

- A caller tries to use multiple credit card numbers. For instance, if the initial credit card number is declined by the bank and the customer offers an alternative number.

Hamilton Relay suggests that businesses take the following steps to protect themselves:

- Always ask the caller for identifying information about the account such as a card verification code.
- Always ask for the caller's full name, address and telephone number.
- Ensure that the caller is authorized to use the card.
- Always ask the caller for the name of the issuing bank and its toll-free customer service number as printed on the back of all credit cards.
- Tell the caller that you will check with the bank and call them back. If the caller objects, explain that these procedures are also for their protection.
- If the caller still objects to providing any of the above information, end the conversation.
- If the caller wishes to pay with a certified check, wait until the funds are in your bank account before shipping the merchandise.

The Federal Trade Commission (FTC) has instructed that person who have been defrauded should contact the FTC directly at www.ftc.gov or 877-FTC-HELP.

To read the FCC's statement online:

1. Go to www.fcc.gov
2. Under "Consumer Center" in the left column, click on "Disability Issues".
3. Scroll down to the document titled "6-18-2004 FCC Reminds Public of Requirements Regarding Internet Relay Service and Issues Alert".

Last Number Redial

WTRS is providing last number redial within the duration of the same inbound call.

LEC Calling Services

- **True Caller ID (SS7)**

WTRS provides true Caller ID service through SS7 signaling where the actual information of the calling party (not the relay center number) appears on the Caller ID box. WTRS provides this information on all call types and on all carriers. WTRS passes, sends and receives calling line identification information, **including blocking information** from all users calling through the relay service.

- **CID Per Line (Global) Block / CID Per Call Block**

Calling line information is provisioned on the relay customer's line by the LEC. All forms of Caller ID Blocking (Global or per call blocking) pass through on a per call basis with no relay intervention. Because WTRS makes use of true SS7 technology, rather than ISDN, all forms of calling line identification information and blocking features purchased by the LEC are passed through with no relay intervention.

Because WTRS can pass, send and receive calling line identification information, a whole host of other features are available including:

- **Call Screening (Call Rejection) (Call Block)**

Call Screening is provisioned on the relay customer's line by the LEC in order to prevent nuisance or unwanted calls. The relay user will simply program his phone to block all calls from his selected list of phone numbers. If someone calls through relay from one of these numbers on the list, the caller receives a pre-recorded announcement stating the caller is not accepting calls at this time, which the relay will type or voice to the originating caller. Calls from other numbers are not blocked.

- **Call Acceptance**

Call Acceptance is provisioned on the relay customer's line by the LEC. Call Acceptance lets a relay user block all calls except those from his list of special phone numbers. A relay user can add, delete or change numbers on his list at any time. This feature is often used in order to prevent nuisance and solicitation calls. If someone calls through relay from a number not on the list, the caller receives a pre-recorded announcement stating the caller is not accepting calls at this time, which the relay will type or voice to the originating caller. Calls from numbers not on the list are blocked.

- **Anonymous Call Rejection**

Anonymous Call Rejection is provisioned on the relay customer's line by the LEC in order to prevent receiving calls that are "blocked" or "private." Relay users who do not want to receive calls from parties who have blocked their Caller ID information can make use of this feature. Callers who have blocked their Caller ID information will receive a recording indicating that the called party is not accepting calls at this time which the Communication Assistant will either voice or type to the originating caller.

- **Preferred Call Forwarding**

Preferred Call Forwarding is provisioned on the relay customer's line by the LEC. Relay users create a list of numbers that they wish to forward to a new telephone number. All other callers do not forward to the new telephone number. Relay users can add, delete, or change numbers on their call forwarding list.

- **Unique Flash**

Unique Flash is provisioned on the relay customer's line by the LEC. Relay users create a list of numbers with their own distinctive flash (ring). If someone calls through relay that is calling from a number with a distinctive flash associated with it, the called relay party will hear or see the distinctive flash. The unique flash indicates it's one of the special callers from the individual's list.

- **Call Forwarding**

Call Forwarding can be provisioned on the relay customer's line by the LEC; for example, if the user puts his telephone on call forwarding the relay call will be automatically forwarded to the new location.

Local/Extended Area Service

WTRS' relay provider has obtained the necessary information (NPA/NXX) from all Wisconsin LECs to build a database to identify the difference between local, EAS and intrastate calls. This database notifies the CA if the call being placed is a local call (including areas of EAS). If it is a local call, no billing arrangements are necessary and the call is recorded to calculate session minutes only.

Machine Recording Capabilities

WTRS has implemented a recording function that allows the Communication Assistant to record a voice announcement and then play back the message at a speed controlled by the Communication Assistant. The CA informs the relay user through the use of macro that a recording has been reached, followed by another macro stating, "GATHERING INFO PLS HOLD". The message is retained for the length of the call. This prevents the caller from having to call back several times to get the entire message. Once the originator of the call disconnects, the recording is automatically deleted from the system. Keys on the keyboard are used to control the speed of the recording. This makes the recording function very easy for Communication Assistants to use.

Pagers

WTRS handles relay calls that involve pagers and beepers. There is no difference in WTRS call processing for text initiated calls made through pagers.

Regional 800/888/877

WTRS allows access to restricted 800 numbers and other special prefixes. This is provided through an incumbent LEC. WTRS ensures that all relay users have access to all regional 800 numbers and other special prefixes.

Regionally Directed Toll-Free Numbers

WTRS allows access to regionally directed toll-free numbers. Because WTRS passes true Caller ID information, the caller's ANI reflects a Wisconsin number which results in the call being routed to the correct state or regional location.

Reverse Two-Line HCO

WTRS' Two-line HCO feature also works in the reverse when a voice user places a call to a two-line HCO user through relay. It is then called Reverse Two-line HCO.

Reverse Two-Line VCO

WTRS' Two-line VCO feature also works in the reverse when a voice user places a call to a two-line VCO user through relay. It is then called Reverse Two-line VCO.

Spanish

WTRS provides Intrastate and Interstate Spanish to Spanish service via a dedicated toll-free number. Relay users can select "Spanish" as an option on the Customer Profile. This information is presented to the CAs at the workstation for proper call processing. WTRS processes all the same call types on its Spanish lines as it does on its English voice and TTY lines.

Spanish to English Call Translation

WTRS provides Intrastate Spanish to English, and English to Spanish call handling.

Speech Disabled Indicator

HCO users can indicate in the customized greeting section of their profile that they are speech disabled. For example, when an HCO user places a call to a TTY user, the CA will inform the TTY user that the caller is speech disabled. An indicator will appear in the Notes section of the CA workstation. CAs will uniformly recognize an "s" typed by a TTY user at the beginning of a call to indicate that the caller is speech disabled.

Speech to Speech

STS service allows individuals with a speech disability to use his/her own voice or a speech synthesizer when using the relay. Specially trained CAs process Speech to Speech calls. WTRS gives STS users access to the same profile and all of the features contained within that profile which are currently available to other relay users.

Speech to Speech/Spanish

STS service is also available in Spanish. Relay user's can select "Spanish" and "STS" as an option on the Customer Profile.

Speech to Speech/VCO

STS/VCO is designed for people who are hard of hearing or Deaf and have a speech disability. The relay user can make or receive phone calls through the relay through a Speech to Speech CA

using his/her own voice or voice synthesizer and read everything said by the voice caller on a TTY or VCO telephone.

STS to other TRS Communication Modes

WTRS also allows STS users to place calls to people, who use a TTY, or other TRS-communication modes such as VCO, HCO, or to another person with a speech disability. Speech to Speech can be used a variety of ways:

- Two hearing individuals, with the CA repeating the words of the person with the speech disability.
- Two individuals with speech disabilities with the CA repeating both person's words.
- A VCO user and a hearing person, with the CA repeating the words of the VCO user if the hearing person does not understand the user's speech and with the CA typing what is said by the hearing person to the VCO user.
- A TTY user and a person with a speech disability without a TTY, with the CA typing the words of the person with the speech disability to the TTY user.
- Hearing Carry Over with the person with a speech disability typing what they would like to say and the Communication Assistant voicing it to the hearing user.
- Hearing Carry Over in combination with Speech to Speech.

Speech to Text Applications

- **Captioned Telephone Service (CapTel®)**

Developed by Ultratec, Inc. and provided through Captioned Telephone, Inc., CapTel® allows individuals with hearing loss to view word-for-word captions of their telephone conversations. This device is perfect for individuals who have good speech but cannot hear well over the phone.

Similar to a traditional telephone, the CapTel® phone allows hard of hearing callers to talk and listen to individuals using a traditional phone. The CapTel® phone allows the user to read the other party's conversation on the phone's built-in screen while listening to the voice of the other party. A specially trained operator "re-voices" everything they hear from a hearing user into the Voice-Recognition technology, which conveys the words into text messages, where it can be read on the CapTel® phone's screen. The captions appear almost simultaneously with the spoken word, allowing CapTel® users to understand everything that is said - either by hearing it or by reading it. The CapTel® phone benefits hard of hearing individuals by allowing them to enjoy natural telephone conversations through its high level of amplification, yet giving them the capacity to check the captions for added clarity. The CapTel® phone is not a TTY; rather it is a telephone designed to allow the user to have natural back and forth conversations with captioning support.

Toll Discounts

WTRS' Customer Service Representatives discuss carrier of choice with relay users and direct them to other telephone numbers to access more information from particular carriers. WTRS maintains a list of participating long distance carriers and telephone numbers and helps the customer shop for the best toll discounts through relay that match their calling style.

Transfer Gate Capabilities

If a relay user calls the TTY relay access number and requests another service (such as STS, Spanish, etc.), WTRS has the ability to transfer the call to the appropriate workstation for call processing.

TTY Operator Services (OSD)

WTRS provides to relay users wanting to place a TTY to TTY operator assisted call the 800 numbers to those long distance companies providing operator services for the Deaf. The relay will dial the selected number for the customer and release the call if a TTY to TTY call. Otherwise, relay will process the call as normal. WTRS gives relay users access to all operator services, to the same extent that such access is provided to voice users. Operator services for relay calls are processed by WTRS with the customer's carrier of choice. **The cost to the end user is billed by the customer's carrier.**

TTY to TTY (Call Release)

WTRS processes TTY to TTY calls when it is necessary to go through a voice switchboard first, or if the originating TTY user is using a calling card that is accessed by calling an 800 number first. Once the CA reaches a compatible TTY user when placing a relay call, WTRS gives the calling party the option to communicate independent of the relay function. If the calling party agrees to do so, the CA will drop out of the call. If the call is a long distance call, the call will be billed as a normal relay call (i.e. the relay user's carrier of choice).

