Large Filing Separator Sheet

Case Number: 08-439-TP-COI

File Date: 1/30/2009

Section: 1 of 4

Number of Pages: 176

Description of Document: Request for proposal

Sprint
Relay

Relay Ohio

Sprint's Proposal
for the Provision of
Telecommunications Relay Service
in the State of Ohio

08-439-TP-COI
February 2, 2009

TABLE OF CONTENTS

Relay Ohio

COVER LETTER

Sprint
Together with NEXTEL

Sprint Nextel
12524 Sunrise Valley Drive
Reston, VA 20196
Office (703) 689-6500 Fax: (703) 689-7707

William P. White
Vice President
Federal Government

Sprint Relay

January 26, 2009

Public Utilities Commission of Ohio
ATTN: Dan Fullin, Attorney Examiner
Docketing Division, 13th Floor
180 E. Broad Street
Columbus, OH 43215

Subject: Ohio Telecommunications Relay Service Request for Proposal
Reference: Case No. 08-439-TP-COI

Dear Mr. Fullin:

Sprint welcomes this opportunity to submit its proposal in response to the above referenced RFP to continue to provide Telecommunication Relay Service to Ohio residents. Sprint agrees to perform all the requirements of this RFP, and meets all performance standards as detailed within said RFP.

Sprint Communications Company L.P., a Delaware limited partnership, is a wholly-owned subsidiary of Sprint Nextel Corporation, a Kansas corporation listed on the New York Stock Exchange. This proposal is submitted by the Federal Division within the Sales and Distribution Group of Sprint Communications Company, L.P. I, William P. White, as the Vice President for the Federal Division, have the authority to contractually obligate and bind the company to the terms and conditions of the attached proposal.

Sprint does not discriminate on the basis of race, religion, national origin, color, sex, sexual orientation, age, disabilities, or veteran status. Sprint has sole and complete responsibility for delivery of the required services.

Maggie Schoolar, the Senior Enterprise Account Manager, will serve as Sprint's point of contact for issues and questions concerning the submitted proposal, as well as contractual issues. Maggie's contact information is provided below.

Sprint
ATTN: Maggie Schoolar
1321 Rutherford Lane Suite 120
Austin, TX 78753
(512) 797-6810 (Voice)
(512) 873-1086 (Facsimile)
Maggie.Schoolar@sprint.com (E-mail)

Sprint's proposal shall remain valid for 180 days.

We trust that when all submitted proposals for this award are evaluated, the merits of choosing Sprint to continue as the provider or Ohio Relay will be evident once again. Please let us know if we can be of further assistance during this solicitation process.

Sincerely,

William P. White, Vice President
Federal Government

EXECUTIVE SUMMARY

Our team at Sprint Relay is grateful for this opportunity to be considered for the upcoming contract to provide Ohio Relay Service. This executive summary will specify the competitive advantages offered by Sprint and our ability to meet all the terms, conditions and requirements as defined in the Public Utilities Commission of Ohio (Commission) Request for Proposal (RFP).

It is a complicated process to develop, respond to and evaluate TRS Proposals. We have decided to make a significant shift in our response strategy. Unlike some providers with unsubstantiated claims and volumes of information, we hope you will find that the Sprint proposal is direct and easy to evaluate with independent, third-party validation of assertions.

Sprint understands that the Commission's goal is to consistently provide functional equivalent service with the highest performance standards for both TRS and CapTel at the best value. Sprint shares that goal. As you will find in the proposal, no other vendor will work harder to ensure quality services than Sprint. We are dedicated to offering a solution that will give your rate payers more value and energize your community with new and exciting service opportunities.

TRS EXPERIENCE

Sprint offers Ohio the benefit of its long history as a quality telecommunications service provider since 1899, when it was first established as the Brown Telephone Company in Abilene, Kansas. Sprint was one of the earliest providers of TRS following the passage of the Americans with Disabilities Act (ADA) in 1990.

Sprint Relay has since grown to become the largest and most technologically advanced TRS provider in the nation. This is evidenced by the fact that Sprint provides TRS for 30 domestic State governments, the Commonwealth of Puerto Rico, the Federal Government, and the Country of New Zealand as demonstrated below in Figure ES-1. In addition, we currently are the provider of CapTel services in 28 States and provide Relay Conference Captioning (RCC) service in five states. In 2008, Sprint processed over 86 million TRS minutes, including 25 million CapTel minutes. Sprint currently processes 80% of the US CapTel traffic.
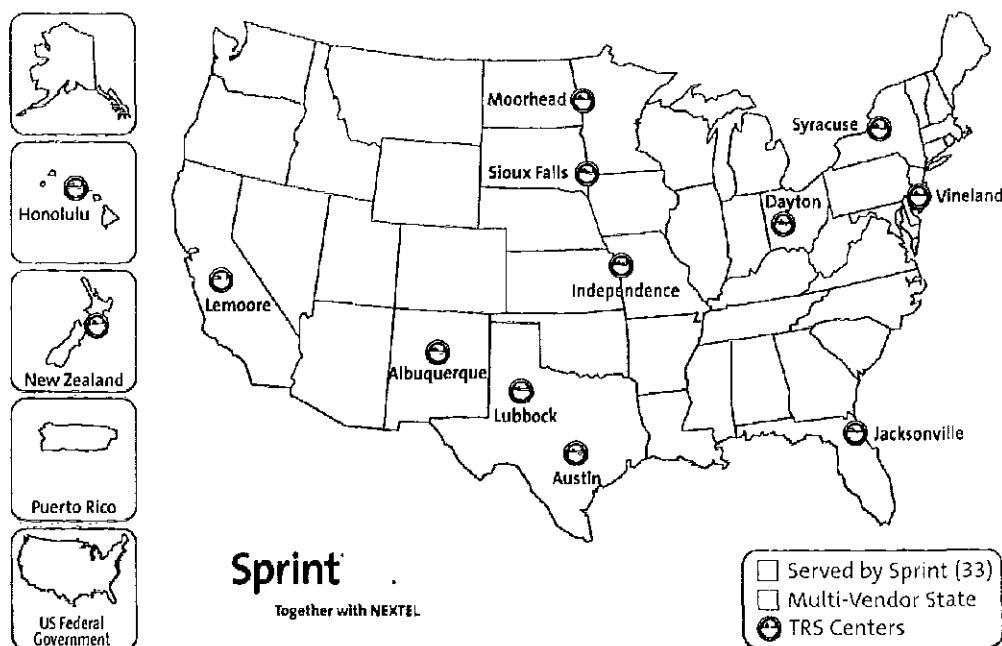
ES-1. Sprint TRS contracts

In addition to traditional TRS and CapTel service, Sprint Relay is the *only* TRS vendor in the industry who offers all services currently being provided in the US. It is anticipated that during the term of the proposed Ohio contract that the FCC will transition the IP TRS to the state jurisdiction. Sprint as a provider of Internet, Wireless and Video Relay will be ready to work with the Commission for a smooth transition.

SPRINT NETWORK

Sprint TRS network of call centers has never gone down. Unlike other vendors who depend on less reliable networks, Sprint Relay is directly connected to the Sprint network, the most reliable network in the industry. Because Sprint controls the network, Sprint is also able to actively monitor and make adjustments in the network and call centers to control blockage.

"Sprint is reliable, very reliable. I don't have to worry about the citizens of my state getting quality service, because they are consistently."

Betty Hammond
Nevada TRS and CapTel Contract Administrator
Relay Nevada has been a Sprint Relay state since 1991, a Network Solution processing 543,200 minutes annually.

As the largest TRS provider in the nation with the most geographical diversity, we offer a redundant service that is unparalleled. Sprint has assured the industry that if there is a national crisis, we are willing to support other TRS traffic after our Sprint customers are served. As a Sprint Relay state, you have the highest level of service security.

Sprint has the experience to weather man made and natural disasters. Based on the size and volume of traffic generated by ORS, **Sprint is the only provider who has the capacity to handle ORS traffic in the event of a loss of a center.** No other vendor has the track record, experience or capacity to offer this level of security.

REFERENCES

▣ PROFESSIONAL REFERENCES

Sprint has provided five professional references that substantiate our ability to provide high quality relay service in Ohio and have provided letters that attests to Sprint's technology, focus on quality and personnel.

Sprint also provides video testimonials from Sprint State Contract Administrators in the attached DVD under the Tab "Video Testimonials" in the References section. On the DVD, many State Contract Administrators offer their perspective on why they enjoy working with Sprint and the quality of service that Sprint is able to offer. Written comments from the Contract Administrators are also available throughout the proposal in relevant sections.

▣ WHAT DO THE CITIZENS OF OHIO THINK ABOUT SPRINT RELAY?

Sprint has received an outpouring of support from Ohio Relay users. Sprint has included dozens of these support letters from members of the Ohio community and Sprint Relay users supporting our effort to retain the Ohio Relay contract. These are provided in the References section under the Tab "Support Letters". Notable examples include statements such as:

> *"Having been associated with the Deaf community for over 40 years and Ohio Relay Service since its inception, I would like to attest to the excellent management and implementation of services for the deaf by SPRINT..."*
>
> writes Richard Rosenberger.

> *"Sprint Relay goes above and beyond the need of consumers not only with its relay services but with its involvement with the community,"*
>
> writes Edward E. Corbett, Jr., Ph.D., and Superintendent of the Ohio School for the Deaf.

> *"Sprint is the only provider I endorse...Sprint provides the most professional and appropriate STS product in the United States,"*
>
> writes Dr. Bob Segalman, Nationally Recognized Advocate
> for Speech-to-Speech service.

In 2008, Sprint also received over a hundred calls, faxes, emails or letters from Ohio Relay customers expressing their appreciation for the service or a specific CA. In the References section under the Tab "User Feedback", Sprint has provided a list of these comments including these, as sample:

> *"(CA) always does an expert job and I enjoy working with her a lot because she always gives 100%."*

> *"Typing was perfect. Responded Perfectly. An exceptional CA."*

> *"She is excellent, excellent! I made 3 calls and it was like zip, zip, zip. She knew what she was doing, and she knows her business!"*

> *"Great job. Made no mistakes. Very patient. She is excellent."*

LATEST TECHNOLOGY

Sprint does not say that we are at the forefront and point to the past. We are constantly and regularly updating our TRS products and introducing new technology. Our team has been leading the industry for 18 years and it has never been more exciting. Traditional TRS is being rapidly replaced by IP, VRS, CapTel and they are all being replaced by wireless! True functional equivalency is almost here for the Deaf and Hard-of-Hearing community, and it will be delivered on a Sprint wireless device.

Sprint is so committed to continuing as the Ohio Relay provider that we are including in his proposal offering the new service of Relay Conference Captioning (RCC) and Mobile Relay Conference Captioning (mobileRCC) at no additional cost to the Commission. Professional Ohio Relay end users will delight in this service that allows for true functional equivalency during conference calls. For a full description of the product and the service offering please see Section III.B.6.

Since 2007, Sprint has developed and launched the services listed below.

▶ New TRS Platform that provides significant automation and speed to the traditional TRS product

▶ Second generation VRS

▶ Second generation IP Relay

- ► Sprint IP available through GoogleTalk or AIM
- ► WebCapTel
- ► WebCapTel On-the-Go
- ► Emergency Notification System for Deaf and Hard-of-Hearing Community
- ► Mobil Relay Conference Captioning
- ► Wireless relay, devices and plans for the Deaf and Hard-of-Hearing Community
- ► Wireless VRS Trial

NEW TRS PLATFORM

In 2008, Sprint replaced the entire TRS platform with updated technology. The wireless world of TRS is here and Sprint is ready. This new technology provides significant CA automation and demonstrates Sprint's continued commitment to the TRS industry. Based on descriptions of technology provided by other vendors, Sprint is the only provider to launch a new TRS platform in recent years.

Included in the upgrade:

- ⌐ Call center switches

- ⌐ Reporting system

- ⌐ Workforce Management software

- ⌐ Communication Assistant (CA) Call Processing Software

TRS SERVICE ENHANCEMENTS

Sprint is the only provider to offer the following as a part of the standard TRS offering:

- ⌐ "Hot Key" Access to 9-1-1 Handling – Sprint Relay's platform permits the CA to press one button, or 'hot key' to access 9-1-1. This fully automated system removes CA error during these critical calls. Please review the other provider's details on the steps required to process 9-1-1 calls. The Sprint platform is fully automated.

- ⌐ Enhanced Turbo Code (E-Turbo) – Sprint is the only provider to offer TTY customers the option to store and send dialing information, call handling preferences and enhanced transmission speeds with specially designed TTYs.

- ⌐ Automated Pacing for Deaf-Blind users – Sprint is the only provider to have an automated typing speed feature that allows users to set the speed of transmission in their profile or on a per-call basis to meet their reading needs.

- ⌐ Sprint offers a relay service that provides a complete telephone package including long distance, local, wireless access and nationwide Directory

Assistance. In addition to a full Carrier of Choice program, Sprint also offers a 70% discount off intrastate rates to all TRS and CapTel callers selecting Sprint as their carrier through Ohio Relay.

CONTRACT TRANSITION

By selecting Sprint as the Relay provider under the new contract, the Commission is assured a seamless, completely transparent continuance of Ohio Relay services. Only Sprint can guarantee a continuance of services without the risk of service interruption.

If awarded the contract for the next term, Sprint will implement the following new services:

▶ Implement Relay Conference Captioning (RCC) and mobileRCC service for Ohio Relay users and

▶ Upon contract award, Sprint intends to partner with a local agency which currently serves 25 counties to implement a new Ohio Relay Outreach and Educational program.

If Sprint is ever required to transition service to another provider, this will be completed with the utmost professionalism. Sprint will work closely with the Commission and the selected provider to ensure that all necessary transition items are provided in a timely manner and usable format. To support this effort, Sprint will assign a Senior Program Manager with experience in transitioning accounts to support the transition.

TRANSITIONAL RISKS

Sprint does find it prudent to caution the Commission of two potential risks posed in transitioning Ohio Relay, which are

Migration from an In-State solution to a Network Solution

The community in Ohio is accustomed to the high quality service found in the Ohio center with calls processed by residents of Ohio who know the local terminology, spelling of cities and have regional accents. This level of service can not be replicated with an out-of-state solution.

Immediate Transition of Large Volume of Calls

Ohio Relay represents one of the largest TRS services in the United States. Smaller providers do not have the capacity or headcount necessary to handle these call volumes without an interruption in service quality.

For example, based on the latest FCC Recertification Filing, Hamilton's largest TRS contract was with the State of Georgia, which has TRS call volumes at approximately half the size of Ohio. As stated in the Order of Liquidated Damages issued by the Georgia Commission in May 2006, Hamilton was assessed $25,000 for missed service levels.

It is also important to note that according to the FCC Recertification Filing, Hamilton's service quality issues were not isolated to Speed of Answer. Hamilton also experienced a much higher percentage of complaints during the July 2006-June 2007 FCC reporting period. Sprint offers the following comparison between the States of Georgia and Ohio between these two reporting timeframes in Figure ES-2.

State Program	Ohio Relay – Sprint –	Georgia Relay – Hamilton –
2007 Annual TRS Calls (July 2006-June 2007)	1,776,687	614,279
2007 TRS Complaints (July 2006-June 2007)	92	88
Ratio of complaints to call volumes	.0051%	.014%

Figure ES–2. State Complaint Comparison

HIRING AND PROMOTION OF COMMUNICATIVELY CHALLENGED

No other provider in the industry has demonstrated and maintained the hiring and promotion of individuals in the TRS end user community that Sprint has maintained for 18 years. This is the reason that Sprint Relay is the TRS market leader.

☑ SPRINT MANAGEMENT TEAM

The TRS industry continues to change rapidly, but the Sprint leadership team, led by Mike Ellis, remains consistent. The Sprint Relay lead team includes John Moore, Damara Paris and Paul Ludwick who are fixtures in the TRS Industry and manage the teams that drive our products. Unlike smaller providers who have one or two people responsible for all aspects of the service, Sprint provides a large and diverse team. This is a key reason for Sprint's success. Video testimonials from Sprint personnel are available via DVD in the References Section under the Tab "Video Testimonials." Figure ES –3 demonstrates the end users represented in our lead team.

From the Director, Mike Ellis, to other Managers, the decision makers at Sprint Relay are Deaf and Hard-of-Hearing or have extensive experience working with Deaf and Hard of Hearing communities. This is a significant difference between Sprint and other vendors. The difference between hiring Deaf and Hard-of-Hearing people to provide outreach, and employing people who use the service to lead the product it is the difference with Sprint.

Mike Ellis was hired by Sprint Relay in 1992 as the Nevada Account Manager. During his 16 years with Sprint he was promoted to Account Executive, Branch Manger and recently to Director. John Moore was hired by Sprint Relay in 1997 as the New Hampshire Account Manager. He was promoted to Consumer Relations Manager and again to Relay Program Branch Manager. Damara Paris was hired by Sprint in 2006 as the Oregon Account Manager. In 2008 she was promoted to CapTel Branch Manager. There is no other TRS provider in the industry with this record of promotion of end users to leadership positions.
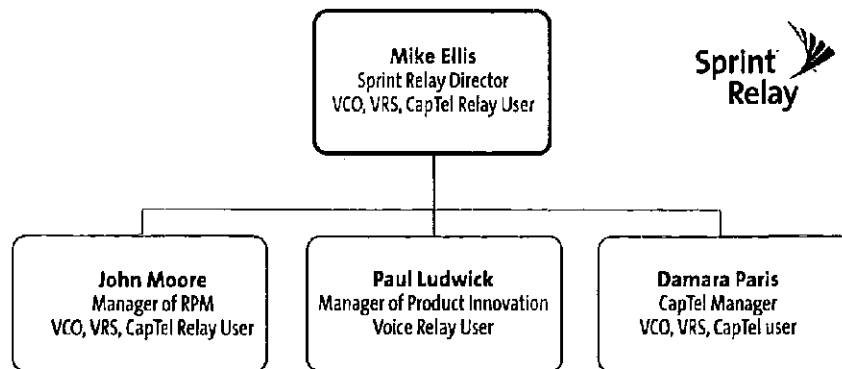
Figure ES-3. Sprint Relay Lead Team

▣ COMMITMENT TO THE COMMUNITY

Sprint is the leading employer of people who are Deaf and Hard-of-Hearing in the TRS industry, employing over 30 Deaf or Hard-of-Hearing managers. We have the same communication needs and concerns as the communities we serve. It is our team who has had the greatest influence on the development of Sprint Relay's products and services and is a key factor behind Sprint's success in the industry.

Figure ES–4. Sprint Relay Team

Not only does Sprint Relay have the best record of hiring and promoting management members, we have also dedicated significant and sustained technological and training efforts to make the Communication Assistants job accessible to people who are blind or have visual impairments. The Sprint Relay platform is designed to interface with Braille equipment and training materials and systems are provided in Braille and large print.

In November 2006, the Ohio Relay Center was honored by the American Council of the Blind of Ohio and named their 2006 employer of the year.

CUSTOMER INPUT

▨ FORMAL FEEDBACK

As a part of the anticipated partnership with the Ohio organization, Deaf Services, Sprint will conduct a formalized customer feedback program on a state wide level to collect suggestions for improvement and to provide education. Sprint has recently conducted state wide surveys in Florida and North Carolina and hosted Taskforce meetings in the State of Florida to collect feedback directly from end users. Our team understands that it is important to identify the correct Relay service or enhancement for each person. Sprint, and our partners, will ensure that appropriate Education and Marketing is matched with the correct user groups.

In addition to the formalized programs, Sprint will ensure that feedback is continued to be collected via the following:

▶ Customer Service,

▶ Sprint Relay employees,

▶ Outreach employees,

▶ Feedback from the Commission,

▶ Ohio Relay Consumer Council (ORCC) meetings, and

▶ Working directly with members of the Deaf, Hard of Hearing and Speech-impaired communities.

STARS

In addition to internal resources within Sprint, Sprint Contract Administrators also benefit from communicating with other Sprint TRS and CTS customers. Sprint proudly sponsors an annual conference for the Relay Administrators of Sprint Relay states that is collectively referred to as STARS or 'State Telecommunication Administrators of Relay by Sprint'. Sprint truly values customer and consumer input in order to ensure our services are the best the industry has to offer. The information gathered at the STARS conference is utilized to develop the future of TRS.

Ohio Staff members have provided a valuable contribution to STARS in the past and have participated in presentations and discussions that include members of the Sprint support teams who develop and implement Sprint Relay products. At past STARS conferences, Sprint has been honored to host speakers such as the former Chief of the Federal Communications Commission (FCC) Disability Rights Office.

"I really appreciated the opportunity to interact with other STARS members to be able to identify TRS industry changes, trends, new developments, etc."

Jon Cray
Oregon TRS and CapTel Contract Adminstrator
Oregon has been a Sprint Relay state since 1992, a Network Solution processing 532,100 minutes annually.

LOWEST QUALIFIED SUBMITTED RATE QUOTE.

Sprint offers both the rate payers in Ohio and the end users a best value solution with discounted products. Based on our experience in the marketplace, Sprint offers Ohio a price that includes value that no other provider can match with significant economic development.

ㅡ Sprint offers 70% discounts on Intrastate Long Distance rates through TRS and CapTel for ORS users.

ㅡ In addition to the LD discounts, Sprint will continue to subsidize the cost of the CapTel phone ($99) and offer discounted plans for wireless services for the Deaf and Hard of Hearing communities in Ohio.

▣ OPERATIONAL EFFICIENCIES

All providers claim to process calls faster than the others. Publicly available data compiled by the National Exchange Carrier Association (NECA) indicates that traditional interstate TRS minutes-of-use have been declining steadily over the past several years. Sprint's competitors may claim that such reductions in call volumes are due to operational efficiencies, rather than the natural decline experienced by all providers in the TRS industry.

In order to determine which provider processes calls the fastest, Sprint hires an independent third-party evaluator to place 150 test calls during a month-long evaluation periods. For the past two consecutive years, Sprint has processed calls faster than any other provider observed.

In 2007 and 2008 evaluations, Sprint processed calls faster than AT&T and Hamilton resulting in up to 13% less conversation minutes and up to 27% less session minutes per call

Sprint is able to accomplish this through operational focus on time-saving features on our new platform. Faster call processing means less billable minutes to the State. A full list of Sprint standard features can be found in Appendix H.

▣ ECONOMY OF SCALE

Sprint is the world's leading provider of Relay Services. To put this in perspective, in 2007 (based on the FCC recertification information), Sprint processed 18.4 million TRS calls as compared to Hamilton who processed 3.5 million. By providing the same suite of available features across our TRS network, Sprint is able to share costs across the 32 contracts and offer an FCC compliant service at the best value in the industry.

▣ LIMITING INAPPROPRIATE USE

Sprint works to limit inappropriate use of relay services and further limit billable minutes to the state.

ㅡ **Correctional Facility Access** – In 2005, Sprint launched a nationwide solution to prevent prisoner inmates from using Relay inappropriately. Sprint's solution eliminates the incentive to misuse Relay services, remains compliant with the America with Disabilities Act (ADA) and reduces billable minutes to the State.

