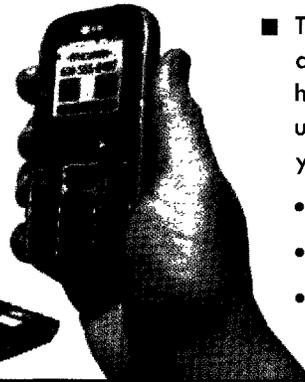
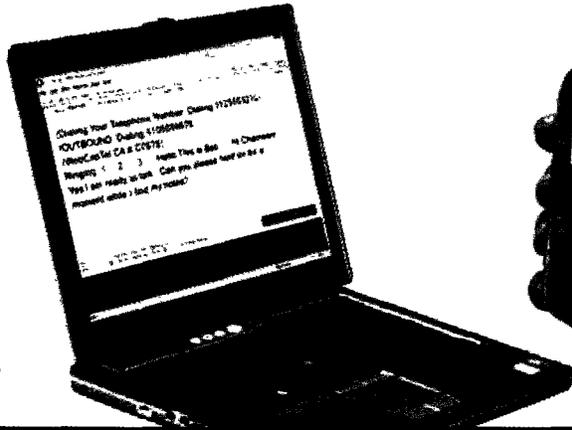




WebCapTel® Instructions

- This is a laptop or desktop computer (Macintosh and Windows-based PC compatible) with Internet connection.
- This is to read the captions of your caller's conversation.



- This is a telephone that allows you to speak to and hear your caller. You can use any of the below for your telephone:
 - cellular phone
 - cordless phone
 - landline phone

How to Make a Call:

1. On your computer, go to the website at www.sprintcaptel.com.
2. Click **Login to WebCapTel**.
3. Type your **Username** and **Password**.
NOTE:
New users must register first.
4. Click **Sign In**.
5. Type your telephone number in the **My Telephone Number** box and click **Submit**.

CapTel - Place a Call Via the Web
www.sprintcaptel.com

Login to WebCapTel

Sign in to make or receive a call

Username _____

Password _____

Remember Me

Sign In

My Telephone Number
Area Number (if you want to use to place and receive calls) (xxx-xxx-xxxx)
410-555-9396

Submit

6. Type the number of the person you are calling in the **Number to Dial** box.
7. Choose your **Preferred Language**.
8. Click **Place Call**.

Place a Call

My Telephone Number (eg. xxx-xxx-xxxx)
410-555-9396

Number To Dial (eg. xxx-xxx-xxxx)
720-555-9967

Preferred Language
(E) ENGLISH (S) SPANISH

Place Call

9. When your telephone rings, answer it and wait for your caller to answer.
10. Talk and listen to the person directly.
Then the captions will appear on your screen.
11. Enjoy your call!

How to Receive an Incoming Call:

1. Inform your callers to dial **1-800-933-7219** and enter your phone number.
2. Have your telephone ready.
3. Go to the website at www.sprintcaptel.com.

CapTel - Place a Call Via the Web
www.sprintcaptel.com

4. Type your **Username** and **Password**.
NOTE:
New users must register first.
5. Click **Sign In**.

Sign in to make or receive a call

Username _____

Password _____

Remember Me

Sign In

6. Verify your telephone number in the **Waiting for Call** at (see the yellow underline).
7. If you want to change the different number you are waiting for a call, click **click here**.

Receive Calls

People calling you first need to dial the toll-free Captioning Service (English: 1-800-933-7219, Spanish: 1-800-318-0803) and then enter your phone number followed by the pound (#) sign.

Waiting for calls at: 410-555-9396

[To change the number you are waiting for a call at:](#)

8. When your telephone rings, answer the call.
Captions appear on your computer screen.

NOTE:
If your computer is in "sleep mode" or if you are not logged in, incoming phone calls will not go through and callers will hear a message saying you are unavailable.

TTY Payphone

The Federal Communications Commission (FCC) issued an order outlining an access to **public payphone** service through relay services.

The order states that:

- All local calls from TTY payphones are free of charge.
- Toll calls can be billed through calling cards and prepaid cards.

TTY users who wish to use a coin TTY payphone can use Delaware Relay to assist in connecting calls. There are several ways to bill non-local calls:

- Collect
- Third party
- Calling card
- Prepaid card

7•1•1

1•800•232•5460

Answering Machine Retrieval

The TTY user can request the relay operator to **retrieve voice messages** from the answering machine.

Delaware Relay **DOES NOT** enter a "CALL TO" number.

1. Place your phone handset on the speaker part of the answering machine until all messages have been retrieved.
2. Place the phone handset back on the TTY and type "GA."
3. Relay operator will type your messages.

7•1•1

1•800•232•5460

900 Services

Delaware Relay provides a **toll-free 900 number** that connects relay callers to any 900 or 800 Pay-Per-Call service.

NOTE:

The caller is responsible for direct billing.

How to Make 900 Phone Call:

1. Relay users dial a separate toll-free 900 number to connect with Delaware Relay.
2. Relay operator will dial the requested outbound 900 or 800 Pay-Per-Call service number.
3. Upon connection to the 900 number, billing procedures will begin.

1•900•230•7896

NOTE:

Billing procedures may apply differently depending upon the pay-per-call service called.