WTRS provides a true call release function to satisfy the FCC requirement which removes the workstation from the call.

Turbo Code

WTRS provides Turbo Code, which is a proprietary alternate protocol developed by Ultratec that is faster than Baudot (Turbo Code is similar to "real-time") and does not have the limitation of ASCII. Turbo Code allows for "interrupt" capability while one party is still typing. The modems used by WTRS auto-detect the end-user's equipment for Turbo Code. If Turbo Code is found, WTRS automatically connects in "Turbo Code" to the relay user. Wisconsin relay users are able to automatically connect "Turbo Code" on every relay call type. **With Turbo Code, WTRS relay users can use their Turbo Code Interrupt feature and the CA will acknowledge the interrupt.**

Two-Line HCO

WTRS also provides **two-line HCO** capability. To place a two-line HCO call, the ASCII/TTY user calls relay, connects with a CA and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the relay user conferences in the third party via the voice line (the party they want to speak with). Now, the CA only voices what the HCO user types. The CA is virtually invisible to the voice customer, allowing for a two-way uninterrupted conversation to take place.

Two-Line HCO/Speech to Speech

This option works the same as a 2-Line HCO call, but is processed by a specially trained STS CA. The 2-Line/STS user can choose between voicing their own conversation or having the CA voice the conversation for them. If the HCO user chooses to voice his/her conversation and becomes tired or is having difficulty being understood, he/she can type his/her part of the conversation and call on the CA to "re-voice" as needed. The HCO user can switch between voice and typing at any time during the call.

Two-Line VCO

WTRS provides **two-line VCO** capability which allows a VCO user to have a more interactive conversation. By using two telephone lines, the caller can listen to their conversation if they have some hearing available, on one line while receiving typed text from a CA on the other line, thus creating a more natural flow of conversation.

To place a two-line VCO call, the ASCII/TTY user calls relay, connects with a CA and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the customer conferences in the third party (the party they want to speak with). Now, the CA only types what the third party says. The CA is virtually invisible to the voice customer, allowing for a two-way uninterrupted conversation to take place.

Variable Time Stamp Macro

The automated workstations used by WTRS begin measuring time the moment the originating party connects to the relay and continues measuring time until the originating party disconnects. These workstations also measure the length of each individual call the originating party has made while connected to that workstation. WTRS will notify the TTY user when the called party has disconnected and indicate the time of disconnection. WTRS will automatically capture the time a voice user disconnects and include this time in the macro used to notify the text party that the other party has disconnected, i.e. PERSON HUNG UP AT 16:34 CST GA. This information is available to relay users upon request.

Video Relay Service

The provider of WTRS offers Video Relay to end-users. The FCC has allowed the recovery of the costs of Video Relay from the Interstate TRS Fund. Hamilton Relay VRS provides maximum user flexibility and ease of operation. Hamilton Relay VRS meets all FCC video relay standards. A description of Hamilton's Video Relay offering follows:

In compliance with FCC requirements, Hamilton Relay offers 24/7 VRS operability. VRS users nationwide can access Hamilton Relay VRS 24 hours a day, 7 days a week, 365 days a year including holidays. Hamilton Relay expanded its hours of operation well in advance of the FCC's January 1, 2006 deadline.

The FCC also requires VRS providers to answer 80 percent of all VRS calls within 120 seconds by January 1, 2007. **Hamilton is in compliance with the FCC's requirement as it relates to ASA and reports this information to NECA.** Hamilton measures ASA for VRS using the same method as it does for traditional relay minutes.

Hamilton subcontracts the labor management associated with VRS to Birnbaum Interpreting Services and currently provides VRS from three centers in the locations listed below.

8555 16th Street, Suite 300
Silver Spring, MD

9107 Bluebonnet Centre Blvd.
Baton Rouge, LA

8383 Greenway Blvd., Suite 90
Middleton, WI

Hamilton Relay VRS gives relay users access to sign language interpreters at the relay center via locations (i.e. homes, offices, etc.) equipped with video conference equipment. Instead of using a telephone and/or TTY, a relay user calls the relay with video equipment (i.e. a computer equipped with desktop conferencing software and a camera, videophone, or a television and appropriate video equipment). An interpreter at the relay center answers the call, and begins to communicate in sign language with the caller. The interpreter asks for the number to be called, or receives it as text from the user, and places the call. The interpreter will then begin to relay the call by translating the calling party's sign language into voice for the called party. The relay call is then translated from voice to sign language.

The user reaches the video relay system via the Internet (a web page or IP address) and the equipment at the operator workstation and the video user's equipment automatically set up for the highest speed at which the two units can mutually operate.

All interpreters used by Hamilton to perform Video Relay Services are qualified in their ability to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary. All interpreters are proficient in ASL, Signed English, and PSE, both receptive and expressive and oral interpreting. Specifically, Hamilton will only use sign language interpreters to perform Video Relay Services who strictly adhere to a professional "Code of Ethics" developed and supported by the Registry of Interpreters for the Deaf, Inc. (RID) along with representation from the Deaf Community. All interpreters will adhere to the RID Code of Ethics and the same pledge of confidentiality all CAs must follow.

Hamilton Relay VRS is available at www.hamiltonrelay.com or at HamiltonVRS.tv from an H.323 device. Relay users who have high speed Internet access and video equipment, are able to enjoy the ease of use, quality and confidentiality of Hamilton Relay AND the award winning qualities of BIS interpreters with Hamilton Relay VRS!

With Hamilton Relay VRS, the relay user is in charge – creating a customized video relay environment and conversation that fit each individual perfectly:

- **Customers can customize** their video calls by giving the CA specific instructions on a per call basis (i.e. no explanation or no identification of relay, customized greetings, etc.). By customizing their own greetings, **relay users can take action to ensure that they will**

never be hung up on again through the relay. With Hamilton Relay VRS, customers can completely personalize their relay service to meet their own needs.

- **Customers can customize** their calls using their "Customer Profile". Hamilton Relay VRS allows customers to completely personalize their relay service their way. With the Hamilton Relay VRS Customer Profile, the customers' instructions for the CA and their calling preferences will be followed on every call!
- **Customers choose** the type of equipment to use with Hamilton Relay VRS. Customers can use a PC together with a web cam and NetMeeting or similar software OR they can use The D-Link DVC-1000 i2eye™ VideoPhone, the Sorenson VP-100 VideoPhone, or other similar H.323 compatible devices. Since the DVC-1000 i2Eye™ and the Sorenson VP-100 VideoPhones are stand-alone devices, customers do not need a computer to videoconference over the Internet, but do need a television and high speed Internet access.
- **ASL or English:**
Customers choose the method to have their conversation relayed. Because of the quality of our Interpreters & Transliterators, individuals can have their conversation interpreted in ASL, English or somewhere in between. If the customer chooses English, the Interpreter/Transliterator will transliterate their call using "**sign supported speech**" (signing conceptually accurate in English word order and English on the lips). This allows the individual to lip-read or speech-read their conversation while simultaneously reading the signs. This is a great feature, allowing CUSTOMERS to choose the best communication style to meet their needs! If customers choose ASL their call will be interpreted.
- Voice users can call **relay users** with Hamilton Relay VRS. The voice user will call the relay center at 866-498-4777 and will give the Interpreter the relay user's IP address or User Name. If the voice user gives the interpreter the relay user's User Name as a way to call them, the relay user must be logged-on to the internet and the Hamilton Relay VRS web site to receive a call from a voice user.
- **VCO & Hamilton Relay VRS**
Customers can make VCO calls through Hamilton Relay VRS.
To make a VCO call through Hamilton Relay VRS, the relay user selects the VCO option and uses a headset (or microphone connected to his computer) to give the Interpreter the number to call. During a VCO Hamilton Relay VRS call, the relay user speaks directly to the person he is calling. When that person responds, the relay user (if they have some degree of hearing) will be able to hear the caller's voice, while simultaneously reading the Hamilton Relay VRS Interpreter on his screen. **The Hamilton Relay VRS Interpreter completes the call without calling the relay user's telephone line and making a 2-Line VCO call.** If the quality of the connection is poor with the headset or microphone, the Hamilton Relay VRS Interpreter will offer the 2-Line VCO method, in which the Interpreter will dial the relay user's voice telephone number.
- **Video Mail and Missed Calls**
Similar to telephone voice mail, Video Mail allows a caller to leave a video message when the person they are calling is not available. The recipient of Video Mail then receives an e-

mail containing the video message as a QuickTime attachment. In the same fashion, if a caller chooses not to leave Video Mail, a Missed Calls notification e-mail is sent providing the number of the person that attempted to call.

Transmission Bandwidth

Hamilton's Video Relay System is H.323 compliant. Hamilton's video quality and clarity is more than sufficient to make signing understandable. Bandwidth transmission is available well beyond 384 KBPS for any Video Relay user. Hamilton's system automatically connects at the highest speed allowable by the video relay user's equipment.

Confidentiality of Calls

All calls handled by Hamilton Relay VRS are kept strictly confidential. By law, no relay employee can share ANY information from a relay conversation. There are NO records, documents or recordings of any relay conversation.

Hamilton's Provision of FCC Waived Services

- Hamilton has made voice-initiated VCO and HCO services available through its video relay. As long as the VRS user has a headset or microphone and speaker, an end to end voice path is automatically created from the video user to the voice user. No additional action is required on the part of the VRS interpreter. Unlike traditional VCO and HCO, there is no need to wait for a GA. The video user can voice or listen as much or as little as they like, and the interpreter will do the rest. If the quality of the connection is poor with the headset or microphone, the VRS Interpreter offers the 2-Line VCO or HCO method, in which the Interpreter dials the relay user's voice telephone number.
- Speed dialing is available through a customer profile option on Hamilton's video relay service.
- Hamilton is able to provide three-way calling if the relay user conferences in another party, i.e. the voice user is able to tie the third party directly into the conversation or by making a second call to the relay center.

Voice Call Progression

WTRS provides this service in which voice or HCO relay users or Speech to Speech users hear everything on the line as the relay call is being set up by the Communication Assistant.

Voice Carryover (VCO)

Voice Carryover (VCO) provides relay users with the ability to call to or receive a call from a voice-capable caller who is hearing-disabled permitting the caller to speak his or her own message directly to a call recipient who is hearing-capable without such transmission being processed by the CA. The CA then types any conversation spoken to the VCO user so it can be read on the TTY. WTRS allows relay users to request VCO services without the normal TTY transmission that is typically required. A VCO user can connect voice and say "VCO" and WTRS connects the call. Voice users do not hear tones during a VCO call.