⌐ **IP Relay** – Unlike other providers who rely on education or marketing to limit inappropriate use of IP Relay, Sprint has implemented significant operational and technical solutions to reduce this fraudulent calling. Should the FCC transition payment of this service to state jurisdiction during the term of this contract, the Commission can be assured that Sprint will continue fight against inappropriate use and minimize the potential cost to the State.

IN-STATE CENTER

Sprint offers to maintain the Dayton Relay Center handling 85% of Ohio Relay traffic. Today, only 45 employees are required to handle 85% of ORS traffic. Sprint currently employs 148 people in Ohio who process Ohio traffic and Sprint Relay network traffic. This proposal offering provides this significant economic development in the State of Ohio and a level of quality that can not be replicated with a Network solution.

The Dayton Relay Center staff is experienced with an average tenure of over five years. Recently the City of Moraine's City Manager and Economic Development Director toured the Dayton Relay Center and provided a Letter of Support, which is provided in the "Letters of Support" Tab in the References Section.

> *The Dayton Relay Center "plays a vital role as a regional employer…" and provides "significant economic impact to our community".*
>
> City of Moraine City Manager
> and Economic Development Director.

OVERALL QUALITY

How do you measure TRS quality? At Sprint we do it based on direct customer feedback and third-party quantifiable results.

⌐ Sprint is the only provider who verifies quality results with independent third-party evaluation of TRS and CapTel services. (Three years of testing results).

⌐ To our knowledge, Sprint is the only provider to conduct formal CapTel internal testing and provide quality feedback reviews to CTI with specific feedback on individual CAs and overall trending (Three years of testing results).

⌐ Sprint provides a Product Development Manager dedicated to CapTel and a Product Innovation team dedicated to TRS.

⌐ National STS Website – As the first provider of STS services, Sprint proudly offers a comprehensive Speech-to-Speech (STS) educational program for users with speech disabilities. Sprint is committed to meeting the STS outreach funding requirement established by the FCC which includes reimbursement to current TRS providers who handle STS calls. Sprint is in the process up setting up a dedicated national STS website dedicated solely to educating the public and potential users of the benefits of the service. This website will be made available and marketed to potential users in the State of Ohio at no additional cost to the State.

▣ SPEED OF ANSWER

Sprint exceeds the FCC requirement for speed of answer. As demonstrated in Figure ES-5, Ohio Relay's speed of answer is faster than those of other providers.

Month	Ohio Service Level –Sprint–	West Virginia Service Level – Hamilton –
April 2008	98%	96%
May 2008	96%	94%
June 2008	96%	94%
July 2008	96%	91%
August 2008	97%	93%

Figure ES–5. Speed of Answer Comparison

In addition, the FCC does not specify the calculation and method for reporting these service levels. Each provider defines and measures according to its interpretation of the requirement. As explained in Section III.B.2, we believe that Sprint's TRS results are more accurate.

▥ TYPING SPEED AND ACCURACY

One of the most customer-impacting measures of a Relay provider's quality is the *typing speed and accuracy of its CAs. Sprint provides a third-party evaluation of the TRS industry for typing and accuracy.* Sprint clearly has the best typing in the industry (Quality Results Appendix D). For three consecutive years, Sprint CAs have typed faster than any other relay provider.

Sprint requires its CAs to take quarterly typing tests to ensure they maintain 60 wpm. In addition, Sprint requires at least 95% accuracy and also deducts words for each error made. Sprint is the only TRS provider to set this standard. Figure ES-6 below demonstrates Sprint and other providers' performance during independent evaluations conducted in 2008.

	Sprint TRS	Hamilton TRS	AT&T TRS
Average Typing Speed	79.4 wpm	75.0 wpm	70.6 wpm
Percentage of CAs who typed more than 60 wpm	98.0%	94.0%	78.7%
Session Minute Per Test Call	4:15	4:31	5:26

Figure ES–6. Independent Quality Assessment

TRAINING PROGRAMS

All TRS providers claim to have the best training. One provider offers that their training is superior due to length. Sprint, with its simplified platform and automated call processing, believes its training is the best based on independent quality evaluations. Figure ES-7 below demonstrates the consistent Sprint quality as observed by the independent evaluation in the first quarter of 2008.

Independent Evaluation 3Q 2008 Results	Sprint Relay (Network)	Ohio Center
Correct Announcement	99.31%	100%
Gave CA identification number	99.65%	100%
Asked customer if they had used relay	100%	100%
Typed greeting verbatim	100%	100%
Typed voice message verbatim	95.72%	95.47%
Used voice inflection	98.61%	97.92%
Closed call appropriately	98.78%	95.83%
Correct spelling	98.48%	98.38%
No typos	98.77%	98.70%

Figure ES–7. 3Q Quality Results

CAPTEL QUALITY

Sprint is the nation's leading CapTel provider. We take this role very seriously. For us, CapTel is not a subcontracted service, but a service that we provide through our subcontractor. You will find this makes a significant difference for the end users in Ohio. Sprint is the only CapTel provider who conducts formalized quality assessments with a dedicated marketing team. Please review Section III.A.1.f that outlines the extensive testing process that Sprint has in place. Sprint works closely with CTI and Ultratec on CapTel performance, operational feedback and new product offerings.

CAPABILITIES SUMMARY – WHY SPRINT?

Our team is committed to providing only substantiated facts in this bid response. Our goal is to provide succinct and direct responses to each of your RFP requirements. If in any area you find additional information is desired, or that Sprint has made a claim that is not substantiated, we stand ready to provide additional information as requested. In evaluating other publicly available proposal responses, we have discovered that there are some specific areas where other providers have made claims where we believe faulty reasoning has been applied. Some TRS areas that set us apart from our competitors are:

Capability	Description
Commitment to 7-1-1	7-1-1 call volumes continue to drop annually. Sprint forecasts that Ohio TRS, like all states in the nation, will continue to see this decreasing traffic trend. Sprint just replaced our entire TRS Platform. Even with the traditional traffic declining in the industry, Sprint demonstrates our commitment by continuing to invest in TRS technological advances.
Wireless devices and services	Perhaps the most significant endeavor over the few years at Sprint Relay has been the full integration of wireless product and services into our TRS world. Sprint was the first provider to distribute wireless devices through a State funded equipment distributions programs in Hawaii, Texas, Utah and Arkansas. Sprint currently sells and supports wireless devices and products specifically for the Deaf and Hard-of-Hearing community in Ohio.
Service levels	The FCC does not specify the method for determining service levels. We have discovered that each provider defines and measures these levels according to the company's own interpretation of the requirement. It is technically complicated to describe, but we have attempted to break down the method that Sprint uses to most accurately report service levels. Other providers may claim better results, but when the system and formulas are compared, Sprint has set a higher standard. Please review Section III.B.2 for a detailed explanation.
Typing speed and accuracy	All TRS providers claim to have the highest quality of service and describe their own quality measurement systems and performance claims. Sprint hired an independent third-party evaluator to assess and compare the service of all TRS providers. The results clearly show that Sprint has the best performance. Please review the Paisley Report in Appendix D for comparison of service.
Traffic trends	Other providers use current industry trending to extrapolate a conclusion that their service will save the State money by operating more efficiently. We demonstrate with National Exchange Carrier Association (NECA) reporting, that regardless of the TRS vendor selected, TRS call volumes are decreasing. This is not indicative of a particular vendor, but of the entire industry. NECA trending results can be found at www.neca.org.
Training comparisons	All TRS providers claim to have the best training. One provider offers that its training is superior due to its length. Sprint has a streamlined platform and automated call processing that allows for reduced training time. Our training processes are described in Section IV.B.1, an overview on the new Sprint platform can be found in Section III.C.2 and the independent third-party assessment of service can be found in the Paisley Report in Appendix D.
Call takeover	One provider details its call takeover policy as an example of superior customer service. The provider states that its policy is that CAs must stay on calls regardless of schedule, not providing any statistics on actual call takeovers. The FCC requirement is that a CA must remain on a call for at least 10 minutes. Sprint's current average call length for a session-minute measurement is 3 minutes and 53 seconds. The call take-over policy at Sprint allows for CAs to stay on a call for as long as they can continue in a healthy manner. As a matter of practice, calls are not taken over unless it is necessary to do so.

Figure ES–8. Sprint Relay Capabilities Summary

Yesterday, we used our TTYs and CapTel phones; today, we use our computers and our video boxes, and, tomorrow, we will use our wireless devices. As Ohio's total relay solutions provider, Sprint will deliver high-quality relay services to the State and its citizens providing TRS, CapTel, VRS, Internet Relay, RCC and Wireless Relay. We will use Relay Program Management Support for TRS and CapTel, along with a full menu of features and services, the most reliable and trouble-free network in the country, all at a fair and competitive price. Sprint shares Ohio's goal to launch cost effective new technologies as they are available and based on history and current achievements, Sprint is the only provider who will deliver.

It has been a true honor to work with the Commission and Commission Staff supporting the Ohio community for the last decade. We hope that our proposal response will clearly demonstrate our ability and desire to continue to be entrusted with Ohio Relay.

BIDDER PROFILE

This section shall induce, but not be limited to, recent data describing the following: the corporate philosophy; the current organization; the date of incorporation; ownership; the number of years in business; the total number of employees, including percentages of women and minorities both in senior level positions and throughout the company; the number of staff, both in total and in Ohio; the number of offices both in total and in Ohio (including the location of the Ohio offices); the revenue totals for the last fiscal year; the home office location; and other appropriate company profile information, including TRS offerings provided in other states. Finally, the bidder shall include a statement describing how bidder resources and experience will support the proposed TRS, including access to back-up staff and facilities if needed.

Sprint has read, understands and will comply.

Fulfilling the promise of functional equivalency requires a company with a robust telecommunication infrastructure, as well as experience in the provision of specialized telecommunications services and products for individuals with communication impairments. It also requires a company with sufficient financial and human resources combined with the vision and aspiration for the future of Relay services. The company best positioned to meet those diverse requirements is Sprint Nextel (Sprint).

CORPORATE OVERVIEW

Sprint has a long history as a quality telecommunications service provider and was established in 1899 as the Brown Telephone Company in Abilene, Kansas. Sprint Communications Company, L.P. is a wholly owned subsidiary of the Sprint Corporation, incorporated in 1938 under the laws of Kansas. In 2005, Sprint merged with Nextel Communications creating a powerful wireless industry leader.

Sprint, as a corporation, is widely recognized for developing, engineering and deploying innovative technologies. Our wireless networks are serving nearly 51 million customers at the end of the third quarter 2008. In addition, Sprint offers industry-leading mobile data services, instant national and international push-to-talk capabilities, and owns the Sprint Global IP Network; a global Tier 1 Internet backbone capable of reaching 137 countries.
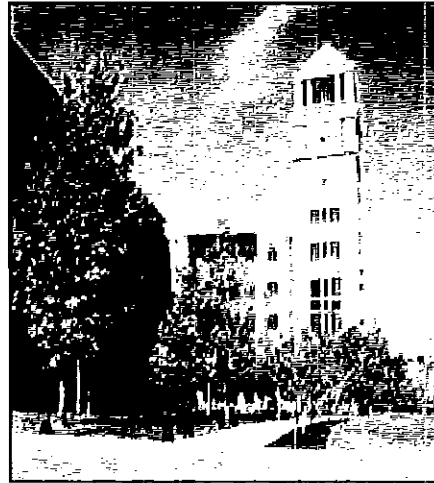
Sprint Campus Headquarters, Overland Park, KS

CORPORATE PHILOSOPHY

Great companies are defined by their reputation for ethics and integrity in every aspect of their business. By their actions, these companies demonstrate the values that serve as the foundation of their culture and attract the best customers, employees and stakeholders in their industry.

At Sprint Nextel (Sprint), there should be no doubt about our commitment to conduct business and to treat one another, our customers, communities and stakeholders we serve, with the utmost integrity. This commitment to lead with integrity is evident Sprint's Code of conduct. The Code establishes the basic foundation of Sprint's ethics by communicating our philosophy and commitment to all our employees, customers, stakeholders and the communities in which we do business. It is for this reason that content of the Code is organized around the cultural values of Sprint:

⌐ We Demonstrate Integrity

⌐ We Are Passionate About Our Customers

⌐ We Deliver Results

⌐ We Care About Each Other

⌐ We Lead By Example

The Sprint Nextel Code of Conduct describes the ethical and legal responsibilities shared by the members of the Board of Directors, all employees and all those who represent Sprint's good name. The Code of Conduct helps ensure our good intentions consistently take the form of appropriate actions and defines our relationship with our stakeholders and each other. It provides a solid foundation for making sound, ethical business decisions, and protects and builds upon our reputation for doing the right thing.

CORPORATE STAFFING

Sprint employs approximately 56,000 people worldwide. Sprint believes in distributing people worldwide is direct customer facing activities, account management and onsite network support of services in Sprint facilities and as liaison with Sprint local partners who represent the interests of our customers.

Table BP-1 represents the profile of Sprint's total employees, the significant number of employees located in Ohio and the number of Sprint offices housed in Ohio. Sprint is an excellent corporate citizen in Ohio, providing significant economic development. For the specific locations of Sprint's Ohio offices please refer to Appendix F.

Staffing	
Total number of Employees – Nationwide (January 2009)	56,298
Sprint employees in Ohio	925
Sprint Office Locations	60
Ohio TRS Office Location [1]	1
Ohio TRS Employees [1]	148
Ohio TRS Revenue totals	$3.9 Million

[1] Includes Sprint's partner – Communications Service for the Deaf

Table BP-1. Sprint Corporation – Staffing Levels

Please review **Appendix G** the Sprint 10K Annual Report, or visit www.sprint.com for an in-depth overview of the corporation.

CORPORATE DIVERSITY

Sprint is recognized as a diversity leader in the telecommunications industry. Table BP-2 represents the number of women and minorities in the Sprint Corporation.

Race/Ethnicity	Female	Male	Total
American Indian or Alaskan Native (not Hispanic)	212	281	493
Asian or Pacific Islander (Not Hispanic)	1,122	2,400	3,522
Black or African American (Not Hispanic)	6,356	5,084	11,440
Hispanic	3,537	4,070	7,607
White (not Hispanic)	12,769	19,647	32,416
Other	676	822	1,498
Grand Total	24,672	32,304	56,976

Table BP-2. Sprint Corporation – Breakdown of Employee by Race/Ethnicity and Gender

Table BP-3 represents the percentage of women and minorities among Senior-Level Management.

Senior Management	Female	
Director Level Senior Management	26.1%	9.2%
Vice President Level Senior Management	21.9%	8.8%

Table BP-3. Sprint Corporation (January 2009)

In the following descriptions, we have provided our diversity awards for the past two years:

2008

⌐ **DiversityInc.**

Sprint ranked #35 out of 352 companies that participated in DiversityInc.'s 2008 Top 50 Companies for Diversity Survey.

⌐ **Hispanic Enterprise**

Hispanic Enterprise included Sprint on its list of Top 50 Corporations ranking for Supplier Diversity.

2007

⌐ **Black Engineer Magazine**

Paget Alves, Sprint's President of Sales & Distribution for the south region, was featured on Black Engineer Magazine's Most Important Blacks in Technology list.

⌐ **Black Enterprise Magazine / Career Communications Group**

Paget Alves, Sprint Nextel President of Sales & Distribution for the south region, was named one of the Most Important Blacks in Technology for 2007.

⌐ **Black MBA Magazine**

Sprint Nextel comes in at Number 32 among the Top 50 Companies for African-American MBAs.

⌐ **DiversityBusiness.com**

DiversityBusiness.com included Sprint on its Top 40 companies ranking for Top Organizations for Multicultural Business Opportunities.

⌐ **DiversityInc**

Sprint ranked 28 out of 317 companies on DiversityInc.'s 2007 Top 50 Companies for Diversity listing. This is up from Sprint's rank of Number 39 in 2006.

HISPANIC Magazine

Sprint was recognized on the magazine's 2007 Top Companies for Hispanics list.

Human Rights Campaign

Sprint Nextel named one of the HRC's Best Places to Work for 2007.

Human Rights Campaign's annual Corporate Equality Index

For the third consecutive year, Sprint (NYSE: S) has received a perfect 100% rating on the Human Rights Campaign's annual Corporate Equality Index. The Corporate Equality Index 2008 rated 519 major U.S. companies from a wide range of industries on how they treat their gay, lesbian, bisexual and transgender (GLBT) employees, consumers and investors.

Urban League of Greater Kansas City

The Urban League of Greater Kansas City recognized Sprint with an Equalizer Award for advancing corporate diversity and inclusion.

Veteran Business Journal

Veteran Business Journal recognized Sprint on its Top 10 Most Veteran Friendly Corporate Supplier Diversity Programs list.

FINANCIAL INFORMATION OF THE COMPANY

Sprint offers the most stable and financially secure TRS in the industry. Unlike other TRS Vendors, who have recently attempted to sell or discontinue their TRS portfolios, Sprint has been committed to TRS since the inception of Relay Services. Sprint has significant diversity in our product offerings compared to other TRS Vendors, and is in the position to weather down-turns or unexpected market trends in the industry. Sprint has demonstrated it's commitment by continuing to lead the market in investing in new technology and in fulfilling government commitments.

The following table lists Sprint Nextel Corporation's annual consolidated financial reporting for the last five years:

	Sprint 2007 Consolidated		Sprint 2005 Consolidated		Sprint 2003 Consolidated
Net Operating Revenues	40.1B	41B	28B	27.4B	27.0B
Adjusted Operated Income	1.8B	3.1B	2.8B	2.3B	1.6B
Adjusted OIBDA	10.8B	12.6B	8.0B	6.71B	4.1B
Capex	6.5B	7.0B	4.2B	3.9B	4.7B
Free Cash Flow	2.2B	2.7B	5.3B	1.9B	1.2B
ARPU (wireless)	$59.00	$60.00	$66.00	$63.00	$61.00

Table BP-4. *Sprint Financials*

Additional financial information is available in **Appendix G.**

CORPORATE STRUCTURE

Sprint has aligned its corporate structure to provide the best customer experience for each customer. The organization is designed to support quick decision-making, improve execution, and strengthen the ability to support our customer base while delivering on the opportunity provided by our assets.

There are business units, shared services organizations and corporate staff functions. Each business unit is aligned with our network platforms while shared services are designed to serve all customers. This unified structure allows us to customize an entire solution to match the State's needs, instead of a "one size fits all" business model. Through this alignment, we can use our portfolio of assets most efficiently and effectively to create customer-focused communications solutions and provide single points-of-contact for sales and service differentiating Sprint from the competition.

Below is the organizational chart that depicts the relationship between Sprint Relay personnel and Sprint Management. The yellow-shaded areas represent the key people who will have direct responsibility for Ohio Relay service implementation, quality service, and future product innovations.
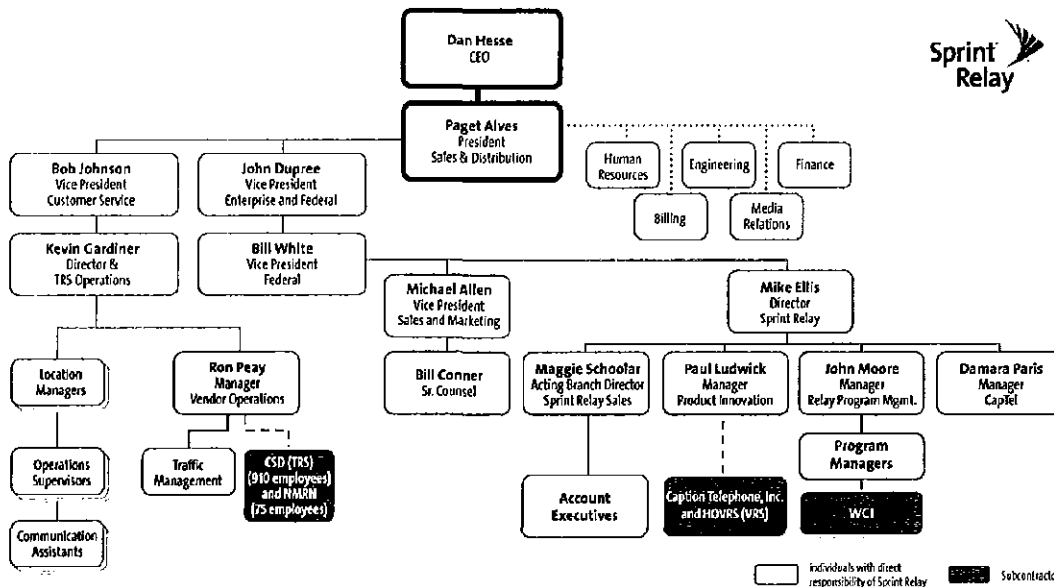
Figure BP-5. Sprint Relay Organizational Chart

SPRINT CUSTOMERS AND EXPERIENCE

Sprint was one of the earliest providers of TRS following the passage of the American's with Disabilities Act (ADA) in 1990 and as such Sprint Relay has since grown to become the largest and most technologically advanced TRS and CapTel provider in the nation.

This is evidenced by the fact that Sprint provides TRS for 30 domestic State governments, the Commonwealth of Puerto Rico, the Federal Government, and the Country of New Zealand, as demonstrated in the figure below.

Figure BP-6. Sprint TRS Network of call centers

In addition, Sprint currently provides *CapTel* services in 31 States and for the Federal Government processing **over two million *CapTel* minutes a month in 2008**

Figure BP-7 below demonstrates Sprint's current relay customers.