For further assistance with 900 calls, call Delaware Relay 24-hour Customer Service at 1-800-676-3777 (TTY/Voice)

Directory Assistance

Delaware Relay will relay **Directory Assistance (DA)** calls between TTY users and the Local Exchange Carrier (LEC) DA operator. Once the caller makes the request, the relay operator

will contact the appropriate LEC DA operator. After obtaining the number, the caller may choose to place the call through Delaware Relay or dial directly from TTY to TTY.

International Calls

Delaware Relay allows you to place and receive calls to and from **anywhere in the world** (using English or Spanish).

Callers from a country outside the United States may also access Sprint Relay via 1-605-224-1837.

1•605•224•1837



Relay Service for Federal Government



Federal Relay was established by Congress under Public Law 100-542, the Telecommunications Accessibility Act of 1988, provides an intermediary telecommunications service for individuals who are deaf, hard of hearing, and/or have speech disabilities, including federal employees, for communications with and within the Federal Government.

Federal Government agencies may meet their obligation under Section 504 of Rehabilitation Act with the Federal Relay as an option to provide reasonable accommodations to employees with disabilities in the workplace.

Since 1993, Federal Relay was centrally billed through GSA and effective January 1, 2008, usage became "direct-billed" (task order) to agencies individually. To ensure that your disabled employees and the general public avoid interruption of service in using Federal Relay, your Federal Agency's Designated Agency Representative (DAR) and/or Contracting Officer (CO) needs to submit a task order with Sprint (GSA contract holder).

For more information, go to www.federalrelay.us

Who qualifies for using Federal Relay Service?

The service is available only for Federal agencies, authorized Federal contractors, agency-sponsored universities and laboratories; the general public to access Federal agencies; and when authorized by law or regulation, state, local, and tribal governments, and other organizations listed in GSA Order 4800.2E. The Government reserves the right to restrict the use of Federal Relay authorized users as defined above at any time.

Where can Federal Relay Service be used?

Federal Relay is accessible for both domestic and non-domestic locations. Domestic locations are those within the fifty United States, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, and the Northern Marianas. All other locations are defined as non-domestic. Certain features of Federal Relay may have geographical restrictions and there are no restrictions on the number, length or type of calls. All calls are strictly confidential and no records of any conversations are maintained.

• Telephonically-based

TTY/ASCII

800.877.8339

Voice

866.377.8642

Speech-to-Speech

877.877.8982

Voice Carry-Over

877.877.6280

Spanish (Español)

800.845.6136

TeleBraille

866.893.8340

Captioned Telephone (CapTel)

For more information:
www.federalrelay.us/captel

• Internet-based

Video Relay Service (VRS)

myfedvrs.tv (English)

vco.myfedvrs.tv (VCO)

espanol.myfedvrs.tv (Spanish)

IP (Internet) Relay

www.federalip.us

Relay Conference Captioning

www.fedrcc.us

• Customer Service

Federal Relay

800-877-0996 (Voice/TTY)

CapTel

888.269.7477 (Voice or CapTel)

800.482.2424 (TTY)

captel@captel.com (Email)



Federal CapTel® Phone





For more information:
www.delawarerelay.com

Sprint
 Relay

 TTY Users	7-1-1 1-800-232-5460 For more information: www.delawarerelay.com/tty
 Hearing Users	7-1-1 1-800-232-5470 For more information: www.delawarerelay.com/voice
 TeleBraille Relay	7-1-1 1-800-232-5460 For more information: www.delawarerelay.com/telebraille
 Spanish Relay	7-1-1 1-877-335-7595 For more information: www.delawarerelay.com/spanish
 Voice Carry-Over (VCO)	7-1-1 1-877-335-7590 For more information: www.delawarerelay.com/vco
 Hearing Carry-Over (HCO)	7-1-1 1-800-232-5460 For more information: www.delawarerelay.com/hco
 Speech-to-Speech (STS)	7-1-1 1-877-335-7274 1-877-787-1989 (STS Customer Support) For more information: www.delawarerelay.com/sts
 Internet Relay	www.sprintip.com For more information: www.delawarerelay.com/iprelay
 Instant Message Relay	AOL Instant Messenger: add sprintip to AIM Buddy list Google Talk: add sprintiprelay to GTalk Buddy list For more information: www.delawarerelay.com/imrelay
 WebCapTel®	For CapTel Caller: www.sprintcaptel.com For more information: www.delawarerelay.com/webcaptel
 900 Services	1-900-230-7896 For more information: www.delawarerelay.com/900
 Delaware Relay Customer Service	1-800-676-3777 (TTY/Voice/ASCII) 1-800-676-4290 (Spanish - TTY/Voz/ASCII) Sprint.TRSCustServ@sprint.com (E-mail)

Angie Officer
 DE Relay Program Manager
angela.officer@sprint.com
 703-592-4906 (voice)

Natalie Clanton
 DE Relay Program Manager
natalie.clanton@sprint.com
 720-545-0152 (voice)
 913-523-9070 (fax)

Kirsten Poston
 Delaware Outreach Specialist
kirsten.poston@sprint.com
 443-438-1137
 (videophone by appointment)

Although Sprint IP, Fed IP, Sprint IP using IM, Fed VRS, and WebCapTel can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. By using Sprint IP, Fed IP, Sprint IP using IM, Fed VRS, and WebCapTel for emergency calling you agree that Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions or failures in accessing or attempting to access emergency services through Sprint IP, Fed IP, Sprint IP using IM, Fed VRS, and WebCapTel whether caused by the negligence of Sprint or otherwise. Coverage not available everywhere. See www.sprintrelay.com for details. ©2012 Sprint. Sprint and the logo are trademarks of Sprint. Android, Google, the Google logo and Google Search are trademarks of Google Inc. WebCapTel is a registered trademark of Ultratec, Inc. Other marks are the property of their respective owners.