WTRS allows VCO users to utilize both TTY modes, acoustic mode and direct connect mode. A variety of VCO call types are also available through WTRS.

The following is a comprehensive description of the method used to achieve this type of service.

A voice person receiving a call from a VCO user will experience the following:

"This is WTRS Relay CA # _____. with a call from someone who may be deaf or hard of hearing and uses Voice Carry Over. Have you received a relay call before?"

At the same time, the CA will type to the VCO user the terminator's greeting and gender (i.e. HELLO (M)).

If the voice party answers "Yes,"

The CA will VOICE: "Have you received a Voice Carry Over call before?"

If the party answers "Yes,"

The CA will VOICE: "One moment for your conversation to begin."

If the party answers "No," the CA will send a macro (EXPLAINING RELAY) to the VCO user and will voice: "The person calling you through the relay uses Voice Carry Over. You will hear the person speaking directly to you. When the caller says, "Go Ahead", it is your turn to talk. Then I will simply type everything I hear on your end of the line, so please talk slowly and directly to your caller. Please say "Go Ahead" when you are finished speaking. One moment and you will hear your caller's voice."

VCO Greeting Identifier

WTRS CAs inform VCO users that VCO is on by sending a macro that states (VCO ON GA).

VCO-HCO and HCO-VCO

WTRS provides this service to VCO and HCO users who call another HCO or VCO user through the relay. The VCO user voices his/her conversation directly to the HCO user. The HCO user's typing goes directly to the VCO user.

VCO Permanent Branding

WTRS provides this service through its customer profile. Profiled customers or customers who dial the dedicated VCO toll free number directly will be automatically connected to VCO without any CA intervention at the workstation. Once VCO is connected, the Communication Assistant sends the "VCO ON" hot key followed by another hot key "WTRS CA XXXXF NBR PLS GA".

VCO-TTY and TTY-VCO

WTRS provides this service in which VCO users can call a TTY user (or vice versa) through the relay. The VCO user voices his/her conversation which the CA types to the TTY user. The TTY user types his/her conversation directly to the VCO user.

In addition, WTRS provides VCO to TTY or ASCII services as well as all other combination of call types involving VCO.

VCO-VCO

This service allows two VCO users to contact each other through the relay. WTRS provides VCO to VCO service where the CA types to both parties, preventing the VCO users from having to type their part of the conversation.

VCO with Privacy

WTRS will provide VCO with Privacy upon request in which the CA will not hear the caller speaking through the relay, and will only type voiced responses back to the VCO user.

Voice Gender ID

WTRS CAs indicate to the TTY user the gender of the non-TTY relay user at the beginning of the call – (M) Male, (F) Female, or (Child) Child. If the CA is absolutely not sure, the CA will type (?).

WTRS CAs also indicate to the TTY user when another voice person has become involved in the call. WTRS identifies the gender of the new party involved in the call immediately.

Voice to Voice Call Release

WTRS provides Voice to Voice call release which allows a hearing user to connect to another hearing user via the Relay. This happening is usually inadvertent. Rather than blocking the call, this feature allows the CA to be "released" from the telephone line without triggering a disconnection between two hearing users. The CA releases the call after the CA connects the originating hearing caller to the hearing called party.

Once the CA hears the two hearing parties are able to communicate with each other, the CA states, "CA HERE YOU MAY BEGIN YOUR CONVERSATION NOW".

The CA receives an automated message box with instructions to release the call from the workstation. Once the call has been released from the workstation, the CA is able to take other incoming calls.

Using the above procedure, WTRS provides a voice to voice call release function, which removes the workstation from the call. If the call is a long distance call, the call is billed as a normal relay call (i.e. the relay user's carrier of choice).

1010 Numbers

WTRS offers 1010 dialing through the relay. This service is functionally equivalent to using 1010 services when not placing calls through the relay.

7-1-1

All services available from WTRS are accessible through 711 including Speech to Speech. WTRS meets all the same general requirements set forth for all relay calls when 711 is dialed rather than an 800 number.

900/800 Pay Per Call

WTRS allows relay users to access intrastate and interstate 800, 900 and 976 pay-per-call services in which the company providing the service bills the end-user directly.

A relay user simply calls the TTY relay number and gives the 800, 900 or 976 number to the CA. The CA places the call as usual and begins relaying the call. **On all 900 or 976 numbers, WTRS CAs type the dollar amount per minute associated with the call to the TTY user and ask them if they want to continue the call before charges begin.** The calling party is billed for the call by the 900-service provider or the carrier, whichever is appropriate. Through the use of the Customer Profile, relay users may restrict pay-per-call services from being placed from their telephone line.

ADDITIONAL FEATURES

1. WTRS CAs always follow the relay users' instructions. This includes instructions in the profile, specific instructions given on any individual relay call, etc. For example, if a relay user instructs the CA not to type a recorded message and identifies the option he wishes to reach by number, the CA will bypass the recording and go directly to the option indicated. This dramatically increases the speed of call processing for the relay user.
2. WTRS has the ability to place the following call types:

Bill to ANI	Person to Person
Third Party	PP - Bill to ANI
Collect	PP - Third Party
Calling Card/Credit Card	PP - Collect
Prepaid Calling Cards	PP - Calling Card/Credit Card
3. WTRS relay users wanting to dial 711 can still make use of their customer profile.
4. If the called party is disconnected by the CA or technical error, the CA will redial the called party at no charge to the customer.
5. If a relay user requests the CA to give the correct relay number during the conversation, WTRS CAs will give the number as requested.
6. WTRS CAs give relay users who want another state's relay number the correct information.
7. If so desired by the relay user, WTRS has the ability to work with regular telephone operators to interrupt another telephone line or to check a line for conversation.
8. WTRS allows the relay user to control all aspects of the calls. In addition, WTRS puts no restrictions on the number or duration of calls placed through the Wisconsin Relay. Relay users are also able to request a specific CA gender.
9. WTRS meets all FCC blockage and answer time standards.

10. WTRS is able to accommodate any level of growth for the Wisconsin Relay.

Following in this Appendix, WTRS has included sample materials including its Customer Profile, Guide to Understanding Your Customer Profile and a tip sheet designed to assist relay users with choosing a long distance carrier to match their calling styles.

Wisconsin Telecommunications Relay System Customer Profile Application

1. Customer Information

Phone Number _____ - _____ - _____ E-mail Address _____

First & Last Name _____

Address _____

City _____ State _____ Zip _____

Check here if you want to be on the WTRS Mailing List.

2. Password + PIN

To make sure you are the only person who can make changes to your Profile, you should pick a "password" (secret word). Pick 4 to 10 letters and /or numbers. You also need to pick a "PIN" (secret number) to allow the CA to view your Profile when you make Internet Relay calls or when you use Remote Profile. Pick 4 numbers.

Password: _____ Pin: (pick 4 numbers) _____

3. Making Relay Calls (check one) Every time I CALL Relay, I use ...

If you live with a person who calls relay differently than you, contact Customer Service.

***Section 3 does not apply when making calls using Hamilton Relay Internet**

Language Type: English Spanish

<input type="checkbox"/> VCO Phone	<input type="checkbox"/> 2 Line VCO	<input type="checkbox"/> TTY	<input type="checkbox"/> 2 Line HCO	<input type="checkbox"/> Voice only user:
<input type="checkbox"/> w/ keyboard	<input type="checkbox"/> w/ ASCII	<input type="checkbox"/> ASCII	<input type="checkbox"/> Speech to Speech	<input type="checkbox"/> 711
<input type="checkbox"/> w/out keyboard	<input type="checkbox"/> w/ Turbo Code	<input type="checkbox"/> HCO		<input type="checkbox"/> 800#

Answering Relay Calls (check one) When I ANSWER a Relay call, I use....

If you live with a person who answers relay differently than you, skip this part.

<input type="checkbox"/> TTY <i>(VCO users with a TTY answering machine should mark TTY)</i>	<input type="checkbox"/> VCO	<input type="checkbox"/> Voice	<input type="checkbox"/> Speech to Speech
	<input type="checkbox"/> w/ keyboard	<input type="checkbox"/> HCO	<input type="checkbox"/> Spanish
	<input type="checkbox"/> w/out keyboard	<input type="checkbox"/> ASCII	

4. Long Distance Company—Check only one

If you leave this section blank, your bill will come from AT&T*

***Section 4 does not apply when making calls using Hamilton Relay Internet.**

Please choose your long distance phone companies from the list provided.

My long distance company is: _____

If you do not see your long distance telephone company on the list please provide the company name and the customer service number for the company.

5. For every relay call I make, I want....

Check the service you want with EVERY relay call you make.

<input type="checkbox"/> Translator – Translate ASL to English	<input type="checkbox"/> Spell Check Off
<input type="checkbox"/> Slow Typing – CA will type slowly	<input type="checkbox"/> No Abbreviations

6. Speed Dialing

When using Speed Dialing through Hamilton Relay Internet, leave the "Number you are Calling" box blank.

Name	Phone Number
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

7. Greetings

You can customize how the CAs identify relay to the person you are calling if so desired:

I want CAs to say my first name to the people I call. Name: _____

Example: "This is WTRS CA 4444 with a call from Bob. Are you familiar with the relay?"

I want CAs to tell the people I call I am:

<input type="checkbox"/> Deaf	<input type="checkbox"/> Hard of Hearing	<input type="checkbox"/> Speech Disabled	<input type="checkbox"/> Deaf/Blind
-------------------------------	--	--	-------------------------------------

Example: "This is WTRS CA 4444 with a call from someone who is deaf. Are you familiar with the relay?"

(NE) Never explain how to use the relay to any person I call.

(NI) Never identify the relay to any person I call. (requires "My Hello")

My Hello (50 Characters including spaces): CAs will always greet the people you call this way:

Example: Hi, Bob here How are you?

8. Restrictions

Select the types of calls that you do not want made from your telephone. If you check any on this list, you will not be able to make those types of calls through the relay. Please note long distance and directory assistance calls are free with Hamilton Relay Internet.