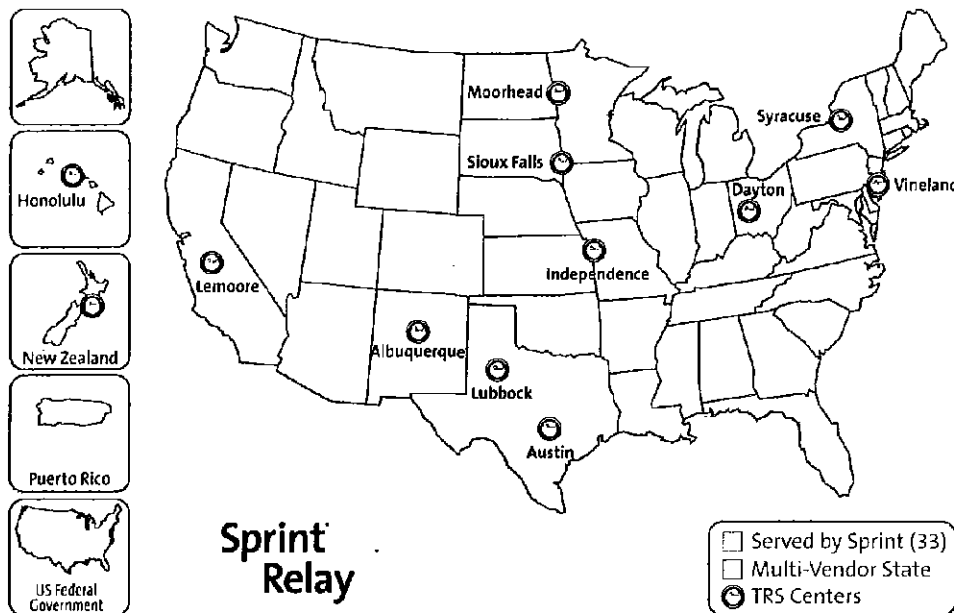| State	Project Term	Relay Products	Primary TRS Traffic Location
Alabama	03/01/04 – 2/28/11	TRS and CapTel	Network
Alaska	01/01/02 – 12/31/13	TRS and CapTel (CSD Contract)	Network
Arkansas	01/01/04 – 12/31/11	TRS, CapTel, EDP Wireless devices	Network
California	03/01/92 – 10/11/96 10/11/97 – 11/30/09	TRS and CapTel	Lemoore, CA
Colorado	11/1/90 – 6/30/10	TRS and CapTel	Network
Connecticut	7/01/93 – 6/30/12	TRS, CapTel and EDP	Network
Delaware	1/01/06 – 12/31/11	TRS	Network
Florida	6/01/00 – 5/31/10	TRS and CapTel	Jacksonville, FL
Federal Relay Service	4/01/93 – 6/30/09	TRS, CapTel, RCC, IP and VRS	Network
Hawai'i	07/01/03 – 06/30/11	TRS, CapTel, EDP wireless devices and ENS	Honolulu, HI
Illinois	2/01/00 – 1/31/13	TRS and CapTel	Network
Indiana	10/01/92 – 10/31/09	TRS and CapTel	Network
Minnesota	7/01/96 – 6/30/11	TRS and CapTel (CSD Contract)	Moorhead, MN
Mississippi	07/01/03 – 06/30/09	TRS, CapTel and EDP	Network
Missouri	9/01/91 – 6/30/10	TRS and CapTel	Independence, MO
Nevada	7/01/91 – 6/30/09	TRS and CapTel	Network
New Hampshire	12/01/91 – Franchise	TRS and CapTel	Network
New Jersey	2/01/06 – 1/31/10	TRS and CapTel	Network
New Mexico	5/10/93 – 6/30/10	TRS and CapTel (NMR Contract)	Albuquerque, NM
New York	8/01/97 – 6/30/11	TRS and CapTel	Syracuse, NY
New Zealand	11/15/04 – 11/15/09	TRS, IP Relay and EDP	New Zealand
North Carolina	10/01/91 – 6/30/12	TRS, CapTel and RCC	Network
North Dakota	7/26/93 – 6/30/09	TRS and CapTel.	Network
Ohio	11/11/97 – 6/30/09	TRS and CapTel	Moraine, OH
Oklahoma	11/15/93 – 11/14/11	TRS and CapTel.	Network
Oregon	4/01/92 – 6/30/09	TRS and CapTel	Network
Puerto Rico	8/30/01 – 6/30/09	TRS, CapTel and EDP	Network
South Carolina	3/31/92 – 12/31/13	TRS and CapTel	Network
South Dakota	6/01/92 – 5/31/10	TRS and CapTel (CSD Contract)	Sioux Falls, SD
Tennessee	9/01/05 – 8/31/10	CapTel and RCC	NA
Texas	9/01/90 – 8/31/11	TRS, CapTel. EDP Wireless devices	Austin, TX Lubbock, TX
Utah	1/28/00 – 1/27/10	TRS and CapTel	Network
Vermont	7/01/02 – 6/30/10	TRS and CapTel	Network
Virginia	4/01/04 – 3/31/09	CapTel	NA
Washington	6/28/98 – 8/27/10	TRS and CapTel	Network

Figure BP–7. Sprint Relay Customers

▣ SPRINT RELAY SALES AND MARKETING TEAM

The original Sprint Relay management team included three members of the Deaf community and has now expanded to be the largest team of deaf and hard-of-hearing individuals in the industry. Sprint Relay currently employees over 30 managers who are users of Sprint Relay and provide leadership in the direction of the products developed.

Figure II-5 Sprint Corporation (April 2002) Sprint Relay Team

OHIO RELAY LIFE-CYCE TEAM

Ms. Emma Danielson is honored to serve as the Program Manager for Ohio Relay and will serve as the Primary Point of Contact to the Commission and lead the Ohio Relay Life-Cycle Team.

→ Emma has dedicated her career to the advancement and education of Deaf and Hard of Hearing individuals. Her commitment to excellence is invaluable.

→ Emma received her Bachelors Degree at Pennsylvania State University in Business Administration.

→ She brings with her 13 years of experience in the Telecommunications Relay Field.

→ Emma has a wide-breadth of experience including Call Center management, Training, Human Resources, Outreach support and Program Management.

→ Emma has been working with Sprint since 2004, when she began as an Account Manager.

→ She is competent in resolving billing matters, escalations, trouble reporting, trouble resolution, training and overall account management

- In her current role as a Program Manager, Emma has gained valuable experience in assisting states in filing FCC annual reports, as well as FCC recertification applications.

- As a Relay user herself, Emma's utilization of the Sprint products and services, gives her credibility in their market as well as the ability to meet the needs of the population she serves since she understands, first-hand, what consumers are experiencing.

Emma Danielson, Ohio Relay Program Manager

The Ohio Life-Cycle Team, lead by Emma, is also comprised of representatives from Billing, Contracts, Subcontracts, Engineering, Finance, Force Management, Operations, Product Management, Sales, and Training. This team has exclusive responsibility for the Ohio Relay Service implementation, service quality, and future product innovations and strategies. The Life-Cycle Team concept has proven to be the benchmark of the Sprint Quality philosophy.

Resumes for Emma Danielson and the key Life-Cycle team members can be found in **Appendix K**. Figure BP-8 below depicts Ohio Relay's Life-Cycle Team roles and responsibility.

Position	Areas of Responsibility and Experience
Key Personnel	
Maggie Schoolar Account Executive	Sales representative for existing, new services, and product enhancements. Oversees customer contractual issues and ensures customer satisfaction. Provides direct support to Program Management and interfaces with the State regarding forecasting, trending and new product offerings.
Emma Danielson Program Manager	Conducts program reviews of contractual compliance and service quality. Manages the complaint resolution process. Provides direct support to state Program Management and Sales for account issues, product/service presentations, and customer meetings.
Todd Bader CapTel Regional Outreach Manager	Acts as a National Marketing resource for CapTel Outreach. Provides direct support to the Program Manager on Outreach efforts.
Dennis Selznick CapTel Product Innovation Mgr.	Manages existing and new innovations for the CapTel TRS platform. Primary interfaces with Ultratec, Inc. for CapTel quality and product initiatives.
David Nichols TRS Product Innovation Mgr.	Develops new innovations for the Telecommunications Relay Service and IP platform. Primary interface with the TRS Industry, the FCC, & NECA.
Ohio Life-Cycle Supporting Personnel	
Mary Cole National Quality Assurance Training Manager	Implements, evaluates, and monitors TRS and CapTel Quality programs.
Yuan Cheng Engineering	Designs and develops new enhancements and technologies for the TRS platform. Tests and implements new developments and platform configurations. Oversees systems network and traffic management. Maintains systems maintenance.
Ronald Peay Operations	Oversees daily traffic routing and staffing requirements to meet daily service levels.
Paul Krueger Billing	Prepares and submits billable minutes/service monthly. Upon request of Contract Administrator, prepares and provides various types of ad hoc reports.
Michaela Clairemont Contracts	Supports the TRS contract between the State and Sprint.
Mike Black Subcontracts	Supports relationships with all Vendors and Sprint.

Figure BP–8. Life-Cycle Team

▣ SPRINT RELAY IT RESOURCES

Unlike some smaller providers who have limited technical resources, Sprint Relay is comprised of dozens of technical resources including:

⌐ Call center design and development engineers,

⌐ Call center technicians located at each call center,

⌐ Test and implementation engineers,

⌐ Network engineers and IT project managers, and

⌐ Centralized 24/7 Service Assurance Management Center.

SPRINT RELAY OPERATIONAL RESOURCES

Sprint Relay also features a dedicated, experienced Operations team comprised of:

- Vendor Manager,
- National Quality Assurance and Training Manager,
- Local Quality Assurance and Training Manager at each call center,
- National Traffic Control Center Center (TMCC),
- Local staffing and traffic management,
- Local call center Management

INDUSTRY REPRESENTATION

Sprint is a committed leader in the TRS industry. Paul Ludwick, Sprint's Manager of TRS Product Innovation, has served on the Interstate TRS Advisory Council for two terms including four years as Vice-Chairperson. Paul was also appointed by the FCC Chairman Kennard in 2001 to serve on the Consumer/Disability Telecommunications Advisory Board for two years.

Scott Freiermuth, Sprint Government Affairs Manager, serves on the Consumer Advisory Council and is active in several working sub-committees, including the Disabilities Access working group and the TRS working group. Additionally, Sprint has representatives on industry committees, including the committee addressing 'coin-sent paid' issues and ten-digit numbering for internet-based relay services.

Sprint routinely identifies concerns impacting the industry, builds problem statements and proposes resolutions to the TRS Advisory Council and the FCC, either alone, or with the cooperation of other Relay and Telecommunication providers. Sprint has a long history of acting in this role, including building an informal industry team (including ATT, MCI and Sprint) to set technical requirements, propose industry connection methods and to launch the TRS Carrier-of-Choice program.

OUTREACH PLAN AND RESOURCES

The TRS industry has shifted so rapidly that the type of Outreach and Education that occurred in the past needs to be significantly adjusted to meet the new needs of the changing community. Sprint has a completely revamped Outreach and Education program for Ohio that is designed to adjust as the products and responsibilities of the State are changed based on FCC requirements. With this new contract Sprint is planning to offer the following:

⊞ OUTREACH PARTNERSHIP WITH LOCAL AGENCY

Sprint intends to partner with a local agency an utilize an annual $45,000 7-1-1 outreach budget to provide Outreach and Educational services on behalf of Ohio Relay, as well as collect customer input regarding the products, services and quality offered.

At the end of each year, Sprint will solicit feedback from the Commission and the Ohio Relay Consumer Council (ORCC) on the effectiveness of the approach and determine the appropriate agencies and Outreach approach for the subsequent years.

⊞ ADDITIONAL OUTREACH RESOURCES

- Sprint Relay Director Mike Ellis;
- Manager of Relay Program Management John Moore;
- Ohio Program Manager Emma Danielson;
- National CapTel Marketing Manager Damara Paris;
- CapTel Marketing Manager Danny Barrett
- Regional CapTel Marketing Manager Todd Bader;
- Sales Executive Maggie Schoolar;
- Key industry representatives who will educate potential users on Sprint's behalf including Dr. Bob Segalman;
- Sprint TRS Customer Service team;
- Sprint CapTel Customer Service team; and
- Corporate Marketing and Brand Departments.

⊞ SPRINT RELAY WIRELESS OUTREACH AND EDUCATION RESOURCES

In 2007, Sprint Relay expanded to customized wireless solutions for relay users. As a part of the Sprint Relay Wireless division, Sprint has Regional Sales Managers who perform Outreach and Education activities regarding wireless relay access, discounted wireless data-only plans and wireless devices.

Sprint currently offers Video Customer Service (VCS) for Sprint Relay wireless customers who have access to videophones and web cameras. Video Customer Service representatives are fluent in American Sign Language (ASL) and experienced resolving account issues, Blackberry phone set up and instructions as well as troubleshooting Blackberry technical issues.

OHIO RELAY SUPPORT

Sprint will continue to provide Ohio Relay using the Dayton call center in coordination with the experienced local Relay CAs, technical staff and program management team. In addition, Ohio Relay will continue to benefit from national Sprint Relay resources that are a part of the Sprint Life-Cycle team including areas such as Program Management, Product Development, Information Technology (IT), Quality Assurance, Network call centers, Traffic Management, Marketing and Outreach.

The Figure below demonstrates the resources currently available to the State in support of Ohio Relay.
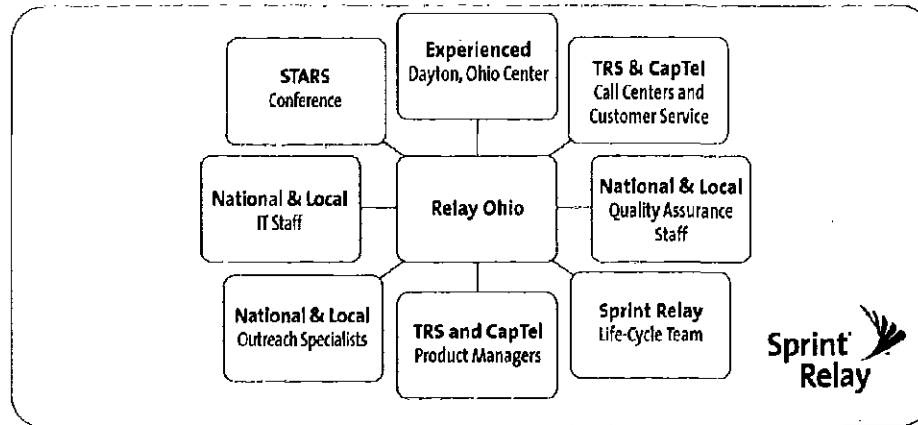

Figure BP-9. Resources to Support Ohio Relay

REFERENCES

Five professional references shall be provided that demonstrate the ability of the bidder to provide TRS. The references must include the name of a contact person, his or her title and affiliation, and telephone number.

Sprint has read, understands and will comply.

Sprint has provided a list of references in the table below for the Commission's review. The evaluators are more than welcome to contact the references for information regarding our TRS and CapTel services or personnel.

State	Reference Information	Contact Information	Relevant Experience
Illinois	**Trudy Snell**, Executive Director **Illinois Telecommunications Access Corp.** 3001 Montvale Drive, Ste. D Springfield, IL 62704	(217) 698-0942 fax (217) 698-4107 v/tty (800) 481-6167 v/tty itac@aol.com	Services: TRS and CapTel Key Personnel including Maggie Schoolar & Emma Danielson
Indiana	**Ginny Barr**, Executive Director **InTRAC** 8440 Woodfield Crossing Blvd. Ste. 480 Indianapolis, IN 46240	(317) 469-0803 voice (317) 469-0810 fax inrelay@aol.com	Services: TRS and CapTel Key Personnel including Maggie Schoolar & Emma Danielson
Oregon	**Jonathan Cray**, RSPF Manager **Central Services** 550 Capitol Street NE, Ste 215 Salem, OR 97301-2551	(503) 373-1413 tty (503) 373-1400 voice jon.cray@state.or.us	Services: TRS and CapTel
Arkansas	**Kenneth Musteen**, Director **Arkansas Deaf and HI Telecommunication Services** 1616 Brookwood Dr. Little Rock, AR 72202	(501) 296-1600 voice ken.musteen@arkansas.gov	Services: TRS and CapTel Key Personnel including Maggie Schoolar
Hawaii	**Diane Tokunaga-Ide**, Contract Administrator **Hawaii Commission** 465 South King Street, Kekuanao'a Bldg, Rm 103 Honolulu HI 96813	(808) 586-3754 (808) 586-2066 Fax diane.k.tokunaga-Ide@hawaii.gov	Services: TRS, RCC and CapTel Key Personnel including Maggie Schoolar

Figure REF–1. Professional References

The references above have submitted letters detailing Sprint's ability to provide Relay Services and the quality of service and support that Sprint offers. These letters can be found in the under the **"State References"** Tab immediately proceeding this section or have been submitted directly to the Commission.

Sprint has also provided a list of Sprint Relay customers and contact information in Section IV.D.1. **The Commission's evaluators are more than welcome to contact any of our customers for information regarding our TRS and CapTel services.**

In addition, Sprint also respectfully submits for your consideration the following:

- **Letters of Support** from organizations and individuals in support of selecting Sprint as the next Ohio Relay provider,

- **ORCC Support** including a letter from the chair and comments from members,

- **User Feedback** from recent commendations for the service and individual CAs from Ohio Relay customers,

- **Biographies** from high-profile customers who use sprint relay, and

- **Video Testimonials** from several of Sprint's current TRS Contract Administrators discussing Sprint's performance. In addition, the DVD contains TRS Contract Administrators' feedback on the STARS conference as well as Sprint management commentary.

A. State References

InTRAC

7702 Woodland Drive Suite 250
Indianapolis, IN 46278
317-334-1413 v/tty

January 2009

Re: *Letter of Reference for Sprint Relay*

To Whom It May Concern:

Indiana Telephone Relay Access Corporation (InTRAC) is a not-for-profit corporation established in 1991 for the sole purpose of representing telephone companies within Indiana as a designee to provide telephone relay service on their behalf.

For the past sixteen years, InTRAC has contracted with Sprint to provide telephone relay service in Indiana. The fact that InTRAC has continued to renew with the same vendor speaks volumes about the quality of service in several areas of relay.

In the opinion of InTRAC, Sprint's greatest quality for TRS is found within the team itself. From the Vice President, to Management, to Sales and Account Managers, the entire team is in constant communication about telephone relay service. This means when InTRAC has any questions, there is always a contact that can respond immediately to the inquiry. A great advantage about the Sprint team is the fact that most all of them use this product on a daily basis. Therefore, the quality of Sprint relay service is a high priority to them, as it is such a major part of their daily lives.

Sprint provides excellent training with its relay operators and is more than willing to continue to provide updated training and encouragement to the operators as they process the daily relay calls.

Sprint strives to maintain the highest quality for its relay platform and achieves that quality as they continue to change and update their platform to match the constantly changing communication technologies. All representatives on the Sprint team are extremely energetic about their service and their product.

Any inquiries from InTRAC about concerns over the past years have been dealt with in a timely manner, and Sprint has kept InTRAC informed as to the progress within their company regarding these inquiries.

If you have any questions concerning Sprint Relay, please feel free to contact me. Indiana is very pleased with their service and does not anticipate severing this ongoing relationship.

Sincerely,

Virginia L. Barr
Executive Director

January 22, 2009

SUBJECT: Letter of Reference for Sprint TRS and CapTel Service

Following is documentation of the contractual and managerial relationship between the Illinois Telecommunications Access Corporation (ITAC) and Sprint relay.

In January of 2000, the Illinois Commerce Commission entered an Order approving the Agreement between Sprint Communications Company, L.P. ("Sprint") and the Illinois Telecommunications Access Corporation ("ITAC"), wherein Sprint would provide Telecommunications Relay Service as directed by the Illinois Telecommunications Relay Service Agreement, entered into by Sprint and ITAC and dated August 31, 1999.

- January 12, 2000, Sprint began a phased-in transition of its Telecommunications Relay Service in accordance to its Agreement with ITAC. The seamless transition from ITAC's former relay vendor was completed, without service interruption, at 12:01 a.m. on February 1, 2000.

- Initial term of the TRS Agreement expired on January 31, 2003.
  - The Agreement provided that ITAC could extend the Agreement by five "option" terms of one year each.
  - ITAC exercised the option and extended the agreement with Sprint until January 31, 2006.

- December, 2005. ITAC accepts Sprint's offer to exercise the two remaining one-year option terms for both TRS and CapTel service, to expire on January 31, 2008.

- October, 2007. ITAC enters into Agreement with Sprint for a three-year extension of the TRS and CapTel service contracts, expiring on January 31, 2011.

- January, 2009. ITAC enters into Agreement with Sprint for a three-year extension to provide CapTel service and traditional TRS through January 31, 2014.

As witnessed by the above documentation of our contractual relationship of longstanding with Sprint Relay, ITAC has been extremely happy with all aspects of

service, including quality, pricing and responsiveness of management. It is for those reasons that ITAC has negotiated and executed multiple extensions beyond the original scope of the contract. These extensions have been supported by ITAC's Board of Directors, Advisory Council, the general population of relay users, the Illinois Telecommunications Association as well as The Illinois Commerce Commission, acting in its official capacity as ITAC's regulating agency.

With both standard relay and CapTel relay, Illinois has a large population of highly sophisticated users who demand and expect the highest quality of service. This includes actual call quality as well as all the aspects of timely and appropriate customer service. We are happy to report that these expectations are regularly and routinely met and our level of customer satisfaction is high.

Additionally, Sprint's Illinois Account Manager works closely and cooperatively with ITAC's Outreach Manager to provide the general relay community with the latest information on technology and services. Sprint management takes an active role to ensure continued training and education to its team of account managers.

Sprint also encourages cutting-edge initiatives from its employees and partners, as well as from administrators in states for which they provide relay service, to remain in the forefront of TRS.

The Illinois experience with Sprint has been entirely positive to the users of TRS and CapTel, the Illinois ratepayers, and from a management perspective.

Sincerely,

Trudy Snell,
Executive Director

Arkansas Deaf and Hearing Impaired
Telecommunications Services Corporation

1220 West Sixth Street ☎ Little Rock, Arkansas 72201
Phone: 501-375-0086 ☎ Fax: 501-375-7230

ADHITS BOARD

President
KEN MUSTEEN
AR Rehabilitation Service
1616 Brookwood
Little Rock, AR 72202

Vice President
TOM DUKE
CentruyTel of Arkansas
2616 West Main
Jacksonville, AR 72076

Secretary
BRENDA ALLEN
Southwestern Bell
1111 West Capitol Ave.
Room 1090
Little Rock, AR 72201

TREASURER
BUDDY LOVELL
'tter Telephone Co.
06 Frisco Street
Marked Tree, AR 72365

LOUISE CREMEEN
50 Ninth Fairway Loop
Maumelle, AR 72113

ERNEST C. NORTHUP
#2 Connell Drive
Little Rock, AR 72205

LARRY KRAJCI
ALLTEL
One Allied Drive
Little Rock, AR 72202

January 27, 2009

Tracy Goddard
Sprint Relay
18424 South Spruce Street
Gardner KS 66030

Dear Ms. Goddard:

It is my understanding that Sprint Relay is in the process of submitting bid proposals for TRS service in the state of Ohio. On behalf of the Arkansas Deaf and Hearing Impaired Telecommunications Corporation (ADHITS) I am pleased to offer our letter of support for consideration by the reviewers.

Arkansas recently renewed our contract for TRS with Sprint for the third time. This is in large part due to our history with the company and the outstanding service we have been provided. We have found the program managers to be responsive at all times to our questions and need as they have arisen. The services provided by the call centers have been high quality with a minimum of complaints over the years. In each of the few instances where there may have been a problem each time Sprint has been quickly and satisfactorily responsive.

We believe their record of service and management speaks for itself and we wholeheartedly support their proposal for the Ohio RFP. Should you have any questions of need additional information please feel free to contact me.