Appendix H

Delaware Relay Flyer

Dial 7-1-1

Say hello and communicate with a breeze.



www.delawarerelay.com

With Delaware Relay dialing 7-1-1 will connect you to a free service which allows effortless communication with people who are deaf, hard-of-hearing, deaf-blind, speech-disabled, or hearing.

It is very simple to make a phone call. All you do is:

- 1) Dial 711** or use the toll-free numbers listed.
- 2) Choose an option and dial the number of a person you are calling.
- 3) Communicate while a relay operator relays messages between you and the caller.

For more information, visit us at www.delawarerelay.com

For any questions regarding relay services or to request a presentation, please contact:

Delaware Relay Program Managers

- **Angie Officer**
angela.officer@sprint.com
703-592-4906 (voice)

- **Natalie Clanton**
natalie.clanton@sprint.com
720-545-0152 (voice)

Delaware Outreach Specialist

- **Kirsten Poston**
kirsten.poston@sprint.com
443-438-1137
(videophone by appointment)



Deaf

TTY to Voice
1-800-232-5460

TeleBraille
1-800-232-5460

Voice User

Voice to Relay
1-800-232-5470

Hard of Hearing

Voice Carry-Over
1-877-335-7590

Sprint WebCapTel
sprintcaptel.com

Speech Disabled

Speech-to-Speech
1-877-335-7274

Hearing Carry-Over
1-800-232-5460



Internet User

Internet Relay
www.sprintip.com

Spanish Relay

Spanish Relay
1-877-335-7595

Customer Service

1-800-676-3777
Español
1-800-676-4290

** Some office phone systems do not work with 7-1-1. The above toll-free numbers are alternatives customized to callers' needs.

Appendix I

Screenshot of the Delaware Relay's website

switch to text mode



Welcome to Delaware Relay

Free telecommunication services for communication between people who are Deaf, hard-of-hearing, deaf-blind, speech-disabled, and hearing



[HOME](#)

[ABOUT...](#)

[RELAY CALLS](#)

[CALLER'S CORNERS](#)

[NEWS/EVENTS](#)

[CONTACT US](#)

Welcome to Delaware Relay!

DELAWARE RELAY Toll Free Numbers

VOICE

7-1-1

800.232.5470

TTY

7-1-1

800.232.5460

Voice Carry Over

7-1-1

877.335.7590

Hearing Carry Over

7-1-1

800.232.5460

Speech-to-Speech

7-1-1

877.335.7274

Spanish (Español)

877.335.7595

French

877.335.7599

Sprint IP Relay

www.sprintip.com

SprintIP using IM

- Add SprintIP to

AIM BuddyList

- Add SpnrtRelayIP to



NEW SERVICE: Speech-to-Speech Email Set Up

[Click here to learn more](#)



**For Hearing
People Only:
What is Relay Service?**



Delaware Relay TRS Flyer

[Click here to download](#)



If you are a Federal employee
(civilian or military) you qualify
to use our services

[Click here](#) for more information.



Delaware Relay Booklet

[Click here to download](#)

Appendix J

Verizon's Directory explaining Delaware Relay



Wilmington White Pages Directory

This directory contains listings for:

Area Code 302 – Delaware City, Hockessin, Holly Oak, Middletown, Newark, New Castle, Smyrna, Wilmington

Area Codes 610, 484 & 835 – Avondale, PA, Kennett Square, PA, Landenberg, PA, Mendenhall, PA

Area Codes 410 & 443 – Cecilton, MD, Warwick, MD

The rates and information in the Customer Guide apply to Verizon customers residing in Delaware and are current at the time of publication. Because rates and services may change, please call our Business Office for current information on local rates and services.

Every reasonable precaution is taken to avoid errors or omissions from the Customer Guide. However, Verizon does not guarantee the information in the Customer Guide and shall not be liable for any such errors or omissions.

Observing for Service Quality

You should know that when you speak with us at Verizon a supervisor may listen in on the call. Supervisors listen in only to help train employees and to ensure that we provide you with accurate information and high quality customer service.

LOCAL TELEPHONE COMPANIES

- How to Reach Verizon See Below
- How to Reach Other Local Phone Service Providers 2

GENERAL INFORMATION

- Relay Service and Disability Information 4
- Privacy Principles—Verizon 4
- Consumer Protection Principles 5
- Protection Tips Against Telephone Abuse and Fraud 6
- Setting Up Telephone Service 7
- Repair/Troubleshooting 7
- Emergency Evacuation Instructions 20
- Your Telephone Rights and Responsibilities 21

CALLING INFORMATION

- Dialing and Calling Information 9
- Local and Verizon Calling Area 9
- Long-Distance Calling 16
- International Calls Calling Codes 19

How to Reach Verizon

Call your Verizon representative or visit us on the internet at www.verizon.com for questions about your bill or to place an order. There is no charge for these calls.