<input type="checkbox"/> Long Distance	<input type="checkbox"/> 900/976	<input type="checkbox"/> International	<input type="checkbox"/> Directory Assistance	<input type="checkbox"/> Operator Assistance
--	----------------------------------	--	---	--

When completed please return to:

WTRS Customer Service 8383 Greenway Blvd., Suite 90, Middleton, WI 53562

Fax 608-827-0402

Customer Service: 800-283-9877 TTY
800-395-9877 Voice

Or fill out your Customer Profile on-line at <http://www.hamiltonrelay.com/states/wi.htm>

Wisconsin Telecommunications Relay System Guide for Understanding Your Customer Profile

Hamilton Relay has developed a Remote Profile feature, which allows you to access your customer profile from any phone or web-based computer, in any location. With Remote Profile, simply give your telephone number (or pre-established ten digit number) and PIN number to the CA. This permits the CA to view your selected preferences. This feature is of great benefit if you have more than one relay user living in the household because each person can establish his/her own profile! If you travel, you are always able to access your profile from anywhere.

1. Customer Information

Please fill in all of the information in this section. This information will only be used by Customer Service staff.

2. Password + PIN (Required)

Your password prevents other people from changing any information on your profile without your permission. It must be 4 to 10 letters and/or numbers. A PIN is needed so the CA can view your customer profile when you make Internet relay calls, or when you use Remote Profile. It must be 4 numbers.

3. Making Relay Calls

This section allows you to select the way you CONNECT TO relay. *If you live with a person who answers relay differently than you, each person should create his/her own profile.*

Voice Carry Over (VCO) is ideal for a person who has difficulty hearing and has understandable speech. The VCO user speaks directly to the person they are calling. When the person s/he is calling responds, the Communication Assistant (CA) types everything that is heard for the VCO user to read.

Hearing Carry Over (HCO) is ideal for a person who can hear but is unable to speak. The HCO user types what s/he wants to say, and the Communication Assistant (CA) reads it to the caller. The HCO user then listens to the caller's response.

ASCII (Computer/TTY) is ideal for a person who uses a computer or a TTY with ASCII settings to communicate through the relay service.

Answering Relay Calls

This section allows you to select the way you want to ANSWER or receive your relay calls.

Important:

After your Customer Profile has been entered into the WTRS database, all relay calls made or received from your profiled phone number will connect automatically as listed on your Profile.

**Section 3 does not apply if only making calls using Hamilton Relay Internet.*

4. Long Distance Company—Check only one

If you do not pick a long distance company, all of your long distance calls will be billed through AT&T. Please contact Customer Service if the long distance company you use (or would like to use) is not listed on this form.

**Section 4 does not apply if only making calls using Hamilton Relay Internet.*

5. For every relay call I make, I want...

The following features may be helpful to some relay users. However, they are not necessary for all relay users.

ASL/English Call Translation – Native ASL relay users or people who do not feel comfortable with English can have the ASL Translator voice in correct English and type back in ASL word order. The Translator will translate for both the TTY user and the voice user unless given other instructions.

Slow Typing – Relay users who are visually impaired or who are new TTY users may find slow typing helpful. The CA will type slowly giving the reader more time to focus on the TTY screen.

No Abbreviations – Normally, the CA types many abbreviations during a relay call. For example, please = PLS, meeting = MTG, tomorrow = TMW and many others. By choosing “No Abbreviations”, the CA will type word for word, without using abbreviations.

6. Speed Dialing

Write the name, area code and phone number of the people you frequently call. It's that simple! When you want to call that person, first connect to the CA and just tell the CA “Pls call Mom GA”. You can have 10 people on your Speed Dial list.

For example: Mom 414-123-4567
Doctor 920-333-4455
Daycare 715-987-4561

When using Speed Dialing through Hamilton Relay Internet, leave the “Number you are Calling” box blank.

7. Greeting Features

The greeting feature(s) you choose will be used on ALL RELAY CALLS.

Use my First Name – If you select this feature, the CA will say your name as the call is introduced. For example: “This is Wisconsin Relay CA 4444 with a call from Bob. Are you familiar with the relay?” If you live with another relay user, this will only work if each person creates his/her own profile.

Deaf, Hard of Hearing, Speech Disabled, Deaf Blind – If you select this feature, the CA will tell the person you are calling that you are deaf, hard of hearing, speech disabled or Deaf Blind. For example: “This is Wisconsin Relay CA 4444 with a call from Bob who is deaf. Are you familiar with the relay?”

No Explanation of the Relay (NE) – If you select this feature, the CA will not explain how the relay works to the people you call. For example: “This is Wisconsin Relay CA 4444 with a relay call from someone who maybe deaf or hard of hearing. One moment for your conversation to begin”.

WTRS uses the following language to explain relay. “The person calling you through the relay is simply typing their conversation and I will read it to you. When I say, “Go Ahead”, it's your turn to talk. Then I will type everything I hear on your end of the line, so please talk slowly and directly to your caller. Please say, “Go Ahead”, when you are finished speaking. One moment for your conversation to begin.”

Do Not Identify the Relay (NI) – If you select this feature, the CA will not inform the person you are calling that you are using the relay. **This works best when a TTY user is calling someone who is familiar with the caller and knows how to use the relay.** If you choose “NI”, you **MUST** also choose “MY HELLO” listed below.

My Hello – If you select this feature, the CA will read what you have written as a greeting on all calls. It is very important that the CA has something to say when the hearing person first answers the phone. This greeting is limited to 50 characters including spaces. **Only select this feature if you do not like any of the options above or if you picked “NI”.**

NOTE: If you have a profiled greeting or if you type a greeting before the CA dials, the CA will read your greeting immediately. For example: “This is Wisconsin Relay CA 4444, with a call from(your greeting) Are you familiar with the relay? GA”.

8. Call Restrictions or “Blocks”

You can stop someone from making long distance, international, 900, Directory Assistance or Operator Assisted relay calls from your home. This feature can save you money by protecting your phone bill. Once you choose the kinds of calls you want blocked, no one will be able to make those types of relay calls from your number. **When using Hamilton Relay Internet, Long Distance calls are FREE!**

When completed please return to:

WTRS Customer Service 8383 Greenway Blvd., Suite 90, Middleton, WI 53562

Fax 608-827-0402 • Customer Service 800-283-9877 TTY • 800-395-9877 Voice

Or fill out your Customer Profile on-line at <http://www.hamiltonrelay.com/states/wi.htm>

How to make long distance work for you.

Step One - Determine your call patterns.

Do you call long distance often?

If yes, where do you call? In-State? Out-of-State?

What time of day do you make these calls?

Step Two – Shop around.

Call different long distance companies. Tell them your long distance calling patterns. They may have a calling plan that fits your calling patterns.

Step Three – Choose the best rate plan that fits your call patterns.

Inform long distance carrier that you are a TTY/VCO user. Many long distance companies have TTY/VCO user discounts. Also tell them that you use the relay and want the same calling plan rates for your relay calls.

Step Four – Call your relay's Customer Service Department and tell them which long distance company you prefer to use.

Also tell Customer Service about any calling plans you have with your long distance company.

Step Five – Pay attention to rate changes.

Long distance companies are competing for your business. Rates and calling plans are constantly changing. From time to time, check back with your long distance carrier, as well as others, to see if they have a better plan that can save you more money.

****NOTE: IF YOU DO NOT CALL YOUR CARRIER AND LET THEM KNOW YOU ARE THEIR CUSTOMER AND USE RELAY YOU WILL BE BILLED AT A HIGHER RATE.**

Listed below are the Long Distance Companies that are currently offered through the relay and their customer service numbers:

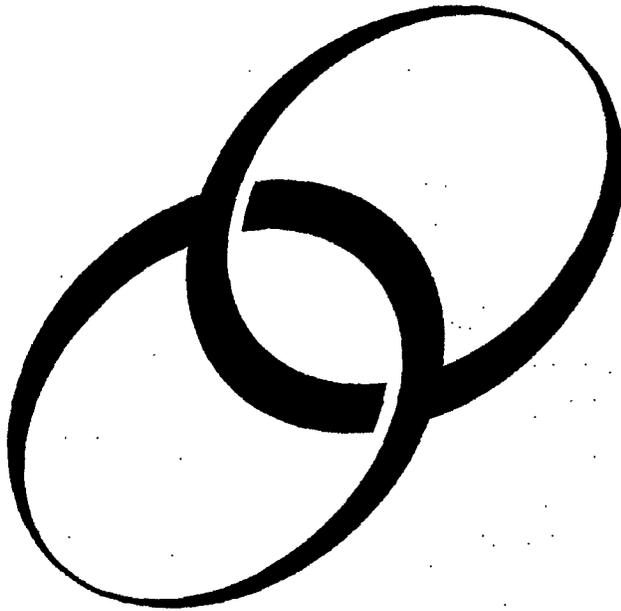
Wisconsin--(34)

American Telecommunication	LDMI	SBC Long Distance
AT&T	Lightyear	Sprint
BCN-Better Comm. Now	Marquette-Adam Comm	TDS Telecom
Broadwing/Level3	MCI/World Com	Time Warner
Century Tel	McLeod	TNCI
Coastal Long Distance-RESALE	Norlight	Touch Tone
Comcast	Pineland Long Distance	TTI National
CTC	Primus Telecom	VarTec Five Line
Excel	Qwest	Verizon
Frontier/Citizens	RSL	Windstream/Alltel
Global Crossing	SAGE	Wood County Telephone(WCTC)
HTC Global Reach		

updated 6/25/07

Appendix B

CA Training Outline



Wisconsin
Telecommunications
Relay System

This Attachment contains WTRS' Communication Assistants Training class schedule. Such topics as confidentiality, handling of emergency and crisis calls, consequences of non-compliance to policies, and functions and roles of a CA are thoroughly explained. WTRS Spanish Communication Assistants must complete the same training as all traditional Communication Assistants plus pass additional test showing proficiency in the Spanish language.

WTRS Communication Assistants conduct themselves in a professional manner at all times while representing the Wisconsin Telecommunications Relay System. Through detailed procedures and a work environment and atmosphere which emphasizes quality and professionalism, WTRS is able to maintain its outstanding reputation for quality relay services.

Training Plan

WTRS helps each Communication Assistant excel at his or her job as a result of its hiring and training procedures. Before taking the first call, Communication Assistants are prepared to relay calls in such a fashion that exceeds FCC standards.

Time is allocated throughout the initial training process to instruct Communication Assistants on the proper phrasing of typed ASL "gloss", ASL style and grammar, tone of voice, hearing and speech disabled cultures, TTY etiquette, pertinent information about the needs of deaf, hard-of-hearing and speech disabled users, the role of the CA, (including training to relay the contents of a call as accurately as possible without intervening in communication) and operation of relay telecommunications equipment including answering machines and computerized services. This is done through videos, training seminars with staff who are familiar with the deaf and speech disabled communities, observation, participation in both simulated and live calls, and a variety of role play scenarios. WTRS CAs are well trained to effectively meet the specialized needs of hearing and speech disabled individuals as explained below.