Sincerely,

Kenneth W. Musteen
President, ADHITS

January 21, 2009

Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215

To Whom It May Concern:

As the Contract Administrator of the Oregon Telecommunications
Relay Service, I am happy to provide a reference for Sprint Relay.
Oregon Relay has been provided by Sprint since 1993. Overall, the
State and community is pleased with services offered by Sprint.
Oregon has long been an active participant of STARS and finds this
conference a valuable source of information regarding the TRS
industry, products and services. I am available to provide detailed
feedback on any and all aspects of the services offered by Sprint if
you would like to contact me at the information provided below.

jon.cray@state.or.us
503-373-1400 Voice/Videophone
503-373-1413 TTY

Respectfully,

Jon Cray
Residential Service Protection Fund Program Manager

B. Letters of Support

City of Moraine

Community Development

January 21, 2009

Jamila Jones
Center Manager
Ohio Relay
2448 W Dorothy Lane
Moraine, OH 45439

Re: *Letter of Reference for Sprint Relay*

To Whom It May Concern:

The City of Moraine would like to extend our appreciation and commend both Sprint and CSD for their performance in providing relay services through out the State of Ohio. Additionally, we appreciate your commitment to the community and the 10 years of being a business citizen in our City.

It is readily apparent that the greatest quality in the Sprint and CSD partnership is found within the workforce team. We understand that many of your employees on the management team are also users of the service which only enhances and speak volumes to the defined success of the daily product and program. Understanding that the relay service is such a major part of their daily lives, it is easily transparent to see that exemplary service to their customers is of top priority.

Your Call Center operation not only provides an important relay service in the State, but also plays a vital role as a regional employer with approximately 145 employees. These positions continue to provide a significant economic impact to our community.

It is our pleasure to give Sprint Relay our vote of confidence in their continued provision of relay services for the State of Ohio. They have proven themselves to be consumer-driven, responsive and well qualified.

Respectfully,

David Hicks
City Manager

Michael Davis
Economic Development Director

OHIO ASSOCIATION OF THE DEAF, INC.

President
Linda Mahmood

Vice-President
Verne E. Taylor, Jr.

Secretary
Robert Cooper

Treasurer
Phyllis Levi

Regional Representatives

Northwest
Linda Adams
Terry Struve

Northeast
Gregory Frink
William Kerek

Southeast
Donna M. Williams
Frank Stephan

Southwest
Toby Petrie
Barbara Morgan

2007 Resolution of the 25th Biennial Conference of
the Ohio Association of the Deaf, Inc.

PUBLIC UTILITY COMMISSION of OHIO and, SPRINT and,
DANNY BARRETT, SPRINT ACCOUNT MANAGER

WHEREAS, the Public Utility Commission of the State of Ohio and
Sprint are continuing joint efforts to improve telephone relay service
for the Deaf of Ohio; and

WHEREAS, Danny Barrett, Sprint Account Manager, has served and dedicated
considerable time and effort toward making O.R.S. as it is today; therefore be it

RESOLVED, that the Ohio Association of the Deaf thank PUCO, Sprint and,
Danny Barrett and urges them to continue seeking to improve the
Ohio Relay Service.

Adopted this 18th day of August, 2007.

William W. Kerek William W. Kerek, Resolution Co-Chair

Greg Frink Greg Frink, Resolution Co-Chair

Linda Mahmood Linda Mahmood, O.A.D. President
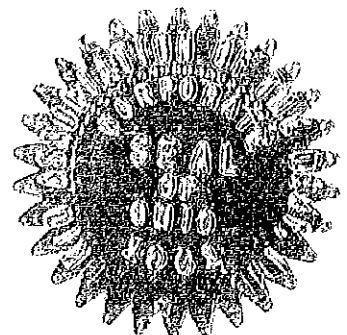
Ohio Relay Consumer Committee

Jean Cox, Chair
PO Box 811272
Cleveland, OH 44181

December 4, 2008

PUCO
Beth Blackmer
180 East Broad St.
Columbus, OH 43215

Dear members of the PUCO,

We are writing to let you know a few things about the current Relay Service provided by Sprint Relay and Ohio. Sprint has made a lot of improvements for the last few years with its relay technology. They make it easier for our deaf/hard of hearing consumers to use their technology to contact their hearing family members, co-workers and friends. We want to recognize Sprint for doing a great job of helping provide the Ohio Relay service. Also they often went to extra efforts by coming to the deaf/hard of hearing community to speak to deaf and hard of hearing people.

We, the Ohio Relay Consumer Committee continued to meet four times a year. We discuss many issues which affect state relay users. Danny Barrett, the Relay Manager, has done a great job of keeping the committee updated on Sprint Relay services and at times he would go to great lengths to make sure every deaf/hard of hearing consumers gets the service they need from Ohio Relay. He comes to our meeting regularly. We can see a big picture of his commitment to make sure the Ohio Relay Service be the best they can be.

With this, we ask you to consider renewing the Sprint bid for being the State's Relay Service Provider again. Thank you for consideration in this matter.

Sincerely,
Jean Cox, Chair

Elizabeth Blackmer, Chairperson
PUCO

Dear Chairwoman Blackmer

On behalf of the members of Cleveland Black Deaf Advocates, Chapter2, I am writing to support PUCO awarding the contract for "711/Captel" in Ohio to Sprint. As a former Chairperson of the Sprint Consumer Advisory Board, we have done a fantastic job promoting and educating Deaf, Deaf-Blind and Hard-of-Hearing persons throughout our state about the benefits of this technology.

On a personal level, I can vouch for the benefits and ease it accords its owners. Ten percent of the general population has hearing losses and Captel would enable equal access and promote a sense of independence, especially for the numerous Senior Citizens with varying degrees of hearing loss who may not depend on American Sign Language as the primary mode of communication. Further, Hearing persons enjoy listening to conversations. Although my daughters and wife are fluent signers, they and were thrilled when I first used it.

On a corporate level, Sprint has an outstanding record of service to the Deaf, Deaf-Blind and Hard-of-Hearing community. The Sprint professionals whom I know possess the integrity, cultural sensitivity, and business acumen to market and manage Captel.

I wholeheartedly recommend Sprint be awarded the contract and thank you in advance for your consideration.

Sincerely,,

Charles V. Williams

January 16, 2008

Public Utilities Commission of Ohio
180 East Broad Street
Columbus, OH 43215-3793

To Whom It May Concern:

I am writing on behalf of Sprint Relay who has provided quality services to Deaf, Hard of Hearing and speech impaired individuals in Ohio for many years. I am encouraging PUCO to consider retaining Sprint Relay as its vendor in the provision of those following services:

- Telecommunications Relay Services
- CapTel
- Voice Carry Over
- 711
- Hand-held devices- providing accessibility to Deaf and hard of hearing Ohioans
- Excellent Customer Service

With all of that in mind, it is with hope that PUCO will retain Sprint in the provision of the services as mentioned above.

Sincerely yours,

John L. Moore
CEO/Executive Director

October 26, 2004

Bob Segalman, Ph.D.
Founder of Speech-to-Speech
3330 Tropicana Court
Sacramento, CA 95826
Call 1-877-833-6341 and ask for me at 916-362-0982

To Whom It May Concern:

I am writing this letter in support of Sprint Relay as a Speech-to-Speech (STS) provider.

As the founder of STS Telecommunication Relay Service (TRS) in the United States I have a unique perspective on the development of the service and the on-going evolution of the product.

I first began working with Sprint Relay in California in 1994. The Sprint Training Team and I developed the training materials for instruction and to set the foundation for the STS product that later became an FCC mandatory service. Sprint still utilizes the training that we developed together, including the incorporation of auditory tapes that I provided. Sprint continually collects feedback to make STS more accessible for all citizens.

Sprint provides the most professional and appropriate STS product in the United States. I travel frequently and have the opportunity to utilize the services of other providers. Sprint is the only provider who I endorse. They consistently provide a superior service that meets the unique needs of the STS user base.

Sprint is the national and international leader in providing STS. Today in the U.S., Sprint processes the majority of the nation's traffic. In addition to the service provided domestically, Sprint has also supported me in my efforts to encourage other Governments to provide STS. Sprint sponsored the Germany Speech-to-Speech Trial in 2002 and is currently launching the first international STS Service in New Zealand.

With that said, I offer my wholehearted support and endorsement of Sprint Relay to serve as the Speech-to-Speech provider for all citizens!

Respectfully,

Bob Segalman, Ph.D
Founder of Speech-to-Speech

Marjorie Thacker
4544 Faneuil Hall Place
Columbus, OH   43230

Elizabeth Blackmer
Public Utilities Commission of Ohip
180 East Broad Street
Columbus, OH   43215

Dear Ms. Blackmer:

I support Sprint's offer to continue providing 711 and CapTel services for Ohio. I also really like to use Sprint's Video Relay brand. Their video interpreters always show up quickly on the phone. Also I use "VOICE CARRY OVER" relay services a few times. My hearing friends tell me that Sprint Relay's service is friendly and cool.

Everytime I go to a deaf centric event, Sprint Relay workers there at the event always give good presentations and clearly explain new things. I feel Sprint is still the best.

Please save Sprint for another 4 years.

Thank you
Marjorie Thacker

Nicholas Walter
2445 Lyncross St
Grove City, OH 43123

Elizabeth Blackmer
PUCO
180 East Broad Street
Columbus, OH 43215-3793

I prefer that Sprint continue to provide TTY and CapTel
relay services to the state of Ohio. I am satisfied with
their quality and work with deaf persons like myself.

I worked as an Architectural Engineer and relied heavily
on the TTY to communicate with clients and co-workers. I
have since then started to use the BlackBerry and the
Sprint IP relay services offered on the BlackBerry.

Sprint lets me enjoy a lower priced Data Only subscription
plan and I have been extremely satisfied with its wireless
relay services.

Thank you for helping Ohio award Sprint the contract for
the next 4 years.

Sincerely,

Nicholas Walter

Terrence Cipra
P.O.B 30728
Middleburg Hts, Oh 44130

PUCO   19 January 2009
180 East Broad Street
Columbus, OH   43215-3793

Dear Sir/Madam:

Ohio's Relay Services and Sprint Relay provides great
services for relay consumers for a long time now.   I
always support Sprint for its continued efforts to provide
us with 711 and CapTel.   I love dialing 711 to get relay
services and not having to dial a 10 digit relay phone
number like in the past.   It benefits me by allowing me to
have easy access to telephone communications.

I believe in communication freedom and most of my family
and friends are happy with the current relay service when
they need to use relay to talk to me on the telephone.

There is a lot of value in having Sprint provide relay
services for Ohio as they also have added relay services
such as Voice-to-AIM and SprintIP, WebCapTel, Sprint Relay
Data Only Plan priced BlackBerry wireless access are a few
of the latest offerings from Sprint in general to the
hearing impaired community.   Their "Relay Specialists" are
helpful teaching me how to use the relay product of our
choice.

I generously thank Ohio's Relay Services and Sprint Relay
for their hard work and I support the goal of having
Sprint continue to give us telephone access here in Ohio.

Thank you

Terrence Cipra

Public Utilities Commission of Ohio
180 East Broad Street
Columbus, OH 43215-3793

January 15, 2009

To Whom it May Concern,

We are writing this letter to express our appreciation for the services
that Sprint has provided to our Deaf community over the last several
years. We personally have benefited from services such 711 relay to
contact family and friends as well as businesses and medical offices.
We also currently each use a wireless device which we purchased
through Sprint's special programs for Deaf and Hard of Hearing
individuals.

Sprint has been played a vital role in our community here in Ohio and I
encourage PUCO to continue to support Sprint to allow them to
continue providing valuable services and in-kind sponsorships of
community events so that we as Deaf individuals can have
communication access in all areas.

Sincerely,

Carol Stremmel

Carol Stremmel &

Carl Snyder

Carl Snyder

January 15, 2009

Public Utilities Commission of Ohio
180 East Broad Street
Columbus OH 43215-3793

To Whom It May Concern:

I have used the Ohio Relay Service in my social and professional life for many years. It has helped me live independently and not having to rely on other people to call for me. It is very important for deaf and hard of hearing people to be independent as much as possible and live a full life. Sprint keeps up to date to technology and informs deaf and hard of hearing people new Sprint materials and services. I have always enjoyed attending Sprint workshops and exhibitions.

I am greatly appreciative of the Sprint's financial support with free equipment, relay service, interpreters and operations. Sprint's special pricing of phone devices has tremendously impacted the quality of life for thousands of deaf and hard of hearing people in the state of Ohio, who might not otherwise be able to afford such equipment. The deaf and hard of hearing community, in general, is underemployed and underpaid. Sprint's financial support and generosity has helped to lessen the monetary portion of deaf and hard of hearing people's lives.

I highly encourage you to renew Sprint's contract to provide 711/Cap Relay Services here in Ohio for another four years. As a deaf consumer of these services, I support for continuation of these services which are so imperative and important to Ohio's deaf and hard of hearing population.

Thank you for your cooperation and consideration of this vital issue. Vote "yes" for Sprint for another four years.

Sincerely,

James Estabrook
Deaf Consumer and Web Developer
Nationwide Insurance Company

HALLENROSS
AND ASSOCIATES, LLC
Sign Language Interpretation and Professional Development

1240 N. 3 B's & K Road
Sunbury, Ohio 43074
614.296.8937
Interpreting@hallenross.com
www.hallenross.com

January 15, 2009

Public Utilities Commission of Ohio
180 East Broad Street
Columbus, OH 43215-3793

Dear PUCO:

It is with great pleasure to write a letter of support for Sprint's proposal to continue operating the Ohio Relay Services in the State of Ohio.

Sprint is by far the industry leader and most respected provider of relay services. Their innovation and creativity is unparalleled in providing high quality, cost effective services. In addition to the regular TTY relay, other pioneering services provided by the Ohio Relay Service include, 711, and CapTel. CapTel is incredibly vital to those who can speak but cannot hear.

Of special note is Sprint's involvement within the community. Sprint actively engages the Deaf and Hard of Hearing Communities as well as businesses and government entities.

Sprint employs a number of deaf employees who work directly with deaf and hard of hearing people to ensure their needs are met. They attend various events and provide education on the range of services offered the Ohio Relay Service. Sprint provides special pricing on wireless phone devices, sponsorships of events (either monetary and in-kind sponsorships)

For these reasons, I strongly endorse Sprint's bid to maintain the Ohio Relay Service. I urge you and the PUCO to support Sprint's effort to continue providing relay services, 711/CapTel relay services here in the Great State of Ohio.

Thank you!

Ben Hall, Partner
Hallenross & Associates, LLC

January 16, 2009

Public Utilities Commission of Ohio
180 East Broad Street
Columbus, OH   43215-3793

Dear PUCO Committee,

As a loyal customer of Sprint, I wanted to express my gratitude
towards Sprint Relay for its remarkable service and also Danny
Barrett, the account manager, for keeping up with the technology,
especially the wireless devices, while they are constantly
improving everyday!

Sprint is currently trying to renew a four year contract to provide
Relay to Ohio through you, I strongly urge you to take this into
deep consideration by doing an endorsement with Sprint.   Their
services have been unbelievably incredible based on their
unlimited dazzling offers such as 711, CapTel, Sprint's
involvement in community, special pricing for deaf and hard of
hearing people, education, monetary and in-kind sponsorships
along with Sprint's glowing reputation and of course,
COMMITMENT, which means the next four years shall be
nothing but dazzling colors!

Again, I strongly urge you to make Sprint as your final answer.

Sincerely yours,

Brad D. Babbs
Sprint Customer

Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215-3793

To Whom It May Concern:

I am writing this letter of support for Sprint Relay.

The Sprint Relay has provided outstanding service to the Deaf community in Ohio. In addition to providing quality video relay service for the Ohio's Deaf community, the Sprint employees offer awareness and education to Deaf people about the availability of their services and equipment. They also provide monetary sponsorships for various activities and events for the Deaf community in Ohio.

Being a Deaf consumer and a Deaf professional myself, I truly appreciate the pivotal role Sprint Relay plays in the Deaf community of Ohio. I look forward to having Sprint continue to provide their service to the Deaf community in Ohio.

Thank you for supporting the Sprint Relay.

Sincerely,

Cheryl A. Prusinski

January 15, 2009

Public Utility Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215-3793

To Whom This May Concern:

As a 28-year resident of Ohio and an user of Ohio Relay since it's inception over fifteen years ago, I am writing this letter to request the full endorsement on my part in awarding Sprint Relay Service another four-year contract to provide it's superior Relay service to individuals who are Deaf, Hard-Of-Hearing, Deaf-Blind, and Speech Impaired. For me who has been deaf since birth and totally blind for the past twenty years, it's quite vital that we have high quality Relay services. Sprint Relay has met to all of my needs. The current Account Manager has worked diligently to help everyone including to a number of us, including myself, with special needs.

I sincerely hope that PUCO will award the Sprint the next contract based on their past high quality service3s to the residents of Ohio. If you have any questions or issues, please do not hesitate to contact me via one of the channels as noted in the above letterhead.

Thank you.

Sincerely yours,

Jeffrey S. Bohrman, Ph.D.

Subject: Endorsement of Sprint Relay Ohio

From: Richard Bretz
To: Public Utilities of Ohio (PUCO)

Dear PUCO,

This is a letter of endorsement for Sprint Relay Ohio. For many years, Sprint Relay Ohio has shown strong commitment towards the deaf and hard of hearing community throughout Ohio.

Part of Sprint Relay Ohio's commitment is providing donations to the Deaf Services Center (DSC) of Central & Southern Ohio.

Sprint Relay Ohio continues to provide quality video relay services throughout Ohio and is consistently one of the top video relay services by virtue of their dedication to customer service and improving their video relay services. Sprint Relay Ohio does video phone installations for deaf and hard of hearing people in Ohio and gives basic training to those individuals who received new video phones.

Sprint Relay also provides CapTel relay services for hard of hearing individuals who have received CapTel phones through Sprint Relay Ohio.

I strongly urge PUCO to permit Sprint Relay Ohio to continue to provide valuable services and products to all deaf and hard of hearing people in the State of Ohio.

Regards,

Richard Bretz

859 Carolyn Ave.
Columbus, OH 43224
Video Phone: 614-556-4815

To Public Utilities Commission of Ohio,   December 22nd, 2008

My name is Roberta A. Cook. I understand that Sprint is submitting a request to be allowed to continue running the Ohio 711 relay. I am an hearing impaired individual living in Columbus, Ohio and, like everyone else, I was a victim of the great fall of the recent stock market. I, however, do protest against the possibility of losing Sprint to run the Ohio 711 relay as well as the "I" relay application for blackberry users..

I am not a VP user so I rely heavily on the 711 and the "I", a feature among the blackberry applications made available for blackberry devices. Sprint has been doing a fine job in running those two businesses.

In addition, I wish to express my compliments toward Danny Barrett, one of the current Sprint workers, to promote Sprint service among the Deaf and Hard of Hearing population in Ohio. He is one of the most well-liked promoters ever seen in the community and does a fine job in promoting Sprint.

I urge you to consider and allow Sprint to win the new 711 bid for the state of Ohio.

Thank you for reading my letter and Best Regards,

Signed
Roberta A. Cook

Richard D. Rosenberger

550 Palmerston Dr. Cincinnati OH 45238 513-451-5627 V/TTY

January 15, 2009

Ohio Public Utilities Commission
Elizabeth Blackmer
180 E. Broad St.
Columbus, OH 43215

Re: Ohio Relay Service

Ms. Blackmer:

Having been associated with the Deaf community for over 40 years and Ohio Relay Service since its inception, I would like to attest to the excellent management and implementation of services for the deaf by SPRINT for the last contract period.

I am in contact daily with deaf, hard of hearing and speech impaired persons (and their representatives) in the Greater Cincinnati Area, many of these individuals are referred to me by Hospitals, Audiologists and Business. Most of these people are in need of vital services to continue living independently. Sprint offers them this opportunity by providing an extensive array of services.

As I am sure you are aware, the State of Ohio does not provide funding for a communications device assistance program as other states do. To help provide disabled Ohio consumers some of this equipment, Sprint is offering discounts through the manufacturer on the latest CapTel communications devices. Without these devices and services many Ohioans would be unable to afford communications and therefore be isolated.

During the current contract Sprint has shown a dedication to updating and improving their services to meet the increasing needs of the consumer. Through their Town Hall meetings and contacts with the community continuing education is provided.

I would highly recommend Sprint continue providing services to the consumers in the State of Ohio.

Richard D. Rosenberger
(signed)

3554 Rosburg Drive
Columbus, Ohio 43228-7089

January 15, 2009

Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215-3793

Sir/Ma'am,

If I may introduce an endorsement that the Sprint Relay would be the primary relay
service for the Deaf and hard of hearing customers of Ohio.

Noticed that there has been an impressive technology that has been changing ever
since Danny Barrett handling the reins of the Ohio Relay Service. I do know that he would
be able to handle and face the new technology that befalls to him and be able to
resolve with less difficulty.

I was quite impressed with his "keeping up with everything" that is going on and keeps
the Deaf and hard of hearing customers informed of what they can do to make their
calls at ease even with their own native language of American Sign Language.

Also appreciated the quality of their service with the Ohio Relay Service ie: 711, CapTel,
Sprint's involvement in community, Sprint workers like Danny Barrett, wireless phone
devices with special pricing for deaf and hard of hearing people, relay service
education from Sprint, ohiorelay.com website, ASL FILM event sponsorships, monetary
and in-kind sponsorships, presence at events.

I support Sprint's effort to continue providing 711/CapTel relay services here in Ohio.

Once again, shall there be any comments or question, please feel free to get in touch
with me.

Steve Sandy
A Deaf Ohio Citizen

Heart & Home Realty
7481 Crossing Pl
Lewis Center, OH 43035
614-474-5669 (fax)
614-360-9760 (voice mail)

January 16, 2009

PUCO
180 East Broad Street
Columbus, OH 43215-3793

To Whom It May Concern:

Subject: Relay to Ohio

This letter purports to commend both the vitality of the Relay to Ohio products and the marketing approach utilized by the Sprint team led by Mr. Daniel Barrett. First and foremost, the Sprint team maintains a prominence unknown by other marketers that target the Deaf and Hard of Hearing community. By maintaining their upstanding status with impeccable customer service, I consider this team to be the gatekeepers of technology advances for our community. It is with certainty that a bulk of this population seek out Mr. Barrett's team not only to access said products, but to stay educated with the upgrades and trends in technology.

An assortment of products made available through this program has become essential to remain competitive in the real estate business as a Deaf individual. By being able to obtain special pricing pager with data plans tailor-made for deaf people, I am able to communicate with fellow REALTORS and hearing clients using text messaging and web-based mail on my PDA. More often than not, being out in the field has resulted in the necessity to use internet-based communication programs such as CapTel to deal with the unexpected.

It is the combination of excellent customer service by the Sprint Team and tailor-made products by Relay to Ohio that greatly enhances the quality of life for its targeted audience. I recommend these services and products continue with the Sprint Team as its anchor.

Regards,

Thomas E. Mitchell
Heart & Home Realty

Public Utilities Commission of Ohio
180 East Broad Street
Columbus, OH 43215-3793

January 15, 2009

To Whom it May Concern,

I am writing this letter to express my appreciation for the great services Sprint has give to our Deaf Community. Sprint gave us a lot benefited with 711 relay to keep in touch with families and friends and contact with businesses and medical issues. I am currently using wireless device which I purchased through Sprint. They have provided great special programs for Deaf and Hard-Hearing. They has done a great job and great services to help.