Telephone Services: Residential and Business

Call Verizon to

- establish new service(s)
- order changes in your present service(s)
- ask about Verizon services, rates and charges, or phone book listings
- report annoying, harassing or obscene calls
- ask general questions about your bill

Residential Services-www.verizon.com 24hrs/day

Monday - Friday 8:00 a.m. - 6:00 p.m.

..... **1-800-942-5000**

Centro Hispano de Verizon

Lunes - Viernes 8:00 a.m. - 6:00 p.m.

..... **1-800-479-0305**

中文 **1-888-878-9188**

星期一到星期五 8:00 a.m. to 6:00 p.m.

한국어 **1-800-483-7772**

월요일 - 금요일 8:00 a.m. to 6:00 p.m.

Verizon Center for Customers with Disabilities

Residential Customers

Monday - Friday 8:30 a.m. - 5:00 p.m.

Voice & TTY **1-800-974-6006**

Business Services-www.verizon.com 24hrs/day

Monday - Friday 8:30 a.m. - 5:00 p.m.

..... **1-800-479-1919**

Centro Hispano de Verizon

Lunes - Viernes 8:30 a.m. - 5:00 p.m.

..... **1-800-483-4522**

Payment Information: Residential and Business

Call Verizon to

- hear a list of bill payment locations
- hear last payment credited to your account
- enter details of your last payment
- hear your bill balance
- make payment arrangements
- discuss overdue bills
- request a copy of your telephone bill

Residential Customers

24 Hours a day account information

English & Español **1-800-273-0053**

Business Customers

24 Hours a day account information

English & Español **1-800-906-7791**

Repair Services: Residential and Business

24 Hours a day **1-800-275-2355**

Text Telephone (TTY/TDD) Users (hearing or speech

impaired only) **1-888-663-0363**

Visit us on the Internet: www.verizon.com/repair

Other Useful Numbers:

Verizon Calling Card

24 Hours a day

report lost or stolen cards **1-800-745-6989**

Verizon Public Payphone Service Customers

Orders/Billing/Coin Collection

Questions **1-800-PUB-TELL**

Repairs **1-800-275-2355**

IDEARC MEDIA CORP.

The Official Publisher of Verizon Print Directories

Advertising and Customer Service

..... **1-800-555-4833**

Or www.idearcmedia.com/customersupport

Directory Store

Local directories **1-800-888-8448**

Purchase Out-Of-State, Specialty or International

Directories **1-888-BOOKS-65**

..... **(1-888-266-5765)**

SuperPages.com **1-800-428-8722**

Internet from Verizon

Residential & Business **1-877-483-9322**

Contact us on the Internet at www.verizon.com

Underground Line Locating Service

Before You Dig—avoid cutting underground utility lines: Call Before You Dig or Drill

..... **811**

..... **1-800-282-8555**

Out-of-State **1-800-441-8355**

Delaware Telecommunications Relay Service

TTY/TDD & Voice **711**

TTY/TDD only **1-800-232-5460**

Voice only **1-800-232-5470**

Voice Carry Over (VCC)

..... **1-877-DEL-RLY0 (1-877-335-7590)**

Spanish

..... **1-877-DEL-RLY5 (1-877-335-7595)**

French

..... **1-877-DEL-RLY9 (1-877-335-7599)**

Speech-to-Speech

..... **1-877-DEL-S2S4 (1-877-335-7274)**

900 Access Number **1-900-468-2525**



Before You Dig—avoid cutting underground utility lines: Call Before You Dig or Drill

..... **811**

..... **1-800-282-8555**

Out-of-State **1-800-441-8355**

Delaware Telecommunications Relay Service

TTY/TDD & Voice **711**

TTY/TDD only **1-800-232-5460**

Voice only **1-800-232-5470**

Voice Carry Over (VCC)

..... **1-877-DEL-RLY0 (1-877-335-7590)**

Spanish

..... **1-877-DEL-RLY5 (1-877-335-7595)**

French

..... **1-877-DEL-RLY9 (1-877-335-7599)**

Speech-to-Speech

..... **1-877-DEL-S2S4 (1-877-335-7274)**

900 Access Number **1-900-468-2525**

Published by:

Idearc Media Corp.
2200 W. Airfield Drive, P.O. Box 619810,
D/FW Airport, Texas 75261-9810

Relay Service and Disability Information

Delaware Telecommunications Relay Service

TTY/TDDs (text telephones) are typewriter-like communications devices that permit individuals with speech or hearing disabilities to communicate by typing messages back and forth over telephone lines. The Delaware Telecommunications Relay Service allows individuals who use TTY/TDDs to communicate with hearing and speech-capable persons, and vice versa, through the assistance of specially trained Communications Assistants. Communications Assistants are available 24 hours a day, 7 days a week and can be reached by dialing toll-free numbers as follows:

TTY/TDD & Voice	711
TTY/TDD only	1-800-232-5460
Voice only	1-800-232-5470

Services for Individuals with a Hearing or Speech Disability

Operator Assistance for TTY/TDD Customers
Operator Assistance is available for placing the following TTY/TDD calls:

- Local
- Long-Distance
 - Collect – Calling Card – Third number
- Directory Assistance

You can reach TTY/TDD Operator services any time by dialing the toll-free number:
TTY/TDD only.....1-800-855-1155

Equipment

If you want information about telephone equipment contact the supplier of your choice. These suppliers may be listed under the "Telephone" heading in the Yellow Pages.