WTRS uses a variety of trainers throughout its training period. WTRS has a Training Coordinator who is responsible for the overall program. This person does all the classroom training and leads role-play activities. In addition, WTRS deaf employees and Communication Assistants all play a role in training. Deaf employees teach Deaf culture while Communication Assistants share general knowledge about the relay and assist with role playing activities.

Disability/Relay/Deaf Culture Training

All relay service staff receive training devoted solely to disability issues, including ASL "gloss" and grammar, Deaf culture, issues relating to hard of hearing, late-deafened and speech-disabled users, dual sensory impaired users, diversity issues, ethics and confidentiality. WTRS has on staff several people who are very familiar with the deaf and speech disabled communities. Their expertise is shared during the training experience and is used on an on-going basis to refresh all Communication Assistants.

Speech to Speech Training

In order to become a STS CA, an individual must pass the same tests as traditional CAs, meet the strict STS criteria and pass an STS exam by successfully demonstrating the ability to understand a variety of speech patterns. Prospective STS CAs demonstrate their fluency in English as documented by the primary supervisor during their first 6 months of employment as regular (non

STS) CAs. A CA must be recommended by the primary supervisor in order to apply for a STS CA position. Having met this requirement, those wishing to become STS CAs must complete specific testing of English language skills, specifically vocabulary, grammar and syntax as well as speech comprehension.

During the training, STS CAs learn about speech disabilities and are given specific strategies to use in order to facilitate calls between STS users and end users. STS CAs also receive detailed training on STS policies and procedures. As follow-up to the initial training, the STS Program Supervisor continually educates all STS CAs on speech disabilities, their respective implications and etiquette through the use of a STS newsletter, STS Resource Library materials (articles, books, videos, etc.) workshops, and in-service meetings.

Class Schedule

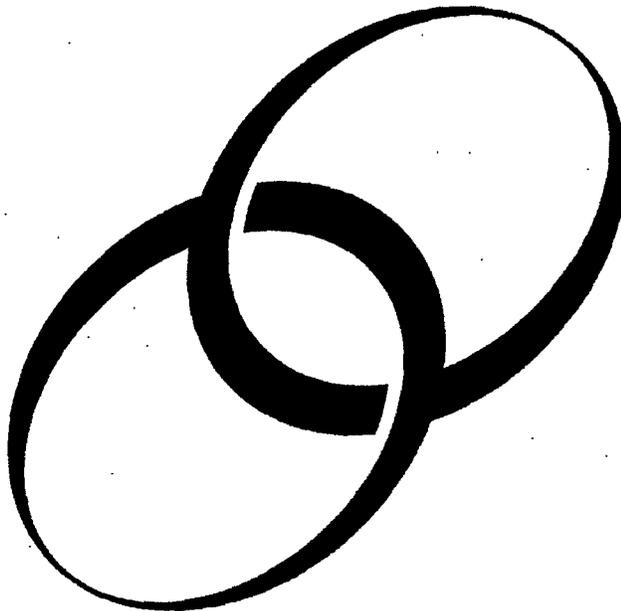
Day # 1		Day # 2		Day # 3		Day # 4		Day # 5	
Intro to Relay - Terms	8:30-9:30	Quiz- Tone of Voice	8:30-9:00	Quiz-Hot Keys	8:30-9:00	quiz closing calls	8:30-9:00	quiz lang, 3 inters due	8:30-9:00
Discuss Screen	9:30-10:00	TTY to Voice Practice	9:00-10:30	Voice-TTY	9:00-10:30	TTY-TTY & Practice	9:00-10:30	Voice Orig Ans Mach	9:00-10:30
Practice Logging on	10:00-10:30	Break	10:30-10:45	Break	10:30-10:45	Break	10:30-10:45	Break	10:30-10:45
Break	10:30-10:45	cont. TTY-V w/closings	10:45-12:30	Cont. Voice-TTY	10:45-12:30	CA Service Role	10:45-12:30	CA Service Role	10:45-12:30
Com. Effectively w/TTY-pg10	10:45-11:30	Lunch	12:30-1:00	Lunch	12:30-1:00	Telephone Service Skills		Listening Skills	
Decorum	11:30-12:30	CA Service Role (1)	1:00-2:45	Typing Drills	1:00-2:00	Lunch	12:30-1:00	Practice Activity	
Lunch	12:30-1:00	Break	2:45-3:00	Ergo mtg	2:00-2:30	Recap All Calls	1:00-2:00	Lunch	12:30-1:00
Index Book	1:00-1:15	Obs sheets, IEC	3:00-4:00	Closing call review	2:30-3:00	Practice Profiles	2:00-3:00	Practice learned calls	1:00-3:00
Company's Overview	1:15-2:15	Speed dial, connect		Break	3:00-3:15	Break	3:00-3:15	and Profiles	
Introduce TTY to Voice	2:15-3:00	modes		Typing Drills	3:15-5:00	Call/Typing Drills	3:15-5:00	Break	3:00-3:15
Break	3:00-3:15	Typing Drills/Recap	4:00-5:00					Typing/Call Practice	3:15-5:00
Typing Drills	3:15-5:00	TTY to Voice		Homework study				Give Final Study Guide	
Homework Tone of Voice		Homework Hot Keys		closing calls		Homework Language		Homework Language	

Day # 6		Day # 7		Day # 8		Day # 9		Day # 10	
Quiz Language	8:30-9:00	quiz (based on need)	8:30-9:00	VCO-Voice	8:30-10:30	Call test Ans Mach	8:30-10:30	Review Recordings	8:30-10:30
Voice orig ans mach recap	9:00-10:00	TTY-Voice test (1)	9:00-11:30	VCO Ans Mach		Break	10:30-10:45	Break	10:30-10:45
TTY Orig ans mach intro	10:00-10:30	Typing/Shadowing/		Break	10:30-10:45	Voice-VCO (prof & no pr)	10:45-12:15	Remote Profile	10:45-11:15
Break	10:30-10:45	Interviews (incl break)		Cont w/VCO	10:45-12:30	711	12:15-12:30	Lormar Logic	11:15-12:00
TTY Orig Ans Mach	10:45-12:30	Game	11:30-12:30	Lunch	12:30-1:00	Lunch	12:30-1:00	Pager Calls	12:00-12:30
Lunch	12:30-1:00	Lunch	12:30-1:00	Q & A for Final	1:00-2:00	Dir Assist	1:00-2:00	Lunch	12:30-1:00
CA Service Role	1:00-3:00	Recording/Turbo Intrpt	1:00-3:00	Deaf Culture/ASL	2:00-4:00	Internet Calls	2:00-3:00	Game	1:00-1:30
Difficult Calls/Summary		Break	3:00-3:15	Break	4:00-4:15	Break	3:00-3:15	Live Calls(incl. break)	1:30-4:30
Break	3:00-3:15	Quality/Monitoring mtg	3:15-4:15	Typing Drills	4:15-5:00	Take live calls (pair)	3:15-5:00	Discuss Calls	4:30-5:00
911	3:15-4:15	Typing/call practice	4:15-5:00						
Typing/Practice calls	4:15-5:00							3 interviews due	

Day # 11		Day # 12		Day # 13		Day # 14		Day # 15	
HCO-Voice/Voice-HCO	8:30-10:30	VCO Call Tests	8:30-10:30	2 Line VCO	8:30-12:30	Final /Index Book Due	8:30-10:00	Typing Drills	3 hrs
HCO-TTY/TTY-HCO		Break	10:30-10:45	VCO-TTY		Remaining Interview Due		On Relay Floor	
Break	10:30-10:45	Capitel/NY/OSD	10:45-12:00	TTY-VCO		Technical Session	10:00-10:30		
Long Distance	10:45-11:45	Lunch	12:00-12:30	Lunch	12:30-1:00	Relay Floor	10:30-12:30	Graduation	
Discuss Miscellaneous info	11:45-12:30	Typing Drills/Relay	12:30-5:00	Typing Drills/Relay	1:00-5:00	Lunch	12:30-1:00	Relay Floor Etiquette	
Lunch	12:30-1:00	Floor		floor		VCO-VCO	1:00-3:00	HR topics	
Oni Box	1:00-1:30					VCO-HCO/HCO-VCO			
Slam	1:30-2:30					Break	3:00-3:15		
Relay Floor (incl break)	2:30-5:00					Typing Drills/Relay Floor	3:15-5:00		

Company Overview-
 Attendance -
 Decorum-
 Ergonomics-
 Quality/Monitoring-
 Technical Session-
 Relay Floor Etiquette-
 HR Topics -
 Interviews - Trainees use this time to meet and get to know the sups and leads

**Appendix C
Contingency/
Disaster Recovery Plan**



**Wisconsin
Telecommunications**
Relay System

HAMILTON RELAY™

Hamilton Relay Service's Disaster Recovery Plan follows. This plan allows Hamilton to deal with all types of natural and man-made problems including but not limited to terrorism and phone line cut accidents. This plan shows in detail the level of escalation which will be employed to deal with the problem and restore service. This plan is also designed to ensure that no aspect of relay service is impaired. Hamilton Relay Service's Disaster Recovery Plan establishes three levels of disaster recovery. As a result, Hamilton is prepared for all types of disasters.

Level One: The first and lowest level of disaster recovery would be implemented if less than 25% of a center's call volume is interrupted for thirty minutes or more.

Level Two: This plan would be implemented if 25% to 49% or more of a center's call volume is interrupted for thirty minutes or more.

Level Three: This is the highest priority disaster level. This plan would be implemented any time 50% or more of a center's call volume is interrupted for thirty minutes or more.

If any of these plans is implemented and a problem occurs, escalating the situation to a higher level of service interruption, the next level of disaster recovery plan would be implemented.

Hamilton has defined specific time frames in which each action step of the disaster recovery plan should be enacted. A detailed record of each step taken as well as the time the step was put into action will be recorded.

Please refer to the Disaster Recovery Time Line located on the second page of each section.

Hamilton has the ability to overflow traffic between its relay centers. It is done automatically on a daily basis. During a disaster, this is done automatically but can be done manually to aid our recovery process, if necessary. Hamilton can reroute traffic through its relay switches or we have personnel trained to reroute the traffic at the network level. This can be done in a matter of minutes.

**Disaster Recovery Timeline
Level One Disaster**

The following steps should be implemented immediately.