Sprint has been BIGGEST GREAT role to our Deaf Community here in OHIO. I hope PUCO will continue to support Sprint. So we can continue to have great services from Sprint. Deaf Community need Sprint to keep continue with 711 service and deaf events to show all the Deaf Community that we all can have a better communication access in all the areas with wireless device and relay service.

Sincerely,

Traci J Matuszak

PUCO
180 East Broad Street
Columbus, OH 43215-3793

January 17, 2009

Dear PUCO:

Please continue to provide Sprint Relay Service for the state of Ohio! I believe that Ohio Relay Service is essential for all deaf and hard of hearing because the availability of wonderful communication accessibility. Without these services, we will become dependent to hearing people to make phone calls for us.

I really feel that your Sprint employees have worked very hard by educating the community about the services available to us such as CapTel, ability to use wireless phone devices, 711 service and sponsorship of ASL Film event . They are one of our support system for the ability to communicate with hearing people.

Again please reconsider to continue the services especially for those who depend a great deal on CapTel!

Thank you for your time.

Sincerely,

Joe DeFalco

William and Hilda Kerek
73761 Pleasant Grove Road
Adena, Ohio, 43901-9520

January 15, 2009

Public Utility Commission of Ohio
180 East Broad Street
Columbus, OH   43215-3793

Dear PUCO Committee

We wanted to take a few minutes to write this letter of
reference to let you know how deeply indebted and appreciative
we are to the Sprint Relay Service and Danny Barrett, the Relay
Account Manager. We cannot tell you how impressed we are with
Sprint Relay and Mr. Barrett's service. Our inquiries and
concerns were taken care of promptly and courteously. We
believe their courteous, efficient and responsive staff is the
key to the successful operation of Ohio Relay Service. Such
high quality standards and the service provided is one of the
very best in the country and we rate it as number one. The
Sprint Ohio Relay Service meets our highest expectations and we
have every right to be proud of this service.

Furthermore, Mr. Danny Barrett, Sprint Account Manager, has
always maintained a friendly and "eager to help" attitude. He
always goes to great lengths to make sure every deaf/hard of
hearing consumers gets the service they need from Ohio Relay.
His cooperation and professionalism are, indeed, valuable assets
to Sprint, Ohio Relay Service and the citizens of Ohio.

Lastly, we ask you to consider renewing the Sprint bid for being
the State's Relay Service Provider again and we thank you and
the staff of the Public Utility Commission of Ohio for the
guidance you have provided during the Sprint Ohio Relay Service
operation and look forward to continued enjoyment of Sprint Ohio
Relay Service as we know it.

Sincerely yours,
(William W. Kerek)
(Hilda A. Kerek)

January 16, 2009

Re: *Letter of Reference for Sprint Relay*

To Whom It May Concern:

On behalf of Northeast Deaf and Hard of Hearing Services, Inc.(NDHHS) in New Hampshire, I am confirming full support of the RFP application for the Ohio Relay Service. NDHHS is the only organization in NH that serves the social, linguistic and cultural needs for Deaf, Hard of Hearing, Deaf-Blind and the Speech Impaired population and their families, when it comes to Relay Outreach.

Northeast Deaf and Hard of Hearing Services is a private, non-profit agency and we are sub-contracted by Sprint for the Relay Outreach position here. The reason NDHHS still exists today is because of the support that we have received from Sprint from the very beginning. The State of NH had no deaf / hard of hearing organization, and we really were in need of such services. John Moore, the Sprint account manager who was responsible for NH, worked to make the dream of such a center come true.

Sprint and CSD are to be commended for their services and performance in providing relay services in the State of Ohio. Not only do they provide quality relay services, they are also committed to the communities they serve.

The Dayton, Ohio call center has been in operation for ten years and provides employment for approximately 145 people. These positions bring great economic development to the area.

It is my pleasure to give Sprint Relay my vote of confidence in their continued provision of relay services for the State of Ohio. They have proven themselves to be consumer-driven and responsive.

Sincerely,

Susan Wolf-Downes
Susan Wolf-Downes, MS
Executive Director
swolf-downes@ndhhs.org

OHIO
ASSOCIATION
OF THE DEAF,
INC.

President
Linda Mahmood

Vice-President
Verne E. Taylor, Jr.

Secretary
Robert Cooper

Treasurer
William Kerek

**Regional
Representatives**

Northwest
Linda Adams
Terry Struve

Northeast
Nancy Resh

Southeast
Shannon Odneal

Southwest
Beth Cassese
Kathy Farley

January 15, 2009

PUCO
180 East Broad Street
Columbus, OH 43215-3793

To Whom It May Concern:

This is in reference to the letter of support from the Ohio Association of the Deaf, Inc. (OAD) to have the service for Ohio Relay that Sprint provides in Ohio. I would like to give you a summary of the history of OAD.

The OAD is a non-profit organization incorporated within the state of Ohio to protect the rights of the Deaf, Hard of Hearing and Deaf-Blind citizens. This Association has been serving Deaf, Hard of Hearing, and Deaf-Blind people of Ohio for more than 50 years. OAD was originally called "The Ohio Deaf Motorists Association" from 1940 to 1961. The name changed to the Ohio Association of the Deaf in 1961 when it merged with the Ohio Federation of Organizations serving the Deaf. OAD is comprised of four regions: Northeast, Southeast, Northwest, and Southwest.

Our mission is focused on improving educational opportunities, and preserving, promoting and enhancing the interests and privileges of Deaf, Hard of Hearing and Deaf-Blind citizens as a minority group and the pursuit of their economic security.

OAD has always been supportive of Sprint providing updated services/technologies in Deaf, Hard of hearing and Deaf-Blind communities. The consumers were very pleased to see the CapTel, 711, wireless phone devices with special pricing to be provided in Ohio with Sprint's support. There were relay service education including ohiorelay.com website from Sprint where consumers had opportunities to learn the service/technologies. Danny Barrett, Account Manager of Sprint is very helpful when the consumers in Ohio need his assistance. There were ASL FILM event sponsorships, monetary or in-kind sponsorships from Sprint were appreciated.

We are looking forward to working with Sprint and Relay Ohio with a new contract as a partnership in four years to be continued.

OAD kindly asks you and the committee to consider accepting the proposal that the Sprint is planning to provide in Ohio.

If you have any questions or concerns, please do not hesitate to contact me at president@oad-deaf.org.

Thank you for taking your time to read this letter.

Sincerely,

Linda Mahmood

Linda Mahmood, President
Ohio Association of the Deaf, Inc.
22455 Lake Road, Apt. 308A
Rocky River, Ohio 44116

cc: OAD Board Members
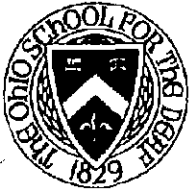
THE OHIO SCHOOL FOR THE DEAF
The Ultimate in Total Education Since 1829
500 Morse Road, Columbus, Ohio 43214-1899
Telephone (614) 728-4030 (Voice or TDD) Fax: (614) 995-3448
E-Mail Address: Corbett@osd.oh.gov

EDWARD E. CORBETT, JR., Ph.D.
SUPERINTENDENT

January 16, 2009

Ms. Elizabeth Blackmer
Public Utilities Commission of Ohio
180 East Broad Street
Columbus, OH 43215-3793

Dear Ms. Blackmer:

I am writing this letter to express my support for Sprint Relay's effort to continue providing 711/CapTel relay services for consumers throughout the state of Ohio. Deaf and hard of hearing consumers appreciate the quality of services Sprint provides with its relay services as well as providing relay service education to deaf and hard of hearing consumers.

Sprint Relay goes above and beyond the need of consumers not only with its relay services but with its involvement with the community. Sprint provides monetary or in-kind sponsorships with various organizations, promotes and supports American Sign Language (ASL) film events, and offers discounted prices for deaf and hard of hearing consumers to purchase wireless phone devices.

Please give full consideration in Sprint's efforts to continue in providing relay services.

Sincerely yours,

Edward E. Corbett, Jr., Ph.D.
Superintendent

EEC/bjh

C. User Feedback

Ohio Relay users enjoy the benefits and efficiencies of an experienced workforce at the Dayton Ohio Relay Center. Listed below are recent comments Ohio Relay users who have taken time to contact Customer Service or Operations Supervisor to comment on the service provided.

> *[Dayton CA 8641] was "wonderful. She helped me with a lot of the calls. She was great with the calls. I wanted you to know about her." (12/29/08)*

> *[ORS] "All Ohio Relay operators do a wonderful job…. Happy Holidays!" (12/25/08)*

> *[Sprint Network CA 1755] "does an excellent job and really knows her business." (12/19/08)*

> *"This agent [Dayton CA 8510] handled a conference call for me on Sunday and I wanted to commend them. They did a very good job typing for over two hours and they were just wonderful." (12/18/08)*

> *[Dayton CA 8551] was patient during a tough call and "I don't know what I would do without your service". (12/17/08)*

> *[Dayton CA 8725] "did a terrific job handling the call. (12/17/08)*

> *[Network CA 6111F] did a great job relaying answering machine messages and following customer instructions. (12/9/08)*

> *[Dayton CA 8540F] did a "very good job while relaying a call to a rude hearing customer". (12/4/08)*

> *[Dayton CA 8976] had a "friendly attitude" and took the time to answer questions about the relay process. (12/2/08)*

[Dayton CA 8528] "did a wonderful job. Usually don't have any complaints. Just wanted to let you know the CA did great!" (11/30/08)

[Dayton CA 8508] "Typing was perfect. Responded Perfectly. An exceptional CA." (11/30/08)

[Dayton CA 8514] "Great job. Made no mistakes. Very patient. She is excellent." (11/30/08)

[Dayton CA 8514] "CA was excellent, very accommodating." (11/30/08)

"I really appreciate the service you have provided for my mother and how it has enriched her life. Thank you" (Letter received 11/24/08)

[Dayton CA 8764] "was excellent and stayed right with me. I really appreciate her assistance." (11/17/08)

[Dayton CA 8857] "was perfect! I know how difficult long calls can be." (11/17/08)

[Dayton CA 8617] "did excellent work." (11/13/08)

[Dayton CA 8609] was helpful during a difficult call. CA was "patient and kind". (11/06/08)

[CapTel] "I love this phone. It's heaven-sent" (10/02/08)

[Dayton CA 8521] did a "great job" on the call. Customer called back to apologize to operator for hanging up before thanking operator. (09/30/08)

[CapTel] "I love my CapTel phone... I went to a Cochlear Implant meeting and was introduced to the CapTel phone. I bought one that night...I've always had excellent service. Thank you for all you've done!" (Letter received 9/22/08)

[Dayton CA 8641] "was wonderful and patient." (09/19/08)

[Dayton CA 8562] "did a wonderful job and was very professional." (09/09/08)

[Dayton CA 8714] was very good in handling the call. The call included several transfers and the CA was "so helpful in making everything go smooth". (09/08/08)

[Dayton CA 8805] was very helpful, professional and patient when handling a difficult business call to a business recently. "CA is an asset to Relay." (08/29/08)

[Dayton CA 8926] did an "excellent job. She was very good and honest." (08/26/08)

[Dayton CA 8550] did an "excellent job. She was very good and honest." (08/26/08)

[Dayton CA 8762] is "great". (08/25/08)

[Service] "She loves the phone. It has been a real answer to her prayers... Your support is very good. Thank you for very much." (8/19/08)

[Network CA 3036] did "an excellent job" helping her set up customer profile instructions to make getting answering machine messages better. (08/19/08)

Sprint Relay

[Dayton CA 8626] "did an excellent job, very polite, and did a great job with my typing mistakes." (08/14/08)

[Dayton CA 8708] was "very, very polite and very good at his job. He did an excellent job." (08/12/08)

[CapTel] "I own your CapTel (phone) and love it." (07/31/08)

[Dayton CA 8683] "did a good job. Courteous and professional" (07/29/08)

[Dayton CA 8536] "was wonderful. ORS is wonderful! I don't know what I would do without this service. I appreciate all the CA's so much!" (4/20/08).

[Network CA 3214] "did an excellent job on her call. She was a great typist" (07/28/08)

[Network CA 142] "She is excellent, excellent! I made 3 calls and it was like zip, zip, zip. She knew what she was doing, and she knows her business!" (07/09/08)

[Dayton CA 8731] was very "patient and kind". (07/08/08)

[Dayton CA 8697] "handled a difficult call very well and was very professional." (06/26/08)

[Dayton CA 8679] showed "patience and professionalism and help with two long calls." (06/24/08)

[CapTel service] "My CapTel was a life-saver when I got it. I love the phone and I have the comfort of knowing what is actually being said with no misunderstandings..." (06/16/08)

[Dayton CA 8554] was "very courteous, kind and patient with many calls today." (06/11/08)

[Dayton CA 8505] went "above and beyond the call of duty!!" (06/08/08)

[Dayton CA 8545] was "most excellent on a long call!" (06/08/08)

[Dayton CA 8734] "did well. Doing great job!" (06/02/08)

[Dayton CA 8805] did "a wonderful job. She was professional and nice and deserves a commendation." (05/27/08)

[Dayton CA 8533] did "a wonderful job. She was professional and nice and deserves a commendation." (05/27/08)

[Dayton CA 8659] did "an outstanding job!!!" (05/26/08)

[Dayton CA 8529] was "Fantastic!!" (05/26/08)

[CapTel service] is "excellent on all counts!" (05/19/08)

[Dayton CA 8814] "made it so easy. Made a bright and sun shiny day!" (05/19/08)

[Dayton CA 8518] did a "great job". (04/28/08)

[CapTel service] "CapTel phone is wonderful and they (family member) are so happy with the CapTel phone." (04/25/08)

[Dayton CA 8926] "CA was great!" (04/25/08)

[Dayton CA 8874] "did a phenomenal job! She was very polite, used tones of voice and seemed to keep up with me very well!!" (04/21/08)

[Dayton CAs 8805 and 8536] during a long and difficult call, "CA was wonderful. ORS is wonderful. I don't know what I would do without the service. I appreciate all CA's so much!" (04/21/08)

[Network CA 7241] "handled a very long call for me and she was just wonderful. Her typing was excellent and all her work was great. She was wonderful!" (04/14/08)

[Dayton CA 8523] CA was "very nice and helpful on a difficult call with a difficult and rude person." (04/12/08)

[CapTel service] "I have been very pleased with the CapTel phone.." (Email received 04/11/08)

[ORS] "It is FABULOUS! I love it and am so much more independent now that I have this amazing helper. Thank you more than words can say!!!" (04/10/08)

[Network CA 3264] did "a fantastic job. Wow! She was patient, informative, and just the best." (04/09/08)

[Dayton CA 8631] did a "great job! She was very nice and helpful! I appreciate all the operators." (03/28/08)

[Dayton CA 8561] "was very nice." (03/28/08)

[Dayton CA 8524] "did a great job. Kept me informed all the way through." (03/28/08)

[Dayton CA 8731] "was so very helpful" and "very knowledgeable". (03/26/08)

[Dayton CA 8519] did a "Great Job!" (03/17/08)

[Dayton CA 8655] was "very pleasant! I appreciate the way she relayed the TTY message." (03/15/08)

[Dayton CA 8889] was "so wonderful on call!! Helped so much – just great! Please make sure she is rewarded." (03/15/08)

[Dayton CA 8523] was the "best person who ever helped me on the phone. Best operator she has had in three years she has been using Relay." (03/15/08)

[Dayton CA 8526] was "helpful and I want her rewarded for her hard work." (03/07/08)

Sprint Relay

[Dayton CAs 8578 and 8725] "Great job by CA. It was a long call and she did just good work. Just wonderful!!" (03/07/08)

[Dayton CA 8742] was "so professional, helpful and was a very good typist." (03/04/08)

[Dayton CA 8515] is the "most polite and nice person... explained things and is really sweet." (03/02/08)

[CapTel service] "has been the most beneficial thing regarding my hearing in a long time. (02/27/08)

[Dayton CA 8518] "did an awesome job" on VCO calls (02/22/08)

[CapTel service] "I love that phone. " (02/12/08)

[Dayton CA 8669] "did a superb job on a very delicate call. She provided a wonderful service." (02/11/08)

[Dayton CA 8765] "I wanted to give thanks to the CA for doing a good job!" (02/09/08)

[Dayton CA 8622] "Excellent job." (02/04/08)

[Network CA 6219] was a "wonderful typist. Agent should be a trainer because agent knows so much. Excellent job!" (01/31/08)

[Network CA 3029] "This agent was very good" on VCO call. (01/22/08)

> *[Dayton CA 8517] did a "great job." (01/21/08)*

> *[Dayton CA 8665] "Awesome service... intelligent... She's this way all the time!" (01/19/08)*

> *[Dayton 8707] "always does an expert job and I enjoy working with her a lot because she always gives 100%." (01/14/08)*

> *[CapTel service] "I absolutely love this phone." (01/09/08)*

D. Biographies

Many of our customers are doing more with the help of Sprint Relay products and services. The following are a few human interest stories as examples.

HOW SPRINT RELAY WORKS FOR... GLENN ANDERSON

Glenn Anderson, PhD, definitely knows a thing or two. And as a professor at the University of Arkansas, it's his job to teach a few of them. But perhaps what Anderson knows best of all is something he's not required to teach—determination.

Born and raised in Chicago in the 1950's, Anderson became the first person in his family to earn a college degree, then masters and finally PhD. During school he was a top basketball player. He's raised two children. One of them, Jamaal Anderson, was a 2007 NFL top ten draft pick.

Oh, and by the way, Anderson is deaf. Anderson won't go into what he went through at a young age. Mainstream schooling, no interpreters, ostracized by classmates, lack of close-captioned television.

No, instead he'll hold up his Sprint Wireless Device and mention the many congratulatory messages he received when his son was picked by the Atlanta Falcons. He'll talk about how Sprint Video Relay keeps him in close contact with his loved ones, friends and colleagues.

Anderson comments, "Sprint Relay has become a vital part of my everyday life. It's a fast, powerfully efficient way to manage my work-related and everyday telecommunications. Sprint Relay raises the bar when it comes to quality."

So if you happen to pass Anderson on the street, be sure to ask him for a picture of his grandson. Don't expect an old-fashioned hard copy though; you'll get a crystal-clear shot from his Sprint Relay device.

HOW SPRINT RELAY WORKS FOR... CHUCK BAIRD

Chuck Baird picked up his first paint brush at a young age. And he hasn't stopped painting the beauty he sees around him since.

Chuck was born an artist. His talents first came to light in elementary school. While other kids ran around playing 'Superman and the Bad Guys', Chuck would daydream and draw on the blackboard. His first oil painting won a national award and was sent to hang in New York City. It was then Chuck told his parents he'd be an artist when he grew up. And, signs Chuck, "I still am."

With his love of all things visual, it makes sense that Chuck's favorite Sprint Relay product is VRS. And whether he's using it for business or to communicate with family and friends, **"Without Sprint VRS, it would be chaos, like a car without wheels,"** comments Chuck.

Thankfully, Chuck doesn't have to worry. Whether working on a commission in his studio, traveling nationally to give art workshops, or participating in art shows across the country and around the world, Sprint VRS is close by. "**Sprint VRS is very functional and dependable. And Sprint Relay's quality of service is still the best**," explains Chuck.

HOW SPRINT RELAY WORKS FOR... LIZZIE SORKIN

As RIT's first deaf Student Government President, Lizzie Sorkin relies on her Sprint Relay BlackBerry to take phone calls no matter where she is.

I think Sprint Relay is like a "Volkswagen... they continue to adapt and listen to people's input and feedback to make a better car for the common person... whether it'd be a sports car, an SUV, or family car."

E. Video Testimonials

Several of Sprint's current TRS Contract Administrators have provided a video testimonial in the attached DVD discussing Sprint's performance. In addition, the DVD contains TRS Contract Administrators' feedback on the STARS conference as well as Sprint management commentary.

III. SCOPE OF SERVICE AND GENERAL REQUIREMENTS

TRS is designed to provide ubiquitous virtual access to the telecommunications network for persons with hearing and/or speech disabilities. In fact, a primary objective of the ADA'S mandate is to provide persons who are disabled with telephone service "functionally equivalent" to that enjoyed by individuals who are not disabled.

The TRS contemplated by this RFP will be comprised of one or more operator centers accessible to all Ohioans. Relay calls may be initiated by persons who are either non-disabled or disabled. In addition to regular voice transmission, the TRS must be capable of receiving and relaying calls placed by text telephones (TTYs).

When a person wishes to use the relay center, he or she will place a toll-free call to the TRS. The TRS must provide its users with a single, toll-free telephone number to access the relay, which is universally available throughout the state of Ohio. At the relay center, a communication assistant will answer the call and obtain the necessary information to assist the person in reaching the intended called party. Once the connection is made, the TRS CA relays the conversation by converting the text transmitted by the individual who is disabled to a spoken message for the person who is not disabled, and vice-versa.

By utilizing the TRS, any business or residence that has a standard telephone can reach or be reached by individuals with communication disabilities. The specific parameters within which the Ohio TRS will operate are described below.

Sprint has read, understands and will comply.

As the incumbent Ohio Relay provider, Sprint understands that functional equivalency is more than just an obligation. The Sprint team is comprised of Relay users who understand the critical need for equal access and the impact Relay services have on quality of life. The Sprint Relay team's unyielding commitment to consumers, equal access and functional equivalency will continue to benefit the State of Ohio in the form of both new and existing Relay products which feature the quality that the State and consumers associate with the name, "Ohio Relay Services".

To provide the best possible quality, Sprint will continue to offer the State the dedication and commitment of the Ohio Relay employees working in the Dayton call center. If selected for the next contract, Sprint will continue to process at least 85% of all Ohio Relay calls using this experienced workforce.

Dayton Call Center

Sprint has designed Ohio Relay in accordance to the State's request for the most cost-effective, efficient and highest quality relay service possible. Sprint provides a comprehensive description of the methods used to satisfy the RFP requirements in the sections that follow.

A. Operational Standards

1. Communication Assistants (CA)

TRS providers are responsible for requiring that CAs be sufficiently trained to effectively meet the specialized communication needs of individuals with hearing and speech disabilities; and that CAs have competent skills in typing, grammar, spelling, interpretation of typewritten American sign language (ASL), and familiarity with hearing and speech disability cultures, languages, and etiquette. CAs must possess clear and articulate voice communications. CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed.

Sprint has read, understands and will comply.