Services for Individuals with Disabilities Operator Services Exemptions

If a disability prevents you from dialing Local or Regional telephone calls yourself, you are exempt from the added cost of having an Operator dial calls for you. Contact our Business Office for more information on exemptions from the usual charges for operator-assisted calls.

Directory Assistance Charges Exemption

If a disability makes it impossible for you to look up numbers in the telephone book or physically restricts you from dialing a

telephone number, you may be eligible for exemptions from local Directory Assistance charges. Contact our Business Office for more information on exemptions from the usual charges for local Directory Assistance.



Numbers that are preceded by TTY or TDD are associated with text telephones. To call a TTY/TDD number, you must either have similar equipment or place your call through the Delaware Relay Service described in the previous column.

Privacy Principles—Verizon

Verizon has strict policies governing employee access to customer records. We access customer accounts, records or reports for authorized business purposes only. We educate our employees about their obligation to safeguard customer information and telephone calls, and we hold them accountable for their actions.

Privacy is a priority for Verizon when we develop new products and services. Verizon conducts a privacy review, which includes consumer input, as part of its product development process. We also inform customers about any privacy implications of these new products and services.

The Information We Obtain, and How We Use It

Verizon obtains information about customers that helps us to provide service, and we use that information only for business purposes.

We want to make sure the information we obtain and use is accurate. *Much of this information is reflected in your monthly telephone bill.* If you see an inaccuracy on your Verizon bill, you should contact us so that we can correct it.

Verizon regularly provides useful information about new products and services to our residential customers, including our customers with non-published telephone numbers. However, consumers who do not wish to receive such information can have their names removed from direct mail, telemarketing and customer survey lists that we use internally. For example, if you receive an unwanted telemarketing call from us, simply tell a Verizon representative that you do not wish to receive future calls and ask to be placed on our "Do Not Call" list. Please understand that making this type of request may mean that you will be unaware of services or discounts that you might find useful.

When you speak with us, a supervisor might listen in on your call. Supervisors listen in only to help train employees and ensure that we provide you with accurate information and high-quality customer service.

Disclosure of Information outside Verizon

As a rule, Verizon will notify you and give you the opportunity to "opt out" when we disclose telephone customer information outside of Verizon. In fact, we generally keep our records of the services you buy and the calls you make private, and will not ordinarily disclose this information to outside parties without your permission. However, we do release customer information without involving you if disclosure is required by law or to protect the safety of customers, employees or property. This is further explained below:

Examples of your control over the disclosure of information:

- You tell us the telephone listings you want to include in our directories and in directory assistance. You also may choose to have a non-published number, or a non-listed number, or to exclude your address from your listing.
- In some states, we compile lists of names, addresses and telephone numbers from our published White Pages directories and provide the lists to qualified companies that are conducting product promotions. Non-published and non-listed numbers are not included in these lists and we remove other customers from these lists by request.
- All customers in areas where Caller ID services are available have the ability to block the display of their phone numbers and names.

(Note that Caller ID blocking does not prevent the transmission of your phone number when you dial certain business numbers, including 911, or 800, 888, 877, and 900 numbers.)

Examples where disclosure is required by law or to protect the safety of customers, employees or property:

- When you dial 911, information about your location may be transmitted automatically to a public safety agency. Certain information about your long-distance calls is transmitted to your long-distance company for billing purposes. Verizon also is required by law to give competitive local exchange carriers access to its customer databases for

Your Telephone Rights and Responsibilities

Your Telephone Rights and Responsibilities

Telephone subscribers in Delaware have the right to know what to expect from their telecommunication service provider ("service provider"). This information, which is based on the regulations of the Delaware Public Service Commission, outlines your rights and responsibilities, and explains the procedures for resolving any concerns or questions that may arise.

Applying for Service

Telephone services are provided without discrimination as to a customer's race, nationality, color, religion, sex, or marital status. Social Security information and/or picture ID may be required. When you apply for residential telephone service, you have a right to request information about:

- the lowest-priced service alternatives available at your location.
- any special telephone rates that may be available to qualified low-income customers through the Link-Up America and Lifeline programs, where available.

Services for Individuals with Disabilities

If a disability prevents you from dialing Local or Regional telephone calls yourself, you may be exempt from the added cost of having an Operator dial calls for you. If a disability makes it impossible for you to look up numbers in the telephone book, you may be eligible for exemptions from local Directory Assistance charges.

Customers with disabilities are encouraged to identify themselves so they can be informed of their rights, as appropriate to the circumstances.

Services for Individuals with a Hearing or Speech Disability

- Telecommunications Relay Service (TRS) allows individuals who use TTY/TDD's (typewriter-like communications devices) to communicate with hearing and speech-capable persons, and vice-versa, through the assistance of specially trained Communications Assistants who are available 24 hours a day, 7 days a week. For information about how to use TRS, contact your service provider.

