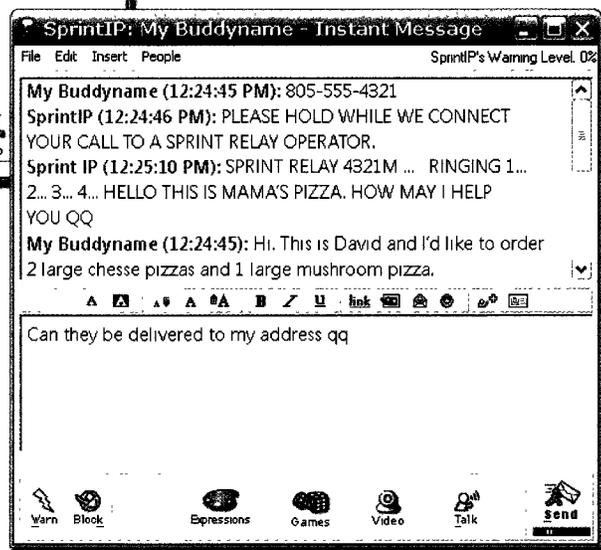
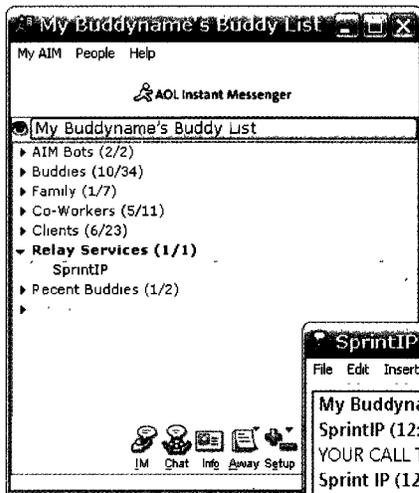
Anytime, Anywhere



Instant Message Relay

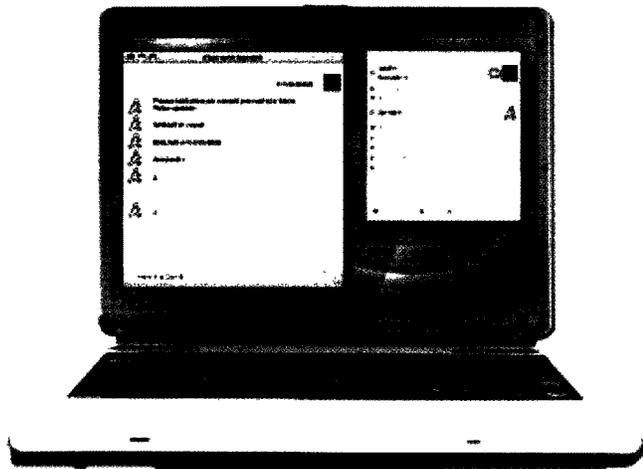
Place or receive calls from your wireless device or any computer using AOL Instant Messenger® (AIM), or Google Talk® (GTalk®).

Express yourself with Sprint Relay using Instant Messenger. Place or receive calls on any wireless device or computer using AIM or GTalk with internet access. Back and forth communication takes place in a snap and you have only your fingertips to slow you down. Communication freedom that gets your point across.



How Does IM Relay Work:

- Save **SprintIP** in your AIM Buddy list.
- Save **SprintIPRelay** in your GTalk Buddy list.
- Type **"Español"** to connect with a Spanish-language relay operator!
- Type **"Help"** to connect to Sprint Relay Customer Service.
- Easy and convenient! No GA





Read, Listen, and Talk



Sprint WebCapTel[™] is a web-based service that allows a person who can speak but has difficulty hearing over the phone to read word-for-word captions of their call on a web browser during the call, while at the same time hearing the other person using any telephone.

A user would make or receive calls while logged into a website (sprintcaptel.com) and hear the person on the other line using their own cell phone, desk phone, cordless phone, or even an amplified phone. The user (if they have any residual hearing) hears the person speaking through any telephone, not through the internet.

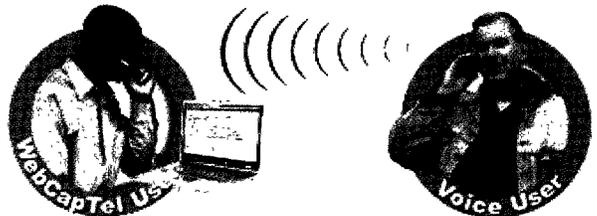
For WebCapTel Callers:
www.sprintcaptel.com

delawarereley.com/webcaptel

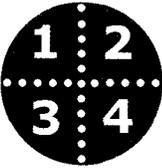
How to Make a WebCapTel Phone Call:



WebCapTel user speaks directly to Voice user on the telephone.



Voice user speaks directly to WebCapTel user.



The Sprint Captioned Telephone operator transcribes Voice user's spoken message into text (captions) using voice-recognition technology.

WebCapTel user listens to Voice user on the telephone while reading captions of the conversation on a display screen.