The average tenure of our 148 Dayton Relay center employees is five years. The CAs and Management team who support and provide Ohio Relay have the requisite experience, expertise, skills, knowledge, training, and education to perform TRS in a professional manner. Sprint's combination of an effective training program, simplified platform, automated call processing and extensive quality assurance programs promote consistent quality.
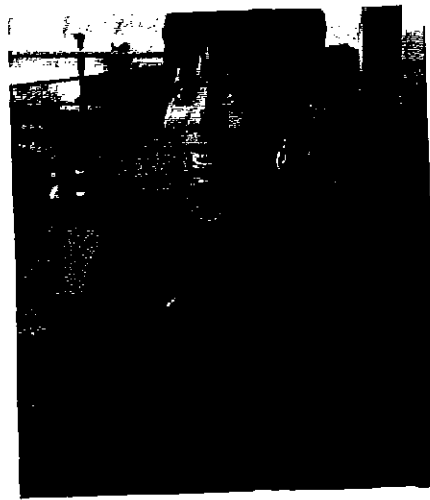
CA at Relay Center

Sprint's hires only CA applicants who have a high school diploma or GED, which ensures that the applicant has at least a twelfth-grade level of English grammar and spelling skills. CAs must also demonstrate the ability to type 60 words-per-minute on an auditory-based test, and articulate clearly with an intelligible, pleasant speaking voice. Once hired, Sprint continues to develop, evaluate and provide constructive feedback to all CAs as described in Figure III-1.

Developing

What Sprint Does	How Sprint Does It
► Continuously communicates work expectations. ► Provides comprehensive, structured initial training using professionally recognized instructional methodologies. ► Tests for understanding and mastery of training content. ► Provides ongoing training opportunities and updates for continuous improvement and growth. ► Communicates industry developments and customers' expectations. ► Provides supervision and support for immediate assistance with service to customers.	► Proficient Trainers explain policies, practices and call procedures in detail during initial training period. ► Trainers follow documented training curriculum addressing all information and skills required for relay; apply adult learning methodologies including explanation, demonstration, guided practice, role-playing, correction and independent practice; administer series of written tests and demonstration to individuals. ► Trainers develop monthly communications for revised procedures, review of critical procedures identified through data evaluation, and announcements of upcoming changes. ► Based on data gathered through performance evaluation and customer comments, Trainers and Supervisors review and re-train CAs on a specific training topic each month; CAs are required to demonstrate their mastery of monthly training topic. ► Trainers and Supervisors provide specialized or refresher training to CAs referred for further development in call processing, typing speed and accuracy or any other aspect of CA performance. ► Management provides self-paced training and development courses for CAs, support for participation in classes and seminars such as ASL, and tuition reimbursement for college degree programs. ► Members of management distribute information and conduct meetings about customer concerns, developments in the TRS industry and state of the business. ► Management solicits employee questions and ideas through surveys, group meetings, suggestion programs and "open door" practices, responding to all questions and suggestions. ► Supervisors and resource staff with in-depth knowledge of call processes and ASL translation are located in the work centers with the CAs and are available for immediate assistance during all hours of operation.

Evaluating	
What Sprint Does	**How Sprint Does It**
▶ Directly observe work performance. ▶ Collect customer feedback. ▶ Analyze and interpret performance data from all sources to verify actual performance meets expectations. ▶ Determine performance and processes to be changed.	▶ Each CA is observed at least twice each month in the performance of actual Relay calls by a Supervisor using a Performance Survey that addresses 44 quality factors. ▶ Trainers and Supervisors conduct scripted test calls of CAs to evaluate specific performance indicators and overall performance. ▶ Each CA is required to demonstrate their typing speed and accuracy ability each calendar quarter.

Feedback	
What Sprint Does	**How Sprint Does It**
▶ Continuously communicate work expectations and performance measurements to individuals on a regular and ongoing basis. ▶ Communicate new and revised processes and reasons for change. ▶ Recognize exceptional performance. ▶ Provide guidance and motivation for performance improvement. ▶ Refer individuals for ongoing training and professional growth opportunities.	▶ Supervisors and Trainers meet with CAs to explain reasons for specific performance expectations, e.g. typing speed and accuracy standards due to FCC or contractual requirements, changes in call processes due to customer input, etc. ▶ Supervisors meet with individual CAs to review the results of each Performance Survey, test call and spelling test; based on results, CAs are referred for additional training as necessary. ▶ Center-wide results of all monthly test call programs and quarterly typing tests are shared with center staff. ▶ All customer commendations and complaints are reviewed with appropriate CAs; commendations are displayed in the center. ▶ Supervisors conduct team meetings and team building activities to encourage continuous improvement and peer support. ▶ CA performance above and beyond the expected level is acknowledged with center activities and incentive awards. ▶ Supervisors and other members of management encourage employees to develop their CA skills as well as to create and pursue individual development plans to advance their careers in TRS or telecommunications.

Figure III-1. Developing Quality CAs

Typing

Sprint uses an oral-to-type test that simulates actual working conditions and the relay environment. Testing software ensures the oral-to-type test is of five- minute duration. The test used to assess typing speed is the same test used to assess accuracy. Specific typing tests are selected each quarter and are not posted or distributed in advance.

Sprint Relay

Sprint uses specialized computer testing software to ensure accurate assessment of CA typing capabilities. During this test, Sprint does not use technology-aided transmission to test the typing speed. The scores for each CA are the actual words-per-minute typed minus deductions for accuracy. The maximum allowable error rate allowed for internal testing is 5%.

In independent evaluations, Sprint has consistently provided the fastest typists in the industry. 2008 results show Sprint CAs type an average of 79.4 wpm with over 95% accuracy.

⌐ **Grammar**

CAs are evaluated in training and twice a month after training using Sprint's CA Performance Survey. The Performance Survey is a comprehensive assessment tool designed to evaluate CA performance on 44 aspects of Relay call processing. The Performance Survey addresses, among many aspects of quality Relay performance, appropriate grammar, spelling, voice clarity and articulation, typing speed and accuracy, TTY-ASL interpretation, etiquette, language and cultural understanding.

⌐ **Spelling**

CAs are evaluated in training and an ongoing basis (monthly) on core call processing skills including spelling skills.

Recent independent evaluation of Sprint CAs located in the Dayton center achieved an average spelling accuracy rate of over 98%.

⌐ **Interpretation of ASL Gloss**

CAs are provided initial training on accurately interpreting written American Sign Language (ASL), also referred to as ASL Gloss. In addition after initial training, each CA is provided with an ASL workbook. This workbook is completed by the CA and returned to the Supervisor. The Supervisor and CA together review the workbook and the CA's ability to translate ASL to conversational English. The CA keeps this manual for future reference. CAs are continually evaluated on this skill and supported by Supervisors who are trained and knowledgeable in Deaf Culture.

⌐ **Diversified Culture Training**

Sprint ensures that all employees are familiar with hearing and speech disability cultures. Preference is given to employees with applicants with experience. In addition, as described in E.1.a, all of Sprint's call center personnel attend Diversified Culture Training.

⌐ **Clear and Articulate Voice Communications**

Sprint understands the importance of accurately portraying a written communication verbally with the same spirit and intention in order to achieve functional equivalence. Sprint stresses the basic components of voice quality including articulation, inflection and pacing. During all evaluations (initial hiring, training, monitoring) CAs are evaluated on voice communication.

⌐ **Articulation and pronunciation**

Sprint ensures that all CAs can be clearly understood with a neutral accent. Sprint CAs receive refresher training on the pronunciation of Ohio-specific cities and other proper names as needed.

⌐ **Inflection**

In order to accurately portray the full intent of the written message being communicated, Sprint CAs are trained to accurately assess the caller's mood, emotion and intent. CAs use voice inflection in a conversational manner which aids in conveying the spirit and meaning of the message without omitting the spirit entirely or over-dramatizing the message. Most people use voice inflection almost perfectly in day-to-day conversation, but when a novice enters into a relay situation voice natural inflection is difficult to achieve if not properly trained and monitored.

⌐ **Pacing**

The average American speaks 150-160 words per minute. However, most TTY users do not type at this advanced speed. During training, CAs are taught techniques to handle unexpected pauses or slow typing. In a face-to-face conversation, a person nods or uses eye contact to show attention. Hearing callers on the phone cannot see these cues, so CAs are trained to take advantage of transitional phrase words typed by the TTY user such as "and", "well" or "but" to fill pauses and add a conversational tone.

2. *Types of calls*

In addition to the processing of typical TRS calls, the following types of calls apply:

(a) Voice Carryover (VCO).

The TRS must accept calls from a voice-capable caller who is hearing-disabled and permit this caller to speak his or her own message directly to a call recipient who is hearing-capable without such transmission being processed by the relay CA. The TRS must also provide Two-Line VCO calls, VCO-to-TTY calls, and VCO-to-VCO calls.

Sprint has read, understands and will comply.

VCO is one of the more utilized communication options offered by Ohio Relay. The November 2008 Ohio Relay invoice demonstrates that almost 25% of Ohio Relay traffic is currently processed as VCO. Sprint offers more options for using VCO than any other provider and Ohio Relay users are taking advantage of those options.

Sprint Relay was the first provider to offer enhanced VCO services and offers more VCO enhancements than any other TRS provider.

Sprint allows VCO users the capability to utilize both acoustic mode and direct connect mode. Users are able to set up calls using their voice as opposed to having to set up calls via TTY transmission.
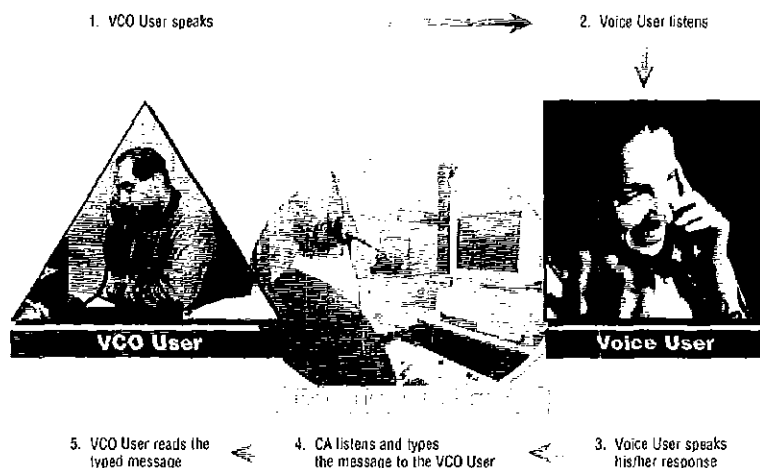
Figure III-2. Voice-Carry-Over Service

Sprint provides the following VCO features and enhancements:

⌐ **VCO Attribute-Based Routing** – Sprint is the only Provider to offer VCO skill-based routing services for traditional Relay services. Sprint will continue to provide VCO Attribute-Based Routing for Ohio Relay users via the designated toll-free number. CAs who demonstrate a high proficiency in handling VCO calls receive specialized VCO training and are designated targets for VCO calls. VCO dedicated toll-free access numbers also assists VCO users that may be calling from PBX lines and/or dual household members.

⌐ **Voice-Carry-Over with Privacy** – Ohio Relay VCO users have the ability to request 'VCO with Privacy'. This is an enhancement to Sprint's VCO product. This popular feature provides the TTY caller with added privacy on their call because the CA does not hear the VCO users' voiced messages and no "GA" is needed from the VCO user. The voice user is heard by the CA and gives the "GA" each time to alert the CA that he/she is finished speaking.

VCO Branding – Ohio Relay VCO users may choose to have their telephone numbers permanently branded as VCO calls. When a telephone number is branded as VCO, each call into Ohio Relay receives a unique greeting which allows the user to voice his/her call set-up instructions to the CA directly.

CAs are trained to use a brief announcement to explain VCO to the end user. For example:

> "Hello. A person is calling you through Ohio Relay. This is CA XXXX. Have you received a Voice Thru call before?"

If the hearing party has received a VCO call before, the call begins. If not, the CA is trained to provide a brief VCO explanation if the hearing party has not received a VCO call before. For example:

> "The person who is calling will be speaking directly to you. When he/she says the phrase, "Go Ahead," that indicates that they are done speaking and are ready for you to respond. When you talk, the CA will be typing everything heard back to the caller. One moment for your call to begin."

Sprint also recognizes that Ohio Relay VCO users may prefer to announce and explain their calls themselves. The CA honors the VCO caller's preference regarding announcing or explaining each call.

Sprint offers a full suite of relay call types including VCO to VCO, VCO to TTY, TTY to VCO, VCO to HCO Two Line VCO and Reverse Two Line VCO. For a detailed description of each service please review Sprint's Standard Features Matrix in **Appendix H.**

(b) Hearing Carryover (HCO):

The TRS must accept calls from a hearing-capable caller who is speech-disabled and permit this caller to receive transmission directly from the other party without any intervention from the CA. The TRS must also provide Two-Line HCO calls, HCO-to-TTY calls, and HCO-to-HCO calls.

Sprint has read, understands and will comply.

HCO allows a person to listen directly to the person they are calling and provide their responses by text through the Ohio Relay CA (and vice-versa). **Sprint was the first Relay Provider to offer HCO users what is known as voice progression technology.** This advancement eliminates the HCO user's need for reading macros and allows him or her to hear the call set-up, ringing and the called-party answering the telephone.
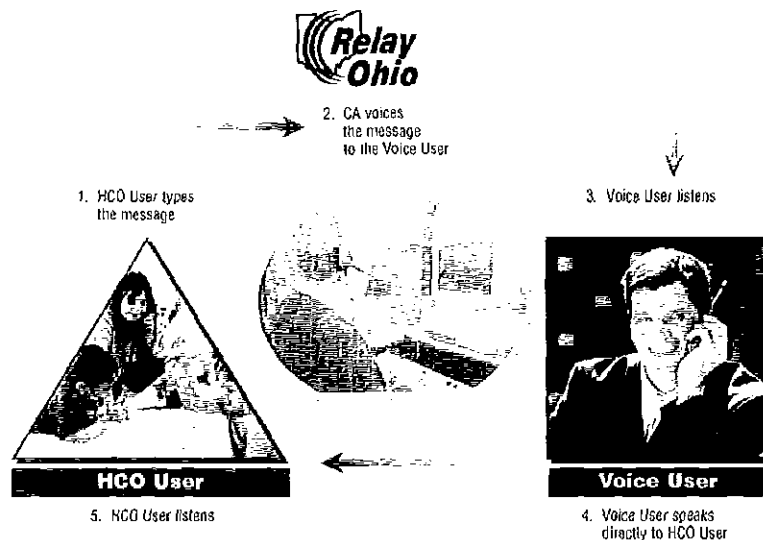
Figure III-3. Hearing-Carry-Over Service

⌐ **Two-Line HCO (2LHCO)** – Provides close to real-time conversations between the speech-challenged individual and the hearing person. Two telephone lines and three-way calling is needed for this type of Relay. The 2LHCO user listens to the hearing person on one (Voice) line and uses the second (TTY) telephone line to type their responses to the CA who then voices to the hearing person. There is no need to give the "GA" or wait a turn, allowing for a smoother and more natural flow of conversation.

Sprint provides the following HCO enhancements:

⌐ **HCO with Privacy** – Ohio Relay HCO users have the ability to request 'HCO with Privacy'. This enhancement provides the TTY caller added privacy on their call because the CA does not hear the hearing users' voiced messages. The CA is engaged only to voice the HCO user's typed message.

⌐ **HCO Branding** – Ohio Relay HCO users may choose to have their telephone numbers permanently branded as HCO. When a telephone number is branded as HCO, each call into Ohio Relay receives a unique greeting allowing the HCO user to listen directly to the CA rather than initiating contact through the TTY.

CAs are trained to provide a concise HCO announcement to end users, for example:

> "Hello. A person is calling you through Ohio Relay. This is CA XXXX. Have you received a Hearing Thru call before?"

If the hearing party has received an HCO call before, the call commences immediately. The CA is trained to provide an HCO explanation if the hearing party has not received an HCO call before, as seen below:

![Relay Ohio logo]

> "The person who is calling you can hear but does not speak. You will be able to speak directly to your caller and they will be able to hear your message. When you are finished speaking, please say the words "Go Ahead" and that will inform the caller that it is their turn to respond. They will type their response, which will be read to you. One moment for your call to begin".

◻ **HCO-to-HCO** – Ohio Relay HCO users can communicate with other HCO users. The CA voices the typed message from the HCO user and voices to the other HCO user who listens and then types his or her response back in the same manner, and vice versa.

2. CA voices the typed message to the HCO User

1. HCO User types the message

3. HCO User listens and types

HCO User

HCO User

4. The HCO User listens to the CA voice the message
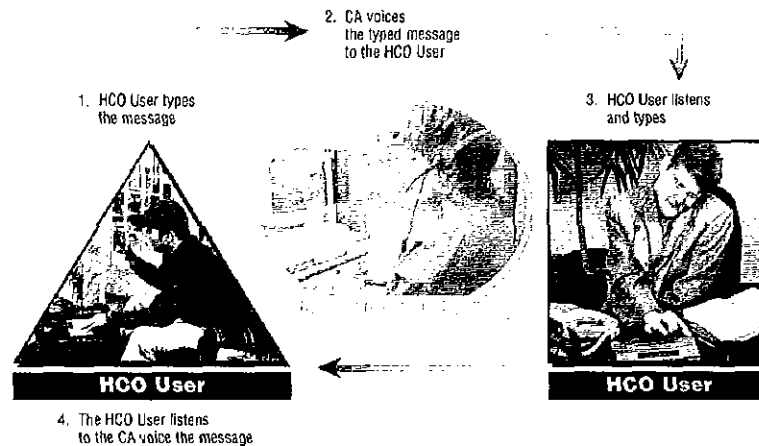
Figure III – 4. HCO-to-HCO Service

◻ **Reverse Two-Line HCO (R2LHCO)** – Provides close to real-time conversations between the speech-challenged person and the hearing person. Two telephone lines and three-way calling is needed for this type of Relay. A hearing person, using a standard telephone, initiates a call to the R2LHCO user. The R2LHCO user receives the call and connects to the CA via the standard phone with three-way calling. The CA dials the second (TTY) telephone at the R2LHCO user's location. The R2LHCO user listens to the hearing person on one (Voice) line and uses the second (TTY) telephone to type their responses to the CA who then voices to the hearing person. There is no need to give the "GA" or wait a turn, allowing for a smoother and more natural flow of conversation.

Sprint offers a full suite of relay call types including HCO to VCO, VCO to HCO, HCO to TTY, TTY to HCO, Two Line HCO and Reverse Two Line HCO. For a detailed description of each service please review Sprint's Standard Features Matrix in **Appendix H.**

(c) *Speech-to-Speech Relay Service (STS):*

The TRS must provide access to a CA who understands the speech patterns of persons with speech disabilities and can repeat the words spoken. The TRS may utilize a dedicated toll-free telephone number to access STS service.

Sprint has read, understands and will comply.

As the leading provider of STS in the Nation and the only provider who offer STS in another country, Sprint understands the specific and unique frustration of a person who wants to express himself, yet due to a speech disability has trouble being understood. As the use of a telephone can compound these frustrations, Sprint was the first relay provider to offer Speech-to-Speech (STS) trials in California and Maryland before the FCC mandated the service in 2000. This relay enhancement enables a speech disabled person to use his/her voice or voice synthesizer, rather than a TTY, to communicate on the telephone.

Sprint will continue to provide Ohio with dedicated Speech to Speech (STS) access through the dedicated toll free number 877-750-9097 as well as access through 7-1-1.

Sprint allows only a handful of specialized CAs to process STS calls after completing a process including a rigorous application, training, testing and ongoing professional evaluations. For training and quality assurance purposes, STS CAs are centrally located. **The majority of** Sprint Relay's **STS calls are processed from the Dayton call center.**

In cases of emergency, STS calls can also be processed by the Sprint California STS center. **To our knowledge, Sprint is the only TRS provider who ensures that STS calls can be processed by proficient STS CAs in multiple locations in emergency situations.**

Please see an illustration of STS call-processing in Figure III - 7 below:
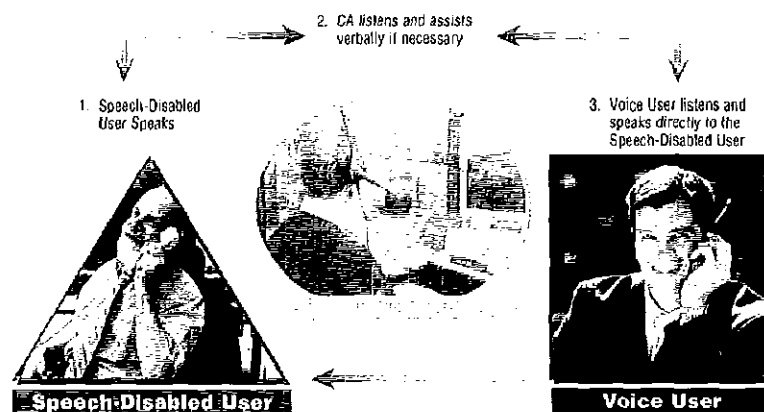
Figure III-5. STS Call Processing

STS TRAINING PROGRAM

STS applicants who meet all qualifications for the STS training program receive eight hours of classroom training specifically on Speech-to-Speech Services. Sprint's STS training program has been developed based on direct experience and consultation with Dr. Bob Segalman obtained during the initial STS trial conducted along with eight years of experience processing STS calls.

Dr. Bob Segalman endorses the Sprint STS program and has provided a letter of reference in References Section under the "Support Letters" Tab.

"Sprint is the only provider I endorse... Sprint provides the most professional and appropriate STS product in the United States,"

writes Dr. Bob Segalman.

Dr. Bob Segalman

The STS training outline includes specific strategies used to facilitate communication without interfering with the STS user's control over the call including retention of information at the user's request and verification of is said to verify accuracy.

The STS training outline is displayed in Figure III-6.

STS TRAINING OUTLINE
Sprint Values and Goals

Training Agenda

- Objectives / Training Outline
- Introduction and History
- Video
- Service Description
- Characteristics of Customers
- Stereotypes

- Speech-Disabilities
- Attributes of Speech-to-Speech Relay CAs
- Speech-to-Speech verses Traditional Relay
- FCC Requirements
- Speech-to-Speech Variations
- Assessment

STS TRAINING OUTLINE
Sprint Values and Goals

Work Performance Components

- Basic Call Processing
- Call set up
- Customer Database
- Frequently Dialed Numbers
- Customer Requests
- Emergency Call Processing

- Confidentiality
- Transparency
- Personal Conversations
- Developmental Skill Practice
- Audio
- Observation

Participation

- Relay CA Training
- Taking over calls – 15 minute
- Relay CA work performance

- Call Focus
- Teamwork – support peer

Confidentiality and Transparency

- Discuss call speech patterns
- Discuss techniques customer uses
- Have two Relay CAs on one call, if necessary or customer requests.

- Unacceptable to:
- Have conversation regarding information discussed on calls
- Discuss customers in general

Scheduling

Figure III-6. STS Training Outline

Sprint's STS training is delivered by individuals with professional experience related to Speech-Disabilities and/or consumer experts and is based on adult learning theories. Tools available to STS CAs and STS CA applicants include:

- Audiotapes and videotapes featuring a variety of STS users with speech disabilities,

  - It is important to note that these STS users have voluntarily provided recordings in order to promote the ongoing training of STS CAs and represent a broad range of levels of speech disability and include augmentative devices.

- CA training guide, which details the history of STS, the role of the STS CA, STS CA comprehension strategies and confidentiality concerns.