Within 15 minutes of the disaster's inception the Supervisor on duty should contact:

Dixie Ziegler
Address:
City, State Zip Code
Phone:
Cellular:
This information has been redacted

Barb Handrup
Address:
City, State Zip Code
Phone:
Cellular:
This information has been redacted

and /or

Greg Stephens
Address:
City, State Zip Code
Phone:
Cellular:
This information has been redacted

Robert Patterson
Address:
City, State Zip Code
Phone:
Cellular:
This information has been redacted

If deemed necessary, implement overflow procedure to route calls to the remaining center or centers that are still in operation. Determination will be made by one of the people above, to route all calls, or certain calls by toll-free number.

This level of disaster should have no impact on service. A primary requirement is to notify the Program Administrator immediately if a major problem occurs, or within 15 minutes of any disaster or event that impedes to any degree access to or the processing of any WTRS calls. In addition, a written report explaining how and when the problem occurred, what was required to correct it, and the time and date when the WTRS resumed full operation. This report must be given to the Department within three (3) calendar days of resumption of operation.

Name:
Jack Cassell
Wisconsin Contract
Administrator

Email Address:
jack.cassell@doa.state.wi.us

Phone Number:
608-267-6934
TTY

**Disaster Recovery Timeline
Level Two Disaster**

The following steps should be implemented immediately.

Within 5 minutes of the disaster's inception the Supervisor on duty should contact:

Dixie Ziegler

Address:
City, State Zip Code
Phone:
Cellular:
This information has been redacted

Barb Handrup

Address:
City, State Zip Code
Phone:
Cellular:
This information has been redacted

and

Greg Stephens

Address:
City, State Zip Code
Phone:
Cellular:
This information has been redacted

Robert Patterson

Address:
City, State Zip Code
Phone:
Cellular:
This information has been redacted

If deemed necessary, implement complete or partial overflow procedure to route calls to the remaining center or centers that are still in operation. The determination will be made by one of the people above, to reroute calls at the Hamilton switch point or the network level.

A primary requirement is to notify the Program Administrator immediately if a major problem occurs, or within 15 minutes of any disaster or event that impedes to any degree access to or the processing of any WTRS calls. In addition, a written report explaining how and when the problem occurred, what was required to correct it, and the time and date when the WTRS resumed full operation. This report must be given to the Department within three (3) calendar days of resumption of operation.

Name:
Jack Cassell
Wisconsin Contract
Administrator

Email Address:
jack.cassell@doa.state.wi.us

Phone Number(s):
608-267-6934
TTY

Within one half hour of the inception of the disaster the Supervisor on duty should contact other key personnel:

Name:	Address:	Phone Number(s):
Diane Taylor	Address: City, State Zip Code	This information has been redacted
Deborah Ducksworth	Address: City, State Zip Code	
Liza Dorsey	Address: City, State Zip Code This information has been redacted	

Within two hours of the disaster or as soon as service is back online the following person will be notified by the Vice President of Relay, the Operations Manager or whomever they deem appropriate to perform this task. This notification will outline the problem, how it will be corrected and an approximate time the facility will be fully operational.

Name:	Email Address:	Phone Number(s):
FCC	Thomas.Chandler@fcc.gov	Disability Rights Office 202-418-1475 Phone

**Disaster Recovery Timeline
Level Three Disaster**

The following steps should be implemented immediately.

Within 5 minutes of the disaster's inception the Supervisor on duty should contact:

Dixie Ziegler

Address:
City, State Zip Code
Phone:
Cellular:
This information has been redacted

Barb Handrup

Address:
City, State Zip Code
Phone:
Cellular:
This information has been redacted

and/or

Greg Stephens

Address:
City, State Zip Code
Phone:
Cellular:
This information has been redacted

Robert Patterson

Address:
City, State Zip Code
Phone:
Cellular:
This information has been redacted

Complete overflow procedure to route calls to the remaining center or centers that are still in operation. Determination will be made by one of the people above, to reroute calls at Hamilton's switch point or at the network level.

A primary requirement is to notify the Program Administrator immediately if a major problem occurs, or within 15 minutes of any disaster or event that impedes to any degree access to or the processing of any WTRS calls. In addition, a written report explaining how and when the problem occurred, what was required to correct it, and the time and date when the WTRS resumed full operation. This report must be given to the Department within three (3) calendar days of resumption of operation.

Name:
Jack Cassell
Wisconsin Contract
Administrator

Email Address:
jack.cassell@doa.state.wi.us

Phone Number(s):
608-267-6934
TTY

Following is the contact information of Hamilton's emergency personnel:

Dixie Ziegler

Address:
City, State Zip Code
Phone:
Cellular:
This information has been redacted

John Nelson

Address:
City, State Zip Code
Phone:
Cellular:
This information has been redacted

Robert Patterson

Address
City, State Zip Code
Phone:
Cellular:
This information has been redacted

Greg Stephens

Address
City, State Zip Code
Phone:
Cellular:
This information has been redacted

Barb Handrup

Address
City, State Zip Code
Phone:
Cellular:
This information has been redacted

Deborah Ducksworth

Address
City, State Zip Code
Phone:
Cellular:
This information has been redacted

Liza Dorsey

Address
City, State Zip Code
Phone:
Cellular:
This information has been redacted

Within an hour all of the essential personnel will have been contacted and backup or replacement equipment needed will have been identified. Any outside resources, such as equipment vendors, will be contacted.

Backup or Replacement Equipment Needed:
D4 channel bank
All required channel back cards
T1 CSU packs
Switch T1 card
Switch conference card

Location of Backup or Replacement Equipment:

Nebraska Center
Louisiana Center
Wisconsin Center
Georgia Center
Maryland Center

Outside Resources:
(name, address, phone numbers)

Veritek Systems
972-423-3985

Emergent Network Solutions,
Inc.
972-359-6600

Type of Assistance they can provide:

Phone/on-site technical assistance for both centers.

Parts and phone/on-site technical assistance for Relay Platforms.

Within 24 hours of the beginning of the disaster, file a written report with the affected States.

Within 2 days of service restoration a second report will be filed with the affected States.

Following the Disaster: Hamilton will follow the action steps listed below. The people that are responsible, the action steps to be taken, as well as the frequency of the action are listed below:

Action Step One:
Determine extent of equipment damage.

Order replacement equipment.

Person(s) Responsible:

Derek Williamson

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

Gary Bussey

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

When:
Immediately after become operational

Action Step Two:
Determine new location for the switch and arrange temporary set-up

Person(s) Responsible:

Robert Patterson

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

Greg Stephens

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

John Nelson

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

Dixie Ziegler

Address:

City, State Zip Code

Phone:

Cellular:

This information has been redacted

When:
Within 24 hours after the disaster.

Hamilton also has in place preventative measures to assist in the prevention of disasters. The people that are responsible, the action to be taken, as well as the frequency of the action are listed below:

Action Step One:

Have facilities in place to handle overflow and to provide back-up capabilities so that calls can be rerouted to the center or centers still in operation.

Person(s) Responsible:

Robert Patterson

Address:
City, State Zip Code
Phone:
Cellular:
This information has been redacted

Pat Shaw

Address:
City, State Zip Code
Phone:
Cellular:
This information has been redacted

Gary Bussey

Address:
City, State Zip Code
Phone:
Cellular:
This information has been redacted

Derek Williamson

Address:
City, State Zip Code
Phone:
Cellular:
This information has been redacted

When or How Often:

Test every third month: (January/April/July/October)

Action Step Two:

Review the disaster recovery plan monthly (15th of each month)

Person(s) Responsible:

Derek Williamson

Address
City, State Zip Code
Phone:
Cellular:
This information has been redacted

Barb Handrup

Address
City, State Zip Code
Phone:
Cellular:
This information has been redacted

Disaster Preparation: Following are the steps Hamilton takes to prepare for any type of disaster. The people that are responsible, the action to be taken, as well as the frequency of the action are listed below:

Action Step One:

Review plans and emergency (secondary) plans that reroute traffic to other centers.

Person(s) Responsible:

Derek Williamson

Address:
City, State Zip Code
Phone:
Cellular:
This information has been redacted

Barb Handrup

Address:
City, State Zip Code
Phone:
Cellular:
This information has been redacted

When or How Often:

Monthly

How reviewed or tested:

Review switching procedures for overflow and back-up.

Action Step Two:

Review the disaster recovery plan monthly (15th of each month)

Person(s) Responsible:

Derek Williamson

Address:
City, State Zip Code
Phone:
Cellular:
This information has been redacted

Barb Handrup

Address:
City, State Zip Code
Phone:
Cellular:
This information has been redacted

When or How Often:

Monthly

How reviewed or tested:

Plan on file. Be sure all testing is up to date.

Action Step Three:
Test Overflow and back-up

Person(s) Responsible:

Pat Shaw

Address
City, State Zip Code
Phone:
Cellular:
This information has been redacted

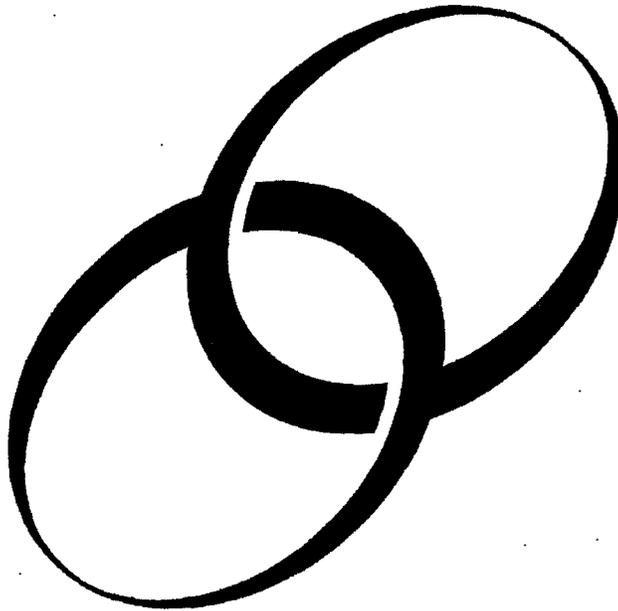
Derek Williamson

Address
City, State Zip Code
Phone:
Cellular:
This information has been redacted

When or How Often:
Monthly

How reviewed or tested:
Place calls – cause overflow

Appendix D
Current Call Volume and
Answer Performance



Wisconsin
Telecommunications
Relay System

8/3/07

TRS MINUTE SUMMARY BY STATE & YEAR

State	Data Month	Session Minutes		Conversation Minutes		Session	Conversation
		Intrastate	Interstate	Intrastate	Interstate	Min Total	Min Total
	January 2003	254,804.19	43,823.48	179,562.04	33,646.45	298,627.67	213,208.49
WI	February 2003	226,177.27	41,216.37	159,129.21	31,865.40	267,393.64	190,994.61
WI	March 2003	240,514.08	43,066.11	170,154.32	32,959.93	283,580.19	203,114.25
WI	April 2003	238,198.79	40,929.51	167,326.97	31,004.46	279,128.30	198,331.43
WI	May 2003	227,848.88	38,809.12	157,783.13	29,512.93	266,658.00	187,296.06
WI	June 2003	216,260.80	37,525.22	148,219.34	28,361.26	253,786.02	176,580.60
WI	July 2003	228,248.54	40,610.75	156,625.08	30,914.53	268,859.29	187,539.61
WI	August 2003	231,804.79	43,471.83	159,434.22	33,578.01	275,276.62	193,012.23
WI	September 2003	228,948.93	41,694.06	157,877.68	31,927.41	270,642.99	189,805.09
WI	October 2003	233,666.35	43,939.28	161,354.50	34,370.51	277,605.63	195,725.01
WI	November 2003	214,068.09	38,974.23	149,412.27	30,637.16	253,042.32	180,049.43
WI	December 2003	237,760.01	44,732.92	167,897.72	34,780.79	282,492.93	202,678.51
	YTD Total	2,778,300.72	498,792.88	1,934,776.48	383,558.84	3,277,093.60	2,318,335.32
	Average per Month	231,525.06	41,566.07	161,231.37	31,963.24	273,091.13	193,194.61
WI	January 2004	239,344.02	41,299.86	169,457.75	32,243.26	280,643.88	201,701.01
WI	February 2004	221,014.95	39,140.96	153,493.81	30,469.66	260,155.91	183,963.47
WI	March 2004	243,742.14	45,143.91	169,397.12	35,349.85	288,886.05	204,746.97
WI	April 2004	235,703.29	40,210.06	162,049.24	30,749.67	275,913.35	192,798.91
WI	May 2004	241,601.95	42,234.32	164,628.91	32,492.03	283,836.27	197,120.94
WI	June 2004	243,168.92	42,313.34	165,398.32	32,652.75	285,482.26	198,051.07
WI	July 2004	224,429.16	40,211.50	150,575.10	30,706.96	264,640.66	181,282.06
WI	August 2004	222,105.73	42,689.82	150,192.71	32,718.08	264,795.55	182,910.79
WI	September 2004	207,732.75	35,575.60	141,132.81	27,745.18	243,308.35	168,877.99
WI	October 2004	206,182.89	34,853.61	139,542.53	27,649.11	241,036.50	167,191.64
WI	November 2004	199,759.66	32,927.52	136,303.50	25,942.38	232,687.18	162,245.88
WI	December 2004	202,619.34	35,169.65	137,520.54	27,749.21	237,788.99	165,269.75
	YTD Total	2,687,404.80	471,770.15	1,839,692.35	366,468.13	3,159,174.95	2,206,160.48
	Average per Month	223,950.40	39,314.18	153,307.70	30,539.01	263,264.58	183,846.71
WI	January 2005	215,902.11	38,295.23	149,241.89	30,848.00	254,197.34	180,089.89
WI	February 2005	186,599.43	32,877.89	128,312.69	26,488.11	219,477.32	154,800.80
WI	March 2005	200,294.76	35,222.43	137,709.35	28,243.61	235,517.19	165,952.96
WI	April 2005	184,070.55	32,163.35	125,025.60	25,571.54	216,233.90	150,597.14
WI	May 2005	179,600.00	30,252.60	121,498.04	23,902.85	209,852.60	145,400.89
WI	June 2005	188,594.72	30,561.80	127,585.58	23,995.30	219,156.52	151,580.88
WI	July 2005	176,634.65	29,070.26	118,260.32	22,668.72	205,704.91	140,929.04
WI	August 2005	193,330.40	35,237.01	130,485.34	28,174.35	228,567.41	158,659.69
WI	September 2005	171,189.86	32,731.32	117,178.88	26,190.93	203,921.18	143,369.81
WI	October 2005	175,234.27	29,900.92	119,367.08	24,136.62	205,135.19	143,503.70
WI	November 2005	170,453.53	29,692.85	116,927.06	23,406.06	200,146.38	140,333.12
WI	December 2005	184,862.99	31,736.75	128,171.80	25,174.50	216,599.74	153,346.30
	YTD Total	2,226,767.26	387,742.42	1,519,763.62	308,800.60	2,614,509.68	1,828,564.22
	Average per Month	185,563.94	32,311.87	126,646.97	25,733.38	217,875.81	152,380.35

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TRS MINUTE SUMMARY BY STATE & YEAR

State	Data Month	Session Minutes		Conversation Minutes		Session	Conversation
		Intrastate	Interstate	Intrastate	Interstate	Min Total	Min Total
WI	January 2006	177,967.72	33,175.72	122,696.91	26,577.29	211,143.44	149,274.20
WI	February 2006	163,124.04	28,869.20	113,308.52	23,393.19	191,993.23	136,701.71
WI	March 2006	178,989.11	36,542.10	124,543.95	29,488.36	215,531.21	154,032.31
WI	April 2006	155,042.70	29,501.38	105,222.75	23,635.88	184,544.08	128,858.63
WI	May 2006	160,621.00	30,179.46	108,721.84	24,306.76	190,800.46	133,028.60
WI	June 2006	155,896.70	28,931.49	105,754.85	23,680.21	184,828.19	129,435.06
WI	July 2006	154,082.07	29,027.16	104,842.68	23,485.75	183,109.23	128,328.43
WI	August 2006	163,539.83	30,661.26	112,460.59	24,727.14	194,201.09	137,187.73
WI	September 2006	150,964.03	30,585.18	102,701.29	25,312.24	181,549.21	128,013.53
WI	October 2006	158,440.16	31,727.43	108,179.78	25,850.24	190,167.59	134,030.02
WI	November 2006	152,018.24	30,574.18	103,793.05	25,262.69	182,592.41	129,055.74
WI	December 2006	146,491.34	31,873.09	101,737.00	26,400.32	178,364.43	128,137.32
YTD Total		1,917,176.90	371,647.67	1,313,963.20	302,120.08	2,288,824.57	1,616,083.28
Average per Month		159,764.74	30,970.64	109,496.93	25,176.67	190,735.38	134,673.61
WI	January 2007	141,148.07	30,440.39	98,250.12	25,169.96	171,588.46	123,420.08
WI	February 2007	132,684.75	24,501.84	92,560.99	20,335.68	157,186.59	112,896.67
WI	March 2007	137,671.26	24,630.69	94,511.03	20,145.36	162,301.95	114,656.39
WI	April 2007	137,394.88	25,860.58	93,990.93	21,096.62	163,255.46	115,087.55
WI	May 2007	133,400.21	24,423.61	90,374.48	19,858.96	157,823.82	110,233.44
WI	June 2007	128,565.43	26,599.76	87,051.90	21,800.32	155,165.19	108,852.22
YTD Total		810,864.59	156,456.88	556,739.44	128,406.91	967,321.47	685,146.35
Average per Month		135,144.10	26,076.15	92,789.91	21,401.15	161,220.25	114,191.06

Wisconsin Performance Summary

<u>State</u>	<u>Data Month</u>	<u>AvgAnsSec</u>	<u>PctAnsIn10w/Abn</u>	<u>Pct10noAbn</u>
WI	Jul 05	1.3	95	97
WI	Aug 05	1.5	94	96
WI	Sep 05	1.0	96	97
WI	Oct 05	1.2	95	97
WI	Nov 05	1.3	95	96
WI	Dec 05	1.4	94	96
Avg for 2005		<u>1.3</u>	<u>95</u>	<u>97</u>
WI	Jan 06	1.4	95	96
WI	Feb 06	1.4	95	96
WI	Mar 06	1.0	96	97
WI	Apr 06	1.1	96	97
WI	May 06	1.2	95	96
WI	Jun 06	1.3	95	96
WI	Jul 06	1.2	95	97
WI	Aug 06	1.5	94	96
WI	Sep 06	1.1	95	97
WI	Oct 06	1.1	95	97
WI	Nov 06	1.1	95	97
WI	Dec 06	1.0	96	97
Avg for 2006		<u>1.2</u>	<u>95</u>	<u>97</u>
WI	Jan 07	1.2	95	96
WI	Feb 07	1.3	94	96
WI	Mar 07	1.0	95	97
WI	Apr 07	1.1	95	97
WI	May 07	1.1	95	97
WI	Jun 07	1.1	95	96
Avg for 2007		<u>1.1</u>	<u>95</u>	<u>97</u>

Usage Summary

<u>State</u>	<u>Data Month</u>	<u>Inbound</u>	<u>Answered</u>	<u>Outbound</u>	<u>Complete</u>
WI	January 2003	60,791	59,230	61,234	50,280
WI	February 2003	55,607	54,250	55,268	44,838
WI	March 2003	59,450	57,989	57,887	47,548
WI	April 2003	58,748	57,325	58,273	47,644
WI	May 2003	59,777	58,551	57,804	47,454
WI	June 2003	58,108	56,765	56,038	46,087
WI	July 2003	61,125	59,603	59,260	48,208
WI	August 2003	59,843	58,419	58,893	47,953
WI	September 2003	57,279	56,266	57,639	47,137
WI	October 2003	58,547	57,390	58,679	48,352
WI	November 2003	54,224	53,085	52,883	43,223
WI	December 2003	58,618	57,273	59,038	48,366
	YTD Total	702117	686146	692896	567090
WI	January 2004	58,920	57,457	59,073	48,361
WI	February 2004	55,050	53,920	56,065	45,899
WI	March 2004	61,193	60,028	61,147	50,741
WI	April 2004	58,851	57,807	59,649	49,548
WI	May 2004	61,372	60,230	63,392	51,167
WI	June 2004	63,564	62,269	63,636	51,820
WI	July 2004	62,019	60,753	60,401	49,220
WI	August 2004	60,125	58,655	59,122	47,944
WI	September 2004	55,197	53,924	53,130	42,675
WI	October 2004	57,078	55,848	53,034	43,102
WI	November 2004	53,696	53,136	50,607	41,367
WI	December 2004	54,212	53,670	50,715	41,459
	YTD Total	701277	687697	689971	563303
WI	January 2005	55,255	54,531	51,357	42,170
WI	February 2005	48,253	47,454	44,157	36,557
WI	March 2005	52,398	51,868	49,347	40,137
WI	April 2005	49,633	49,302	44,838	37,098
WI	May 2005	49,472	48,997	45,371	37,260
WI	June 2005	51,920	51,215	48,012	39,016
WI	July 2005	50,086	49,309	45,444	36,893
WI	August 2005	52,724	51,778	48,710	39,757
WI	September 2005	45,609	45,057	41,656	34,427
WI	October 2005	47,071	46,385	42,180	34,889
WI	November 2005	46,018	45,325	40,611	33,376
WI	December 2005	48,830	47,968	43,105	35,885
	YTD Total	597269	589189	544788	447465