Deposit Rules

You may be required to pay a security deposit. The decision to charge you a deposit must be based only on your credit history. Each new customer from whom a deposit is requested shall receive a written description of the deposit policy.

New Residence Customers

Telephone service will be provided without requiring a deposit if:

- You had a good payment history for prior telephone service billed in the same applicant's name and provided by the same service provider; and
- You are not indebted to that service provider on account of such prior telephone service; and
- You have established a history of timely payments; and
- You did not have service suspended for non-payment.

In the absence of prior credit history, a deposit not to exceed \$50.00 per residence applicant may be required.

New Business Customers

Telephone service will be provided without requiring a deposit if:

- If you have prior business telephone service billed in the applicant's name and provided by the same provider; and
- You are not indebted to that service provider on account of prior telephone service; and
- You established a history of timely payments; and
- You did not have service suspended for non-payment.

In the absence of prior credit history, a deposit not to exceed \$90.00 per business line may be required.

Deposits from Existing Customers

When a customer's credit-worthiness is doubtful or when service is suspended for non-payment, a deposit may be required. The amount of a cash deposit shall not exceed the customer's average two (2) month bill, including toll charges, during the preceding twelve (12) month period. Deposits may be adjusted to maintain a level equal to the average two (2) month bill. Interest as specified in your service provider's tariffs will be paid on the amount of the deposit for the period that it is retained and, when the deposit is retained for a period in excess of one year, interest will be paid annually through a credit to the customer's account.

Deposit Refunds

Residential service deposits may be held for at least one year. Business service deposits may be held for at least two years. The deposit plus interest will be returned to the customer by check after the retention period when the customer has demonstrated a pattern of timely payments.

Your Telephone Bill

Bills for telephone service will be mailed every month. The bill normally includes charges for local and for long-distance companies that have contracted with your service provider to perform billing functions. When you receive a bill, you have the right to:

- Answers to questions you may have about your bill.
- An explanation of all entries on your bill.
- Correction of any billing entries found to be in error.

While questions are being investigated, disputed amounts will not be included in any payment or deposit requests. However, the part of your bill which is not in question should be paid by the due date. Bills are due twenty (20) days from the date on which they are mailed. If the last day for payment should fall on a Saturday, Sunday, holiday, or other day when locations that regularly receive payments are not open to the general public, the due date is the next business day. For information about payment locations, contact your service provider.

If your bill requires correction, you will have a reasonable time after it is revised to pay the remaining portion of the bill. You also have the right to request payment arrangements when you are unable to pay a bill by the due date. Factors that will be taken into account when arriving at payment arrangements shall include, but not be limited to, the size of your unpaid balance, your payment history, and the length of time over which the bill accumulated.

Your service may not be suspended for an undisputed delinquent bill under the following circumstances:

- while your service provider is negotiating a payment agreement with you, or
- within 24 hours after negotiation fails.



Resolution of Disputes

Any customer or applicant for service requesting an opportunity to dispute any action of the service provider must be given an opportunity for supervisory review by the service provider either immediately or at the earliest possible date. Service will not be disconnected pending completion of the review. Customers have the right to inspect, or obtain at reproduction cost, a copy of applicable tariffs, guides, and service rules. If the customer chooses not to participate in a supervisory review or to make arrangements for such review to take place within the five (5) days after requesting it, the service provider may disconnect service, providing notice has been issued under standard disconnect procedures. Any customer who is dissatisfied with the review by the supervisor must be informed of their right to file a complaint with the Delaware Public Service Commission. The Commission's address and telephone numbers are:

Delaware Public Service Commission
861 Silver Lake Blvd.
Cannon Bldg., Suite 100
Dover, DE 19904
within Delaware:1-800-282-8574
if you are calling from out of state:
.....1-302-739-4247
TTY/TDD:1-302-739-4333
(via TRS service, see page 4 for information about how to access)

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.

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
1-800-483-7988 (toll-free)
Monday - Friday, 8:00 a.m. - 4:30 p.m.

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

Or you may write to:

Verizon Customer Relations
1717 Arch St
Philadelphia, PA 19103

Appendix K

Delaware Relay Ad in the TDI's Blue Book

Delaware Relay Service

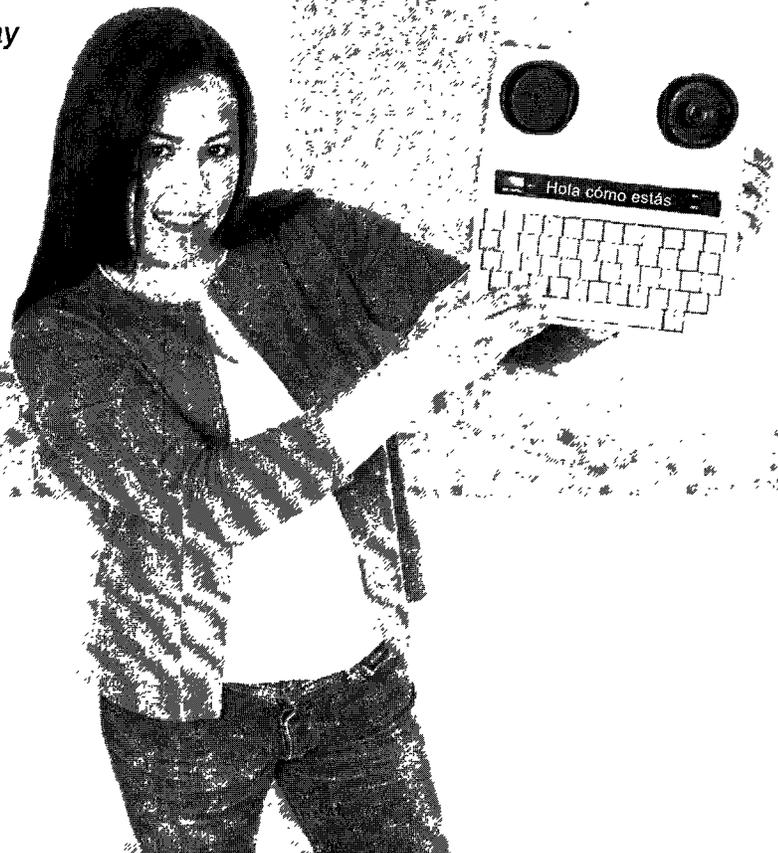
making a telephone connection for hearing, deaf, hard-of-hearing, speech-disabled, deaf-blind, and late-deafened individuals!

*Just Dial **7-1-1*** or use these toll-free numbers:*



www.delawarerelay.com

Website	www.delawarerelay.com
800-232-5460	TTY
800-232-5470	Voice
877-335-7590	Voice Carry-Over
800-232-5460	Hearing Carry-Over
877-335-7274	Speech-to-Speech
877-335-7595	Spanish Relay
877-335-7599	French Relay
900-230-7896	900 Services (not toll-free)
800-676-3777	Delaware Relay Customer Service
800-676-4290	Spanish Delaware Relay Customer Service
877-787-1989	Speech-to-Speech Customer Service



* Some buildings with a PBX telephone system (often in hotels and offices that have extension numbers) make reaching 7-1-1 not possible. If you are unable to connect to 7-1-1, please use the alternative number given for each type of relay service call.

Appendix L

Flyer about Delaware Relay's Enhanced STS Service

Enhanced Speech-to-Speech

Dial 7-1-1 or 877-335-7274

Talk with Ease and Confidence.



delawarerelay.com

- Tired of struggling to be understood over the phone?
- Want to be free to communicate anytime from anywhere?

Delaware Relay has the perfect solution for you – **Speech-to-Speech** (STS) provides one-on-one support for telephone calls.

“ Now I can make my own phone calls without having to depend on someone else. ”

What is STS?

STS is a free service for people with a speech disability. A specially trained STS operator simply listens to the conversation and repeats your message, whenever needed.

- Free and confidential
- Available 24 hours a day / 7 days a week
- Spanish is available

My Email Set Up (NEW)

This new feature makes call set-up a piece of cake for you.

In order to speed up the set-up of the call, Delaware Relay now offers **My Email Set Up**. Now, you can e-mail call instructions or information 2 to 24 hours prior to the call. This can include information such as the number to be dialed, the name of the person being called, any special instructions and the nature of the call, or anything that makes it easier for you to complete the call.

Read more information on the back.



New Customer Service designed for STS users:

- Call: 877-787-1989
- Email: Sprint.TRSCustServ@sprint.com
- Website: delawarerelay.com/sts

My Email Set Up

Speech Assistance - Easier Than Ever!



My Email Set Up

- You can email call instructions or information 2 to 24 hours prior to the call.
- information can be included such as:
 - the number to be dialed
 - the name of the person being called
 - any special instructions and subject of the call, or
 - anything that makes it easier for you to complete the call.

- **IMPORTANT INFORMATION:**
Before you use **My Email Set Up**, it is important to call **My Support (Sprint STS Customer Support)** at 877-787-1989.

The STS customer support representative will fill out your profile. Below is information about STS features and descriptions.



My Support 877-787-1989

- Dedicated customer support for STS users.
- Assist you with:
 - basic information about STS,
 - filling out customer profiles, and
 - other Delaware Relay features designed to support you and your callers.
- Open 24 hours a day, 7 days a week.



My Wireless *787 (Dial *787)

- A **NEW** national wireless solution for STS users.
- A national wireless short code for STS to make it easier to place or receive STS calls.
- Simply dial *787 (*STS) from any Sprint wireless phone to be connected with a Sprint STS relay operator.
- **PLEASE NOTE** that this service is only available on the Sprint wireless network at this time.
- If you are interested in purchasing a Sprint wireless phone,
 - go to sprintrelaystore.com or
 - contact My Support at 877-787-1989 and they will get a representative to assist you.



My Name



My Place

- Receiving calls is now easier than ever!
- Your callers can simply call and ask for you directly by name without having to provide the telephone number.
- You can also be reached at multiple numbers.
- Simply add multiple telephone numbers and hours of availability.
- Different numbers can be added for certain times of the day and days of the week.



My Saved Messages

- A solution to prevent from spending time dictating a message for an answering machine and then getting a busy signal and being unable to leave that message.
- Upon request, the STS relay operator can copy any messages desired onto your customer profile for 24 hours.
- When you try again, you simply re-dial STS service and ask to retrieve saved messages.
- After 24 hours the message copied into your customer profile is automatically deleted from the system.