- Ten hours of additional live observation and mentoring by seasoned, professional STS CAs

STS TRAINING EVALUATIONS

Throughout STS training, STS CA applicants are evaluated on their ability to listen to STS users with varying speech disabilities and accurately comprehend in order to facilitate communication. In addition, STS applicants are given a written test to verify they understand the STS CA's role, preferred communication techniques and caller control.

⊡ ONGOING EVALUATIONS AND PROFESSIONAL DEVELOPMENT

Once training is complete, a STS CA's performance is regularly evaluated through individualized surveys **at least monthly**. Supervisors use a Sprint STS CA Performance Survey while observing CAs process actual STS calls. The Performance Survey is a comprehensive assessment tool designed to evaluate CA performance on over 40 aspects of STS call processing. The Performance Survey addresses, among many aspects of quality STS CA performance including appropriate grammar, spelling, voice clarity and articulation, etiquette, language and cultural understanding.

The STS CA Performance Survey provides a detailed perspective on an individual's performance and is used as a basis for feedback to the employee; to identify strengths and weaknesses, and for employment and compensation decisions. All STS CAs are required to meet expectations in all areas of the Performance Survey as found in **Appendix I.**

STS CALL PROCESSING

⊡ FREQUENTLY DIALED NUMBERS

Sprint offers Speech-to-Speech (STS) users the option to maintain in their Customer Preference Database, a list of names and telephone numbers which the STS user frequently calls. When the STS user requests one of these names, the CA will repeat back to the caller the name, state, and the telephone number to insure they have understood correctly.

⊡ STS CA CHANGE

Sprint strives to keep the same STS CA on line for the entire Relay call. STS CAs are trained on and follow regulations a change of STS CAs will not be made before 15 minutes have elapsed unless requested by the user or in cases when a change in CAs is unavoidable such as the CAs becoming physically incapacitated. Further, Sprint will make every attempt to honor the request of the STS user to request another STS CA if one is available.

RETENTION OF INFORMATION

Sprint STS CAs will retain information from one inbound call for use in a subsequent outbound call, with the caller's permission. Such information will only be retained for the duration of the inbound call. In accordance with the FCC regulations, all information provided for the call set-up, including customer database records remain confidential and cannot be used for any other purpose. CAs may use the TRS system designed scratchpad feature to aid the Relay CA during the processing of a call. Once the inbound party disconnects, CAs lose the ability to view or access any information pertaining to that call. No written or taped information regarding the call is kept once the call is released from the CA position.

COMMUNICATION WITH OTHER RELAY USERS

Speech-to-Speech (STS) users are able to communicate with any and all Relay users including VCO, HCO, TTY, 2-Line VCO, and standard telephone users.

STS FOR SPANISH USERS

Sprint's STS CAs assigned to relay in English or Spanish are fluent in U.S. English and Spanish. STS CAs are tested for hearing acuity, speech comprehension, and English and/or Spanish language skills including vocabulary, grammar and syntax.

STS PHRASES

The Speech-to-Speech Greetings, Announcements and Explanations for STS can be seen in Figure III-7.

Speech-Disabled to Voice	
Greeting	"(State) Relay Speech-to-Speech. I'm CA XXXX. How may I help you?"
Wait for instructions	
If the caller does not provide his/her name, say:	"May I tell them who is calling?"
If the caller does not provide instructions, ask:	"Are there any special instructions you have for me?" or "Would you like me to voice everything?" If no …. "Would you like me to voice only what the outbound does not understand?"
Wait for instructions	
Call progress	"Thank you, one moment please." (CA dials and affects open –bridge configuration)
Announcement	"A person (name if provided) is calling you through (State) Relay Speech-to-Speech. I'm CA XXXX. Have you received a Speech-to-Speech call before?"
STS Explanation	"The person who is calling you can hear and has a Speech-Disability. They will speak directly to you and I will repeat what they say. When you hear Go Ahead, please respond directly to your caller. Please say "Go Ahead", each time you are through speaking."
Closing:	"Would you like to place another call?"
If yes, take information. If no, say:	"Thank you for using (State) Relay"
STS VCO Explanation	"The person who is calling you has a Speech-Disability. They will speak directly to you and I will repeat as needed. When you hear "Go Ahead", please respond directly to your caller. This indicates they are finished speaking and are ready for you to respond. When you talk, the CA will be typing everything heard back to the caller."
Voice to Speech-Disabled	
Greeting Read the appropriate greeting from the screen.	"(State) Relay Speech-to-Speech. I'm CA XXXX. How may I help you?"
When the caller does not sound Speech-Disabled and this information is not provided, ask:	"Are you calling to a Speech-Disabled person? Thank you, one moment please."
Announcement	"This is (State Relay) Speech-to-Speech. I'm CA XXXX. Is the Speech-Disabled person (name if provided) available"
When Speech-Disabled party is on the line	"Hello, this is (State Relay) Speech-to-Speech, CA XXXX, have you received a Speech-to-Speech call before?"
Explanation	"The caller will speak directly to you. When you hear Go Ahead, please respond directly to your caller and I will repeat what you say. Please say Go Ahead, each time you are through speaking. One moment for your call to begin."
Closing:	"Thank you for using (State Relay) Speech-to-Speech."

Figure III-7. STS Greetings, Announcements and Explanations

(d) Pay-Per-Call Calls:

The TRS provider must provide access to pay-per-call services (e.g., 900 calls). However, in no event shall the Ohio Relay Service incur the charges assessed by the pay-per-call vendor. Rather, such charges shall be billed to the calling party.

Sprint has read, understands and will comply.

Sprint provides functionally equivalent pay-per-call service for Ohio Relay users through the toll-free access number 900- 230-7575. By requiring TRS users to dial the toll-free 900 number to connect to Ohio Relay, Sprint is able to accurately identify those users who have registered blocks with their local phone company (local exchange carrier).

Sprint's pay-per-call solution represents true functional equivalence and ensures that the LEC will only complete calls in to the Ohio Relay service that do not have a 900 number block added to their phone lines. The 900 service provider and the 900 number carrier will rate and bill the user as if the call was dialed directly from the originating user's telephone.

Sprint's pay-per-call solution is more functionally equivalent than many TRS providers who do not observe blocks that have been registered with the local phone company.

Pursuant to FCC guidelines governing pay-per-call services, 900 service providers must include an introductory message including the name of the company, a brief description of the information or service to be provided and the price terms of the transaction prior to beginning the charge for the call. This information will be relayed to the Ohio Relay user, who may choose to disconnect before being charged. Like traditional voice users, the 900 service provider and the 900-number carrier will rate and bill the user as if the call was dialed directly from the originating user's telephone.

(e) Spanish Speaking Services:

The provision of intrastate Spanish speaking relay service is required. The provider shall be compensated for the intrastate transliteration of such calls at the rate-per-minute bid price. The TRS may utilize a dedicated toll free telephone number to provide this service.

Sprint has read, understands and will comply.

As the provider of TRS in 30 States and territories, including Texas, Florida, Puerto Rico, and California, Sprint processes the majority of Spanish TRS in the Nation.

![Relay Ohio logo]

Sprint allows only a handful of specialized CAs to process Spanish calls after completing a process including a rigorous application, training, testing and ongoing professional evaluations. For training and quality assurance purposes, Spanish CAs are centrally located. The majority of Sprint Relay's Spanish calls are processed from the Lubbock, Texas call center.

In cases of emergency, Spanish calls can also be processed by the Sprint California center and the New Mexico. **To our knowledge, Sprint is the only TRS provider who ensures that Spanish calls can be processed by proficient bilingual CAs in multiple locations in emergency situations.**

Sprint will continue to process intrastate translation using the existing dedicated toll free number of (888) 269-0678. Bilingual CAs are trained to process all types of Spanish Relay calls, including the following call-types:

TTY-to-Voice	Voice-to-TTY
Voice-Carry-Over	VCO-to-TTY
TTY-to-VCO	Hearing-Carry-Over
VCO-to-VCO	VCO-to-HCO
Two-line-VCO	Two-Line-HCO
TTY-to-TTY	Recorded Announcements
Answering machines	Interactive Menus
Beepers	Pagers
Directory Assistance	Emergency Calls
Collect Calls	Calling Cards
Third Party Calls	

Sprint CAs who are hired to provide Spanish services are also required to pass an evaluation of their ability to read, write, speak and understand Spanish. Berlitz, an independent vendor that specializes in the assessment of language skills, conducts this evaluation.

Sprint's bilingual CAs are trained to meet the specific needs of Spanish-speaking Relay users and are able to adapt to various dialects used by the Spanish-speaking community.

Sprint's Spanish CAs are trained and experienced to handle regional variations of the Spanish language, as noted above. Sprint handles dialects from all parts of Latin America and the Caribbean. Those include:

- Mexico
- Nicaragua
- El Salvador
- Colombia
- Ecuador
- Argentina
- Cuba
- Dominican Republic

- Guatemala
- Honduras
- Panama
- Peru
- Venezuela
- Chile
- Puerto Rico
- Standard Castilian Spanish

It should be noted that all Spanish dialects are mutually intelligible. A person from one Spanish-speaking country will be able to understand another fairly well. They are comparable to the variations that would be found in American English as spoken across different parts of the United States. An emphasis is placed on ensuring that CAs serving Ohio are aware of Mexican idioms and dialects. Additional training is provided to ensure awareness of the differences between Mexican-based Spanish and to ensure Ohio Relay users will be provided the best service possible.

The default is to use the standard Latin American Spanish where it doesn't create confusion, and use regional variations when clarity is needed. Sprint's CAs are able to switch to the regional words where necessary (this would be equivalent to using American English regional variations for words like "soda" and "pop".

However, Ohio Relay workstations provide state-specific notifications, greetings, macros, and call-screen information, including caller origination and destination information. This information makes CAs aware that the call originates or terminates in Ohio enabling the CA to provide translation that will meet the needs of the Spanish-speaking user. This training also enables CAs to draw upon terminology, mimic accents, and use appropriate idioms and other language characteristics, for their speech to be fully understandable by Spanish-speaking user groups.

(f) Captioned Telephone VCO Service (CapTel)

The TRS provider, or a subcontractor responsible to the TRS vendor, must provide CapTel, including Two-Line CapTel, CapTel is a specialized form of VCO which is a trademark of Ultratec and requires use of a specialized telephone which makes use of Ultratec's proprietary technology. The provider will be compensated at a rate-per-session minute bid price, separate from the standard TRS rate-per-session minute bid price, for intrastate calls. The service will not include provision of the telephone instruments needed in using the service. The Commission reserves the right to determine the number of phones to be distributed per month.

Sprint has read, understands and will comply.

Sprint was honored to officially launch CapTel in Ohio in 2005. Sprint has conducted educational and Public Service outreach through-out the State. Ohio users currently process over one million CapTel minutes a year.

Ohio Relay CapTel service is fully compliant with the FCC minimum requirements for CapTel and qualifies for compensation as outlined by the TRS Interstate fund.

Sprint has worked with the Commission over the last contract period to maintain an appropriate growth rate of CapTel by limiting the sale of the devices. We look forward to continuing to follow the Commission's direction on the appropriate availability of the devices in the Community.

The State of Ohio is one of the only states in the country who does not have an Equipment Distribution Program. Sprint has established a system that tracks devices and makes them available in the community at a discounted rate. Sprint will continue to provide this service and discounts under this proposal offering.

THE SPRINT DIFFERENCE

▣ **EXPERIENCE**

Sprint is the most experienced CapTel Provider in the nation with 31 State contracts plus the Federal Government, as seen in the map in Figure III-8 which follows.

Figure III-8. Sprint's CapTel Presence

FORMAL QUALITY ASSURANCE PROGRAM

Sprint is the only provider to conduct consistent, independent third-party evaluation of CapTel services. (Three years of testing results). Internal and external evaluators dial into Sprint CapTel using a CapTel phone following pre-approved scripts. The CapTel CA is timed and each script is designed to give the CA enough transmission time and a variety of words and phrases to test the speed and accuracy fairly. Sprint focuses on the following key performance indicators:

⌐ **Corrected Accuracy** – This measurement includes system, process or CA errors and is calculated by dividing the number of errors by the total number of words. Note: This measurement does not include errors that the CA is able to correct or proper names that may be misspelled.

⌐ **Raw Accuracy** – This measurement is calculated in the same manner as above with the exception that errors are counted, even if they are corrected shortly after transmission.

⌐ **Average Transcription Rate** – The average words per minute.

⌐ **Average Delay** – The measurement of "lag" time between the word being spoken and the word appearing on the CapTel device.

Figure III-9 details the recent three years results.

Evaluation Criteria		2007	
Corrected Accuracy	98%	98%	98%
Raw Accuracy	94%	94%	93%
Average Transcription Rate	161	175	175
Average Delay	5.5	4.7	5.1

Figure III-9. CapTel Quality Results

To our knowledge, Sprint is the only provider to conduct formal CapTel internal testing and provide quality feedback reviews to CTI with specific feedback on individual CAs and overall trending (Three years of testing results).

Sprint Relay

□ CONSUMER INPUT

- ⌐ To our knowledge, Sprint is the only provider who works with the community and State to host community Task Forces and state-wide surveys to collect feedback on CapTel performance.

- ⌐ Sprint is the only provider who holds annual customer meetings for Contract Administrators to share industry, TRS and CapTel-related performance reviews, products enhancements and outreach ideas.

- ⌐ Internal Resources

- ⌐ Sprint provides a Product Development Manager dedicated to CapTel.

- ⌐ Sprint provides a national marketing teams with personnel focused CapTel products.

- ⌐ Sprint, as a wireless company, has the resources to make all of our products, including CapTel, wireless.

CAPTEL BENEFITS

- ⌐ CapTel is a service that uses specialized equipment and voice-to-text technology to provide Relay services for people who are profoundly Deaf and able to speak, late-Deafened, Cochlear Implant users, VCO and 2-Line VCO Users, amplified phone users, and Hard-of-Hearing individuals who have difficulty understanding speech over the telephone. CapTel is an alternative type of VCO (Voice-Carry-Over). CapTel permits the Relay user to hear what the other party is saying (depending on the degree of hearing loss the user may have) and read what the other party is saying.

- ⌐ CapTel works by incorporating voice-recognition technology into a system that allows for complete user control. CapTel users place calls in the same manner as traditional callers with the CapTel phone automatically connecting to the CapTel CA.

- ⌐ CapTel allows for the following user friendly features:

  - ⌐ No call set-up

  - ⌐ Natural conversational flow with invisible/transparent CA

  - ⌐ High speed of transcription

  - ⌐ High Accuracy Rate

Sprint CapTel Services are provided by CapTel, Inc. (CTI) an Ultratec company. CTI will continue to manage the CapTel Service Center with traffic carried on the Sprint network. Sprint will continue to be responsible for coordinating and managing all aspects of CapTel services for Ohio and will continue to be the State's single point of contact.

Sprint offers the following assurances with the provision of Ohio Relay CapTel Services:

- 24 hour a day, 7 day a week accessibility.

- CapTel Customer Service (888-269-7477) is available from 8:00 AM to 5:00 PM CST, Monday – Friday.

- Users can make Spanish calls between the hours of 7:00 AM to 11:00 PM CST, 7 days-a-week, 365 days-a-year.

- Adequate staffing to provide CapTel users with an average speed-of-answer of 10 seconds or less for 85% of calls on a daily basis.

- Compliance with P.01 GOS.

- Access to their chosen IXC.

- Routing of emergency calls to the appropriate Public Safety Answering Point (PSAP).

Sprint's CapTel vendor provides CapTel service from its Centers in Madison, Wisconsin and Milwaukee, Wisconsin. These Centers operate with enough terminals for 400 CAs, along with support personnel, Technicians, and Supervisors.

The CapTel Service Centers are equipped with redundant systems for power, ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service. All calls between CapTel users and other callers are transmitted in real time.

- Easy access to voice-mail & interactive telephone menu systems

- Ability to caption external voice answering machine messages

- CapTel CAs adheres to the following minimum standards:

  - CapTel CAs are trained to caption the words spoken by the hearing party as accurately as possible, without intervening in the communications.

  - CapTel CAs are permitted to provide background noise identification.

- CapTel CAs do not maintain any records of conversation content and keep the existence and content of all calls confidential.

- CapTel CAs are required to meet the FCC standards for minimum transcription speed.

- CapTel CAs do not limit the length of a call and remain on a call for a minimum of ten minutes when answering and placing a call.

- Personnel supporting CapTel have the requisite experience, expertise, skills, knowledge, training, and education to perform CapTel Services in a professional manner.

2-LINE CAPTEL

As part of Sprint's proposal to the Commission, Sprint will offer the 2-Line CapTel feature at **no additional charge**. This revolutionary new service enables users with the ability to use two telephone lines to support both voice and data (captions) connectivity. One line handles the voice connection between the Ohio Relay CapTel user and the called-party. The other line acts as the data connection that allows captions to be displayed on the CapTel phone.

Ohio Relay CapTel users will continue to receive all the benefits of the standard telephone service with 2-Line CapTel. With a purchase of a second phone line, Ohio Relay CapTel users are able to receive calls directly, as with standard telephone services. Extension telephones in the house can be used at the same time and the user can choose to see captions at any time during a call or turn them off.

In addition, users can enjoy all standard telecommunication features, including billing and Carrier-of-Choice. Users also benefit from the following LEC call options:

- Call-Waiting

- Three-Way Calling

- Caller ID

- Repeat Dialing

- Automatic Call-Back

- Call Screening

Because 2-Line CapTel uses separate voice and data connections, it offers the most efficient way to access Emergency Services via 911 response Centers. With 2-Line CapTel, the user is connected directly to 911 on a standard voice connection. The captions are connected on the second line. When using 2-Line CapTel to call 911, the call is connected:

- In the fastest time

- To the most appropriate 911 Center every time
- With a reliable voice grade connection
- With full speed captions

NECA REIMBURSEMENT FOR 2-LINE CAPTEL

On December 1st, 2005, the Federal Communications Commission released an order for NECA to reimburse CapTel providers for inbound 2-line Captioned Telephone call minutes based on an allocation factor of 11 percent.

Effective retroactively to October 14th, 2005, NECA reimburses captioned telephone providers 11 percent of the inbound 2-line captioned telephone call minutes, and the remaining 89 percent of such calls are allocated to the intrastate jurisdiction, as stated in Federal Communications Commission Order DA 05-3138 for docket 03-123, released December 1st, 2005 and filed on December 2nd, 2005. With the 2-Line CapTel offering, Ohio Relay will continue to be responsible for covering the per-minute cost for 89% of all incoming 2-Line CapTel calls, both interstate and intrastate. This requirement is a product requirement, and is not specific to any Provider of Relay.

SPRINT WEBCAPTEL

Launched on March 1, 2008, Sprint is delighted to announce the new Sprint WebCapTel!

Web CapTel is an internet-based CapTel service, connecting a CapTel user with a regular telephone and a computer with internet access to the CapTel Centers. Using a web browser, an Ohio Relay CapTel user is able to make and receive CapTel calls.

Make a CapTel Call Via the Web!
View word-for-word captions over the Internet
of your telephone conversation!

Catch the Whole Conversation.
No special equipment needed - just
talk on your own phone and view
the captions on your web browser.

Learn More   Try It!

Sign In
Username:

Password:

Logon

First Time User?
Signing up is easy.
Click here

Your Privacy Rights | Acceptable User Policy and Visitor Agreement | Copyright Notices | Find a Store | Contact Us | Email Sign Up

Web CapTel Screenshot

SPRINT WEBCAPTEL ON-THE-GO

Sprint was the first provider to transition WebCapTel to mobile devices in October of 2008.

Web CapTel On-the-Go allows users to read captions from supported Windows Mobile devices and Blackberry devices while speaking using another phone.

Sprint First to Launch WebCapTel® On the Go, a New and Free Mobile Solution for Hard of Hearing Customers

Allows customers to read word-for-word captions on select Sprint devices

OVERLAND PARK, Kan.--(BUSINESS WIRE)--Sprint (NYSE:S) today announced the availability of Sprint WebCapTel(R) On the Go, a new, free mobile Web-based service that allows hard of hearing customers to read word-for-word captions on Windows Mobile 6 Web browsers, such as the Diamond by HTC, Mogul by HTC, Palm Treo 800w and the MOTO Q9c by Motorola. In addition, this service is also compatible with the Safari 2.0 Web browser. This new service is expected to help an estimated 30 million Americans with hearing loss.

"Sprint is committed to equal access to all individuals," said Mike Ligas, director of Sprint Relay. "As such, we pride ourselves on offering the newest technology to hard of hearing individuals. This new solution offers the hard of hearing community mobility by being able to read real-time Web-based captions on Windows-enabled mobile devices."

With Sprint WebCapTel On the Go, users can make calls using two phones -- reading captions on a wireless phone and listening and speaking on a second phone. Prior to making a call, the user would log onto www.sprintcaptel.com on one mobile device to read text captions of what the other party is saying. For more information on Sprint's wireless devices and select plans, go to the Sprint Relay Store at www.sprintrelaystore.com.

Sprint WebCapTel On the Go is an extension of Sprint's existing WebCapTel service, which also provides captions during phone calls, but requires a computer with an Internet browser of Internet Explorer 7.0, Firefox 3.0 or Safari 2.0 on which to display the captions. This new and free service is available almost anywhere as long as the wireless device is equipped with Windows Mobile 6 or an Apple Safari Web browser. Sprint WebCapTel On the Go changes spoken words and sounds heard on a telephone into words to read.

"Sprint WebCapTel On the Go allows individuals with hearing loss the mobility that many of us take for granted," said Robert Engelke, president of Ultratec, Inc., the company that developed CapTel technology. "It gives people with hearing loss the independence to make and receive telephone calls without the necessity of wireline phones or computer connectivity."

This free service is available for customers anywhere in the United States and within U.S. Territories. However, calls to or from international locations, such as Canada or Mexico, are not available. To learn more about this free service, visit www.sprintcaptel.com or www.sprintrelay.com/webcaptel.htm

CapTel and WebCapTel are registered trademarks of Ultratec, Inc.

About Sprint Nextel

Sprint Nextel offers a comprehensive range of wireless and wireline communications services bringing the freedom of mobility to consumers, businesses and government users. Sprint Nextel is widely recognized for developing, engineering and deploying innovative technologies, including two wireless networks serving nearly 52 million customers at the end of the second quarter 2008; industry-leading mobile data services; instant national and international push-to-talk capabilities; and a global Tier 1 Internet backbone. For more information, visit www.sprint.com.

Figure III-10. WebCapTel On-the-Go Press Release

![Relay Ohio logo]

(g) Additional Call Types:

Consistent with the obligations of common carrier operators, CAs are prohibited from refusing a single or sequential call or limiting the length of calls utilizing relay services. TRS shall be capable of handling any type of call normally provided by common carriers and the burden of proving the infeasibility of handling any type of call will be placed on the carriers. Providers of TRS are permitted to decline to complete a call because credit authorization is denied. The scope of this RFP and the consequent bids must only include the processing of intrastate TRS calls. The intrastate relay system will not be required by this RFP to process interstate calls. The intrastate TRS, however, must be capable of accommodating interstate TRS, which is authorized and funded through the federal jurisdiction. Should the provider elect to carry interstate calls, such calls should be recorded separately and distinctly from all intrastate calls and shall not be billed under the contract, consistent with the FCCs TRS separations requirements. Bidders, within their proposals, shall identify those types of calls that they believe to be technologically infeasible, and further must explain, in detail, such infeasibility. The TRS shall also provide its users with conference and three-way calling, and other customer calling features as they become available, to the extent technically feasible. Charges assessed to TRS users for such ancillary services, whether or not traditionally provided by local exchange carriers (LECs), must not exceed the rates assessed to those persons without communication disabilities.