07

Usage Summary

<u>State</u>	<u>Data Month</u>	<u>Inbound</u>	<u>Answered</u>	<u>Outbound</u>	<u>Complete</u>
WI	January 2006	46,854	46,097	42,509	35,043
WI	February 2006	42,385	41,714	38,675	31,669
WI	March 2006	45,837	45,266	43,639	35,683
WI	April 2006	42,126	41,517	39,023	32,063
WI	May 2006	43,987	43,393	40,312	33,314
WI	June 2006	42,610	41,915	39,723	32,583
WI	July 2006	42,762	42,051	38,189	31,466
WI	August 2006	43,947	43,184	39,449	32,673
WI	September 2006	40,612	39,978	36,569	30,392
WI	October 2006	44,028	43,370	38,096	31,666
WI	November 2006	41,680	41,101	36,187	30,285
WI	December 2006	38,874	38,339	34,608	28,821
	YTD Total	515702	507925	466979	385658
WI	January 2007	37,914	37,375	33,377	28,176
WI	February 2007	35,133	34,561	30,487	25,702
WI	March 2007	37,569	37,045	32,336	27,065
WI	April 2007	37,164	36,607	32,149	26,646
WI	May 2007	36,573	36,069	32,074	26,841
WI	June 2007	35,881	35,311	30,998	25,842
	YTD Total	220234	216968	191421	160272
Grand Total		2,736,599	2,687,925	2,586,055	2,123,788
	Average per month	50,678	49,776	47,890	39,329

8/8/07

CapTel Minute Summary by State and Year

State	Data Month	Session Minutes		Conversation Minutes		Session	Conversation
		Intrastate	Interstate	Intrastate	Interstate	Min Total	Min Total
CWI	April 2003	9,891.80	3,340.39	8,842.24	3,093.86	13,232.19	11,936.10
CWI	May 2003	11,150.95	2,870.24	9,960.30	2,643.36	14,021.19	12,603.66
CWI	June 2003	9,387.86	3,163.63	8,351.26	2,949.91	12,551.49	11,301.17
CWI	July 2003	9,345.00	2,447.83	8,278.40	2,276.87	11,792.83	10,555.27
CWI	August 2003	12,794.18	0.00	11,475.06	0.00	12,794.18	11,475.06
CWI	September 2003	13,346.50	0.00	12,025.79	0.00	13,346.50	12,025.79
CWI	October 2003	12,675.01	0.00	11,635.64	0.00	12,675.01	11,635.64
CWI	November 2003	13,206.82	0.00	12,113.43	0.00	13,206.82	12,113.43
CWI	December 2003	13,736.37	0.00	12,735.54	0.00	13,736.37	12,735.54
YTD Total		105,534.49	11,822.09	95,417.66	10,964.00	117,356.58	106,381.66
Average per Month		11,726.05	1,313.57	10,601.96	1,218.22	13,039.62	11,820.18
CWI	January 2004	16,492.56	0.00	15,247.84	0.00	16,492.56	15,247.84
CWI	February 2004	9,630.10	1,993.75	8,638.93	1,867.82	11,623.85	10,506.75
CWI	March 2004	12,478.40	3,455.19	11,259.04	3,125.36	15,933.59	14,384.40
CWI	April 2004	12,489.17	3,178.90	10,470.45	2,925.05	15,668.07	13,395.50
CWI	May 2004	11,931.35	3,750.99	10,085.09	3,492.04	15,682.34	13,577.13
CWI	June 2004	12,020.93	3,366.52	10,185.71	3,083.64	15,387.45	13,269.35
CWI	July 2004	13,736.62	4,081.29	11,607.42	3,803.40	17,817.91	15,410.82
CWI	August 2004	14,968.55	4,592.49	12,580.76	4,253.48	19,561.04	16,834.24
CWI	September 2004	13,870.99	3,936.52	11,362.61	3,622.25	17,807.51	14,984.86
CWI	October 2004	16,266.53	4,050.04	13,433.96	3,693.57	20,316.57	17,127.53
CWI	November 2004	16,681.35	4,312.02	14,001.56	3,969.59	20,993.37	17,971.15
CWI	December 2004	19,044.29	4,419.89	16,245.06	4,096.46	23,464.18	20,341.52
YTD Total		169,610.83	41,137.61	145,118.43	37,932.66	210,748.44	183,051.09
Average per Month		14,134.24	3,428.13	12,093.20	3,161.06	17,562.37	15,254.26
CWI	January 2005	18,106.46	4,870.82	15,490.58	4,576.85	22,977.28	20,067.43
CWI	February 2005	14,444.73	3,967.41	12,327.87	3,741.85	18,412.14	16,069.72
CWI	March 2005	17,281.26	4,481.89	14,721.23	4,105.35	21,763.15	18,826.58
CWI	April 2005	16,828.84	4,100.69	14,170.99	3,746.58	20,929.53	17,917.57
CWI	May 2005	18,177.77	4,808.47	15,249.14	4,447.70	22,986.24	19,696.84
CWI	June 2005	20,576.05	5,385.63	17,404.85	4,973.15	25,961.68	22,378.00
CWI	July 2005	17,844.15	4,937.34	14,761.96	4,515.08	22,781.49	19,277.04
CWI	August 2005	19,573.42	5,164.67	16,276.28	4,685.29	24,738.09	20,961.57
CWI	September 2005	18,889.46	4,764.89	15,922.14	4,421.60	23,654.35	20,343.74
CWI	October 2005	21,363.10	5,187.05	18,229.83	4,783.91	26,550.15	23,013.74
CWI	November 2005	21,966.23	5,189.18	18,813.18	4,753.11	27,155.41	23,566.29
CWI	December 2005	22,396.76	5,549.26	19,163.14	5,146.40	27,946.02	24,309.54
YTD Total		227,448.23	58,407.30	192,531.19	53,896.87	285,855.53	246,428.06
Average per Month		18,954.02	4,867.28	16,044.27	4,491.41	23,821.29	20,535.67

Confidential and Proprietary

8/8/07

CapTel Minute Summary by State and Year

State	Data Month	Session Minutes		Conversation Minutes		Session	Conversation
		Intrastate	Interstate	Intrastate	Interstate	Min Total	Min Total
CWI	January 2006	20,829.29	5,908.38	17,855.21	5,483.58	26,737.67	23,338.79
CWI	February 2006	20,418.55	4,623.12	17,474.67	4,274.64	25,041.67	21,749.31
CWI	March 2006	22,629.57	4,980.28	19,523.58	4,475.74	27,609.85	23,999.32
CWI	April 2006	19,246.12	4,695.70	16,333.89	4,226.11	23,941.82	20,560.00
CWI	May 2006	21,349.51	4,544.83	18,212.24	4,051.14	25,894.34	22,263.38
CWI	June 2006	19,940.26	3,561.59	17,066.16	3,058.03	23,501.85	20,124.19
CWI	July 2006	17,694.17	3,658.66	14,829.65	3,239.23	21,352.83	18,068.88
CWI	August 2006	18,642.79	4,033.99	15,801.20	3,621.88	22,676.78	19,423.08
CWI	September 2006	20,961.93	4,245.93	17,792.54	3,859.04	25,207.86	21,651.58
CWI	October 2006	23,341.17	4,370.62	20,058.65	3,957.94	27,711.79	24,016.59
CWI	November 2006	26,447.84	4,892.39	22,896.09	4,300.40	31,340.23	27,196.49
CWI	December 2006	26,783.70	5,852.78	23,031.82	5,105.38	32,636.48	28,137.20
YTD Total		258,284.90	55,368.27	220,875.70	49,653.11	313,653.17	270,528.81
Average per Month		21,523.74	4,614.02	18,406.31	4,137.76	26,137.76	22,544.07
CWI	January 2007	28,430.37	6,449.19	24,823.58	5,519.74	34,879.56	30,343.32
CWI	February 2007	24,840.37	3,842.17	22,853.42	4,791.98	28,682.54	27,645.40
CWI	March 2007	30,196.49	6,535.45	26,271.42	5,674.44	36,731.94	31,945.86
CWI	April 2007	29,619.86	7,116.51	25,860.68	6,348.87	36,736.37	32,209.55
CWI	May 2007	32,280.87	7,907.82	27,752.31	7,076.79	40,188.69	34,829.10
CWI	June 2007	29,766.61	6,750.85	25,730.38	5,968.69	36,517.46	31,699.07
YTD Total		175,134.57	38,601.99	153,291.78	35,380.52	213,736.56	188,672.30
Average per Month		29,189.10	6,433.66	25,548.63	5,896.75	35,622.76	31,445.38

7/24/07

Wisconsin CapTel Performance Summary

<u>State</u>	<u>Data Month</u>	<u>AvgAnsSec</u>	<u>PctAnsIn10w/Abn</u>	<u>Pct10noAbn</u>
CWI	Jul 05	0.3	99	99
CWI	Aug 05	0.4	99	100
CWI	Sep 05	0.6	98	99
CWI	Oct 05	0.6	99	99
CWI	Nov 05	0.7	98	99
CWI	Dec 05	0.9	97	98
Avg for 2005		<u><u>0.6</u></u>	<u><u>98</u></u>	<u><u>99</u></u>
CWI	Jan 06	1.1	96	98
CWI	Feb 06	1.0	97	98
CWI	Mar 06	0.8	98	99
CWI	Apr 06	0.5	99	100
CWI	May 06	0.3	99	100
CWI	Jun 06	0.4	99	100
CWI	Jul 06	0.5	99	100
CWI	Aug 06	0.4	99	100
CWI	Sep 06	0.5	99	100
CWI	Oct 06	0.4	99	100
CWI	Nov 06	0.5	99	100
CWI	Dec 06	0.6	99	99
Avg for 2006		<u><u>0.6</u></u>	<u><u>99</u></u>	<u><u>100</u></u>
CWI	Jan 07	0.5	99	100
CWI	Feb 07	0.5	99	99
CWI	Mar 07	0.4	99	100
CWI	Apr 07	0.5	99	100
CWI	May 07	0.4	99	100
CWI	Jun 07	0.4	99	100
Avg for 2007		<u><u>0.4</u></u>	<u><u>99</u></u>	<u><u>100</u></u>