My Style

- You are allowed to determine the kind of conversation style.
- STS relay operator can simply look up your style in the customer profile such as re-voice the entire conversation or simply repeat upon request.



My Phone Book

- Your customer profile can store up to 30 speed dial numbers in your phone book.
- To place a call, you simply ask for a caller by name.

New Customer Service designed for STS users:

- Call: 877-787-1989
- Email: Sprint.TRSCustServ@sprint.com
- Website: delawarerelay.com/sts

Appendix M

Current tariff sheets for Verizon's TRS in Delaware

TELECOMMUNICATIONS RELAY SERVICE

A. DESCRIPTION

Telecommunications Relay Service (TRS) provides the ability for a person with a hearing and/or speech disability utilizing a Text Telephone (TT) or a personal computer to communicate over the existing telecommunications network to a hearing/speech capable individual with the assistance of a TRS Communications Assistant (CA).

Telephone callers wishing to use TRS must dial a toll free number which connects them to the Relay Center where TRS Communications Assistants (CA) establish the calls between the calling and called parties. The TRS CA will act as a translator to relay telephone conversations.

B. METHOD OF OPERATION

The Relay Center allows persons with hearing and/or speech disabilities to communicate over the telecommunications network by performing the following functions:

1. The Relay Center accepts a call from a person with a hearing and/or speech disability equipped with a TT or a personal computer and places a call as specified by the calling party to a hearing/speech capable individual. The CA then verbally relays conversations transmitted over the TT or a personal computer from the calling party to the hearing/speech capable individual and types spoken conversations from the hearing/speech capable individual back to the person with a hearing and/or speech disability.
2. The Relay Center accepts calls from a hearing/speech capable individual and places a call as specified by the originator to a person with a hearing and/or speech disability equipped with a TT or a personal computer. The CA then relays conversations to the person with a hearing and/or speech disability via a TT or a personal computer from the originating caller, and relays conversations verbally from the person with a hearing and/or speech disability to the hearing/speech capable party.

The Relay Center possesses a voice override capability which allows a person with a hearing disability who possesses voice abilities to speak directly to a hearing party and a person with a speech disability possessing hearing abilities to listen directly to the speaking party.

C. REGULATIONS

1. The Relay Center is available to provide relay service for all Delaware telephone exchanges on a 24-hour-per-day, 7-day-per-week basis.

TELECOMMUNICATIONS RELAY SERVICE

C. REGULATIONS (Cont'd)

2. The Relay Center is designed to accept and process both intrastate and interstate calls as follows:
 - a. The Relay Center is designed to accept calls both originating and terminating:
 1. Within the State of Delaware (intrastate).
 2. At points outside the state (interstate).
 - b. The Relay Center is designed to accept calls placed across a state line which, if the Relay Center were not used, would be considered local calls. These calls, if originated outside Delaware and terminated within Delaware, will be completed and treated in the same manner.
3. The Relay Service can be reached by dialing designated toll free telephone numbers.
4. Calls placed through the Relay Center are billed to the designated billing party at the same rate that would apply if the call had been placed without the use of the CA. The Relay Center accepts direct dialed calls in addition to non-coin sent paid, third number, calling card and collect calls.
5. There are no restrictions on the length or number of calls placed by customers through the Relay Center.
6. The Relay Center accepts or originates calls in either ASCII or Baudot code at the discretion of the person with a hearing and/or speech disability. It is the responsibility of the person with a hearing and/or speech disability to procure and maintain a TT or personal computer that is compatible with either of these formats.

D. LIMITATION OF LIABILITY

The liability of the Telephone Company for damages arising out of failure to comply with a customer's direction to install, restore or terminate service, or out of failure to satisfy a request to a CA to render assistance, or out of mistakes, omissions, interruptions, delays, errors, or defects in transmission, or failures or defects in the Telephone Company's facilities occurring in the course of furnishing service, shall be limited as set forth in P.S.C.-Del.-No. 1, Section 1, Paragraph 14, "Liabilities." The liability of the Telecommunications Relay Service provider for damages arising out of failure to comply with a customer's direction to install, restore or

TELECOMMUNICATIONS RELAY SERVICE

D. LIMITATION OF LIABILITY (Cont'd)

terminate service, or out of failure to satisfy a request to a CA to render assistance, or out of mistakes, omissions, interruptions, delays, errors, or defects in transmission, or failures or defects in facilities occurring in the course of furnishing service, shall be limited in the same manner as the liability of the Telephone Company is limited in P.S.C.-Del.-No. 1., Section 1, Paragraph 14, "Liabilities."

E. RATES

1. Rates Applicable to Calls Placed Through Relay Center

- a. Calls placed through the Relay Center are billed to the designated billing party at the same rate that applies if the call had been placed without the use of the CA.
- b. Relay calls in which the called and calling parties reside in the same local exchange are charged at the Telephone Company's applicable tariff rate.
- c. Relay calls that would normally result in toll charges are billed to the billing party at an effective rate no higher than the tariffed rates of the Telephone Company or the carrier who handles the call, less any applicable discounts for certified persons with a hearing or speech disability.