Sprint has read, understands and will comply.

Sprint continuously works to provide greater functional equivalency for Ohio Relay users. Sprint CAs make immediate, unlimited, subsequent outgoing calls as requested by the caller, without exception. No restrictions are placed on the length of calls or the time of day such calls take place.

Sprint is able to handle types of calls normally provided by telecommunication carriers. Sprint's sophisticated CA technology leaves the control of the call with the customer. The system automatically calculates ten rings and then asks the customer if he/she would like to continue to let the phone ring or place another call. Realizing that some customers may have different preferences, the CA software is flexible enough to allow the Sprint CAs to deviate from the system prompts and CA will continue to follow user preferences if requested.

Following are descriptions of several enhanced service offerings currently available through Sprint Relay Service at no additional cost to the user than to those accessing these features through his/her local phone service including:

⌐ Direct dialed local and toll calls

⌐ Third-party billing

⌐ Calls made to and from hotels, motels, hospitals, etc.

⌐ Collect calling

⌐ Person-to-person calling

⌐ Operator-assisted calls (live or mechanized)

⌐ Coin-sent-paid calls

⌐ Credit card calling

⌐ Directory Assistance calls

Ohio Relay will continue to handle any type of call normally provided by common carriers. Ohio Relay users will place local and intrastate calls which will be compensated by the Commission under the contract. And, Sprint will process interstate and international calls for Ohio Relay users as well.

All Ohio Relay intrastate and interstate minutes, as reported on the monthly invoice, will continue to be recorded separately and distinctly. The interstate minutes will be reimbursed by the TRS Interstate Fund are listed on the invoice as a reduction to the total minutes of service for the month. The Commission will not be invoiced for minutes associated with the relaying of interstate and international calls.

Sprint will continue to work in conjunction with the Local Exchange Enhanced Services to provide additional functionality for Ohio Relay users. Following are descriptions of several enhanced service offerings that are currently available through Ohio relay at no additional cost to the user than to those accessing these features without relay.

📧 CALL FORWARDING

Customers being called through Relay will be able to use Call Forwarding in the same manner that they currently do. They can also use advanced Call Forwarding and Call Screening features since Sprint Relay passes the actual number of the calling party in Caller ID. This permits the called party to treat the call as if it was dialed direct and utilize any Call Forwarding or Call Screening option that is desired.

CALL WAITING

With LEC-offered Call Waiting, because a tone signifies an incoming call, only the voice caller can be alerted to an incoming call. The voice caller must tell the CA that they have a call waiting. The CA can then inform the TTY party to hold until the voice caller returns to the line. Upon completion of LEC-engineered network enhancements that will allow both the caller and the called party to "hear" the incoming call signaling tone, voice users will not longer need to inform the CA when they have a call waiting.

THREE-WAY CALLING

Ohio Relay users who have purchased three-way calling or have conference calling capability from his/her local exchange carrier can use the feature when placing a call through Ohio Relay. This feature will allow Ohio Relay user to place the call to Ohio Relay then confers in the voice called party. This is known as the Two-Line VCO method.

Another example would be that the Ohio Relay TTY user places the call to Ohio Relay and then confers in another TTY user on their line. The original TTY user requests to place a call to the voice called party. It then would be a conversation between two TTY customers and one Voice customer. This process also would apply if it were two voice customers and one TTY user on the line.

CONFERENCE CALLING

Sprint has capability of supporting conference calling. When an Ohio Relay user calls into a conference call, the CA will verify that all participants of the conference call are familiar with Ohio Relay and will ask each person to identify themselves prior to speaking. The CA will attempt to process the call as normal and capture verbatim all conversation held in the conference call. With the complex nature of conference calls, this is sometimes challenging. If the CA does not capture everything, the CA will inform the Ohio Relay user and follow the Ohio Relay user instructions.

CALLER ID WITH SS7 TECHNOLOGY

Sprint offers a SS7 based Caller ID. This feature supports all local calls and in most cases for long distance calls. Sprint will forward the calling party's ANI (Automatic Number ID) to the terminating LEC for local calls and long distance calls. As with standard telecommunications, the terminating LEC may or may not choose to use this ANI information as Caller ID information and pass this on to the terminating number.

When passed through, the Ohio relay call recipient will be able to see the caller's phone number on their caller ID display (the caller ID option feature must first be purchased through their LEC). When not passed through, as with standard telecommunications, the call recipient will receive a message such as **"OUT OF AREA"** or **"CALLER UNKNOWN"**.

For privacy, users of this feature are able to disable or block their Caller ID information from being transmitted with his/her LEC on either a per-call or per-line basis. It should be noted that Caller ID blocking is not permitted when placing toll free calls.

▉ CALL BLOCK

Ohio Relay users are able to include telephone numbers in their customer database that they want blocked from terminating to a telephone line. This feature can also be used to block telephone numbers (e.g. 800 or 900 numbers) that the Ohio Relay user does not want called from their line. The Ohio Relay user will be able to inform relay of telephone numbers that they do not want to terminate or originate from their telephone line. The Call Block feature is a standard feature of the Sprint Customer Database.

▉ LAST NUMBER REDIAL

Ohio Relay users may use their LEC provided Last Number Redial to access the last number they dialed through the Ohio Relay Service. The Ohio Relay Service database application allows the user to call the last person dialed through the Relay Network without having to provide the telephone number to the CA. The Ohio Relay user may simply instruct the CA to call the last number dialed by typing "LNR" for "Last Number Redial." Last Number Redial (LNR) is a standard feature of the Sprint Customer Database.

▉ FREQUENTLY DIALED NUMBERS

Frequently Dialed Numbers, also referred to as Speed Dial, allows Ohio Relay users to store up to frequently called telephone numbers in their customer profile. When the customer calls into the center, they can either provide the CA the name associated with that number instead of the entire 10-digit number. The Frequently Dialed Numbers feature is a standard feature of the Sprint TRS Customer Database.

A complete matrix of Sprint TRS standard features can be found in **Appendix H.**

Sprint
Relay

3. *Handling of emergency calls.*

Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately provides the nearest public safety answering point (PSAP) with the caller's telephone number. In addition, a CA must pass along the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services. The TRS must accept emergency calls and must be capable of relaying such calls to local emergency numbers. This service will not be recommended to replace TTY-TDD 9-1-1 emergency service or any other direct TTY access to emergency service agencies. Promotional materials should, in fact, expressly discourage the use of the TRS for processing emergency calls if more direct means are available.

Sprint has read, understands and will comply.

Sprint understands that emergency services are a critical component of TRS and has an automated and direct solution for 911 calling though TRS. **The efficient processing of 911-traffic is a significant differentiator between TRS vendors.**

Unlike some providers, Sprint's solution eliminates CA error by providing a "hot key" automated functionality which also speeds up call processing.

Ohio Relay users are encouraged to dial 911 as their primary means of contacting emergency services. However, if an Ohio Relay user makes an emergency call through relay, the Sprint CA will make every effort to correctly route the call to an appropriate PSAP based on the network and user provided information.

Sprint meets the requirements of processing emergency calls by immediately routing 911 calls to an appropriate Public Service Answering Point (PSAP) that the caller would have reached by dialing 911 directly, or a PSAP that is capable of dispatching emergency services in an expeditious manner.

Sprint Relay considers an emergency call to be one in which the user of the relay service indicates they need the police, fire department, paramedics or ambulance. Sprint utilizes a standard E911 database that serves all of the United States. Sprint Relay has in place uniform procedures as noted below, which are followed at every Sprint Relay center:

⌐ The CA, when told by a TTY/ASCII user (non-voice) that an emergency exists, will hit a hot key.

⌐ The CA terminal will post a query containing the caller's ANI to the E911 database.

- With one CA keystroke, Sprint's intelligent CA application utilizes the NPA/NXX information of the inbound caller to immediately cross-reference this information to a national database containing the ten-digit emergency numbers for every PSAP center in the area.

- The E911 database responds with the telephone number of an appropriate PSAP.

- Within seconds, the PSAP telephone number is automatically inserted from the database into the dial window and the call is then immediately initiated.

- The system automatically dials the PSAP number and passes the caller's ANI to the E911 service center.

- The CA will remain on the line and will verbally pass the caller's ANI to the E911 service center operator.

- As required by the FCC, CAs will remain on the line and give the emergency service provider the caller's telephone number (even if the caller is no longer on the line).

4. *In-call replacement of CAs*

CAs answering and placing a TTY-based TRS call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.

Sprint has read, understands and will comply.

As a matter of practice at Sprint, calls are not taken-over unless it is necessary to do so. Sprint ensures that the CA remains on each call for at least 10 minutes (or 15 minutes for speech-to-speech calls). With Sprint's average call length for a session-minute measurement at 3 minutes and 44 seconds, the vast majority of calls last less than 10 minutes. **A recent study in one of Sprint's TRS call centers demonstrated that less than one percent of calls result with in-call replacement of CAs.**

If the call extends beyond the FCC required time limit and a change of CA is unavoidable, CAs are trained to make this transition as smoothly as possible and to keep both parties informed.

In instances where it is necessary to change CAs, a second CA plugs in their headset at the position and watches the call for several minutes in order to assess the "spirit" of the call for a smoother transition. After several minutes of observation, the second CA waits until the voice user stops speaking and all conversation has been relayed, and then types the following to the TTY user:

(CA# CONTINUING UR CALL).

The CA voices the following to the non-TTY user:

> "THIS IS CA # CONTINUING YOUR CALL."

5. *CA gender preferences*

   TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.

   Sprint has read, understands and will comply.

   Sprint makes it easy for an Ohio Relay user to request CA gender preferences. Preferences can be made through registration using the Customer Database, E-Turbo or any time directly with the CA. Sprint makes every effort to satisfy this request and to maintain the same gender throughout the call and during transfers.

6. *STS called numbers*

   Relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA must repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.

   Sprint has read, understands and will comply.

   Sprint recognizes the challenges of setting up STS calls and has implemented many enhancements related to STS, which simplify the call set-up and call-handling processes including the following.

   ⌐ **STS Called Numbers**

   Sprint offers Ohio Relay STS users the option to maintain a list of names and telephone numbers which the STS user frequently calls. When the STS user requests one of these names, the STS CA will repeat back to the caller the name, state, and the telephone number to insure they have understood correctly.

   ⌐ **STS CA Change**

   Sprint strives to keep the same STS CA on line for the entire call. A change of STS CAs will not be made before 15 minutes have elapsed, unless requested by the user or in cases when a change in CAs is unavoidable such as the CA becoming physically incapacitated. Further, Sprint will make every attempt to honor the request of the STS user to request another STS CA if one is available.

Retention of Information

Sprint STS CAs will retain information from one inbound call for use in a subsequent outbound call, with the caller's permission. Such information will only be retained for the duration of the inbound call. In accordance with the FCC regulations, all information provided for the call set-up, including customer database records remain confidential and cannot be used for any other purpose.

STS Call Types

STS users are able to communicate with any and all relay users including VCO, HCO, TTY, 2-Line VCO, and standard telephone users.

Speech-to-Speech Quality Assurance

As described in Section A.1.c, Sprint maintains a stringent hiring, training and ongoing development of STS CAs.

B. Technical Standards

1. ASCII and Baudot

TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.

Sprint has read, understands and will comply.

Each Sprint CA position is capable of receiving and transmitting in Voice, Baudot (45.5 and 50), Turbocode, Enhanced Turbocode (E-Turbo) and all ASCII rates generally in use.

> *In 2008 independent evaluations, Sprint Relay connected 100% of the time while Hamilton experienced sporadic technical issues and periods during which where no connection was available using ASCII.*
> **(Quality Results Appendix D)**

⅃ **Turbocode**

Through Turbocode technology, Ohio Relay users will be able to increase Baudot transmissions speed up to 110 words-per-minute. Turbocode also allows Ohio Relay callers the capability to interrupt during transmission.

⅃ **Enhanced Turbocode**

This technology is an alternate protocol for sending and receiving relay conversations. E-Turbo is an enhanced Turbocode/Dial-Through technology that will allow Ohio Relay users to pre-enter the outbound phone number and other information for the relay call. Once connected to Ohio Relay, the information is transmitted and processed through the system without CA intervention. This speeds up call-set up, enhancing the relay experience and decreasing costs for the State of Ohio.

> *Sprint is the only Provider to enhance its Relay platform by implementing Ultratec's Enhanced Turbocode and Dial-Through technology.*

Ultratec and Sprint have collaborated to add features and functionality to this technology to improve the Relay process. It permits the owner of an Ultratec Enhanced Turbocode equipped TTY to enter call set up information and relay call-handling preferences such as:

⅃ Called Number

⅃ Billing Information

⨽ Call Type (VCO, 2LVCO, etc.)

⨽ Language Type

⨽ CA Gender Preference

⨽ Other time-saving and experience-improving information

This feature benefits a large number of TTY users as many models of Ultratec TTYs including the Pro 80, Uniphone and 4425 Super Print contain the Enhanced Turbocode/Dial-Through technology. **Turbo and E-Turbo features are available as part of Sprint's standard features offering at no additional cost.**

2. *Speed of answer*

   TRS shall include adequate staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network. TRS shall, except during network failure, answer 85 percent of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS center's network. The call is considered delivered when the relay center's equipment accepts the call from the local exchange carrier and the public switched network actually delivers the call to the TRS center. Abandoned calls shall be included in the speed-of-answer calculation. A provider's compliance with this rule shall be measured on a daily basis. The system shall be designed to a P.01 standard. No more than one call in 100 will receive a busy signal when calling the TRS. The TRS must measure its technical performance on a daily basis.

   Sprint has read, understands and will comply.

   Sprint will continue to answer at least 85% of all Ohio Relay calls within 10 seconds on a daily basis by a live CA in line with FCC performance requirement.

   While Sprint has historically met or exceeded the Ohio Relay daily requirement for service level, Sprint's launch of the new platform at the beginning of the year has increased the speed of answer significantly. Figure III-11 displays recent Ohio Relay results compared with recently published West Virginia results.

Month	Ohio Service Level – Sprint –	West Virginia Service Level – Hamilton –
April 2008	98%	96%
May 2008	96%	94%
June 2008	96%	94%
July 2008	96%	91%
August 2008	97%	93%
September 2008	94%	93%

Figure III-11. Ohio Relay Speed of Answer

SPRINT'S ADDITIONAL VALUE

Sprint ensures accurate reporting. Sprint begins measuring speed-of-answer at the time the call hits the relay switch until the call arrives at the position of a live CA who is ready to begin processing the call. Calls are not placed in a queue or on hold after reaching the relay switch. Abandoned calls are included in the service level calculation.

⊐ Service level is captured for each call individually. The average speed of answer is reported and rounded to the nearest tenths of a second.

> *Sprint believes its ASA method is more accurate than other providers who do not round and may report lower answer times as a result. (e.g. an answer time of 0.9 seconds may be recorded as "0" rather than "1" second)*

⊐ Sprint maintains smaller, more proficient CAs for specialized call types (Speech to Speech, VCO, Spanish) to ensure a quality relay experience in a timely manner.

⊐ Sprint's vast network of call centers and CAs ensure traffic spikes are minimized. Sprint's Traffic Management Control Unit analysts have over eight years experience managing the Sprint Relay call volumes and can react to unforeseen events or everyday surges in call volumes.

SPRINT'S ADDITIONAL VALUE

The Dayton Relay center and Sprint's network centers are fully staffed and provided with sufficient network facilities to provide a Grade of Service (GOS) of P.01 or better.

Sprint offers Ohio Relay customers the advantages of a superior digital fiber network unsurpassed in the industry. Through use of leading switch technology and SONET network survivability techniques, Sprint's network ensures a very low level of call interruption or blockage.

Sprint ensures that an excess of 99.99 percent of all calls reach the Relay Center and are answered or receive a ringing signal. **While most Relay providers only report blockage from a Center level, Sprint is able to report blockage once the call reaches the Sprint network until it is accepted at the Relay Center.**

3. *Equal access to interexchange carriers*

   TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to persons without communication disabilities.

   Sprint has read, understands and will comply.

   Sprint was the only Interexchange Carrier (IXC) and Relay provider who had fully implemented Carrier-of-Choice (COC) functionally by the FCC-mandated date of July 26, 1993. On that date, Sprint had both the technical and operational capability to send and receive COC calls to and from other Relay providers. Sprint's network has the capability to permit users to select the IXC (Interexchange Carrier) or LEC of their choice in accordance with State and Federal law.

   > *A review of the State FCC Recertification filings entered for 2007 demonstrate that some vendors have significant numbers of customer complaints due to billing and carrier issues. This is not an issue in Ohio due to the COC process that Sprint currently has in place as described below.*

   Sprint offers Ohio Relay users the option of having their intrastate, interstate, and international calls carried by any IXC who has agreed to participate in the Sprint COC program. When a user indicates their COC preference, the CA verifies that the requested Carrier is a COC participant. If so, the call is routed accordingly.

   TRS users will continue to be able to use any billing method or operator service made available by the requested Carrier; including Collect, Third-Party Calling and Pre-paid cards. TRS users may also designate their preferred COC in their Customer Profile in order to default to that specified Carrier. This feature is included in Sprint's standard Relay offering. Sprint invites all Regional Carriers within the State to join Sprint's Regional Carrier Program.

   Current participating members of Sprint Relay's Carrier-of-Choice program are:

Sprint's Ohio Relay CARRIER-OF-CHOICE Program		
► Sprint	► CINCINNATI BELL LONG DISTANCE	► MCCLEOD USA
► AT&T	► CITIZENS COMMUNICATIONS	► METROMEDIA
► MCIWORLDCOM	► COASTAL TELEPHONE CO.	► OPEX LD
► ALLTEL	► COMCAST	► RCI
► BROADWING COMMUNICATIONS	► FRONTIER COMMUNICATIONS OF AMERICA	► SBC LONG DISTANCE
	► FRONTIER COMMUNICATIONS GTE NORTH	► SAGE TELECOM
► BROADWING TELECOM	► GLOBAL CROSSING	► SUDDENLINK
► CP TELECOM	► LCI	► TDS TELECOM
► CENTURYTEL SOLUTIONS	► LDDS	

Figure III-12. Ohio Carrier-of-Choice Table

When the requested Carrier is not a COC participant, Sprint Relay has established a procedure where the Carrier is notified, verbally and in writing, of its obligation to provide access to relay users and encourage their participation.

4. *TRS facilities*

TRS shall operate every day, 24-hours a day. TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use. TRS shall transmit conversations between TTY and voice callers in real time. The TRS must have a sufficient number of CAs, trunks, circuits, and other facilities to achieve the standards and handle the types of calls required in this RFP. Adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

Sprint has read, understands and will comply.

Sprint will continue to ensure that the call centers are provided with sufficient facilities to provide a Grade of Service (GOS) of P.01 or better for calls entering the call center switch equipment. Sprint's Relay system ensures that an excess of 99.99% of all calls reach the call center and are answered or receive a ringing signal.

> While most Relay providers only report blockage from a Center level, Sprint is able to report TRS blockage once the call reaches the Sprint network until it is accepted at the Relay Center.

All relay call centers use a digital switching system that is an integral part of the Relay platform. The system offers availability in excess of 99.99%, redundancy of all major system components (including the CPU) and catastrophic fault recovery that provides for call continuity in the event of a switch failure. Call routing ensures that required levels of service are maintained in the event of a processor failure. If a call center is shut down for any reason, all calls are automatically re-routed to the remaining operating call centers.

The Dayton call center and all other centers serving Ohio are equipped with complete UPS and generators, fully capable of handling any power disruption. Sprint ensures each major Center is equipped with an Uninterruptible Power Supply (UPS), generator, and sufficient fuel to provide power for 24-hours following a power failure.

These back-up power systems can continue to provide power beyond 24-hours as long as fuel is readily available.

Working in parallel with the UPS is Sprint's Intelligent Call Router, which instantly recognizes a problem anywhere in the Relay system and routes the calls to other operating Call Centers.

Sprint's Uninterruptible Power solution means that Ohio Relay customers will be unaware of any power outage.

In the event of a power outage, the UPS provides seamless power transition while the emergency generator is brought on line. During this transition of less than a minute, power to all the basic equipment and facilities for the Center operation is maintained. This includes the switch system and its peripherals, switch room environment (air conditioning and heating in the computer room) Ohio Relay CA positions (including consoles/terminals), emergency lighting, system alarms and CDR recording. As a safety precaution, the fire suppression system is not electrically powered in case of a fire during a power failure. Once the back-up generator is on line, stable power to all Relay system equipment and facility environmental control is established and maintained until commercial power is restore.

In addition, Sprint can provide what no other vendor can offer.

> Sprint offers a TRS system that is large enough to handle Ohio traffic should a center go out of commission.

Over 1,700 CAs located in eleven call centers around the United States will be at immediate command for support of Ohio Relay callers in times of emergency.

BUSINESS CONTINUITY PLANNING

Sprint maintains an active business continuation program that consists of business resumption, disaster recovery and incident management. Our program has a corporate oversight function to assure programs are implemented consistently across the company.

The TRS and CapTel networks are designed to contend with weather-related challenges, power outages, and disasters. Sprint's comprehensive TRS and CapTel Disaster Recovery Plans detail the methods Sprint will utilize to cope with specific disasters. The plan includes quick and reliable switching of calls, network diagrams identifying where traffic will be re-routed if vulnerable circuits become inoperable, and problem reporting with escalation protocol.

The Sprint TRS and CapTel Disaster Recovery Plans details the steps that will be taken to deal with any problem, and restore relay services to full operating level in the shortest possible time.

Unlike some Relay providers, Sprint owns and directly controls the network it rides on ensuring greater control during disaster recovery.

Please see **Appendix L** for additional details on TRS and CapTel Disaster Recovery capabilities and system design.

SPRINT RELAY PROVEN RECORD

The Sprint Relay Network has remained in operation since its inception in 1990. No other provider can demonstrate this uninterrupted level of service. Unforeseen natural events, man-made disasters, or everyday surges in call volumes can overwhelm some TRS providers with smaller operations. Sprint with its 11 geographically distributed TRS call centers is able to automatically absorb these fluctuations. Floods are one of the most common hazards in Ohio and the United States.

FEMA News Photo: Mt. Vernon, OH, July 1, 1998
Heavy rains caused widespread flooding.

Sprint
Relay

Figure III-13 highlights specific FEMA-declared disasters and results on the Sprint Relay platform.

Date	Type of Disaster	
10/24/07	California Wildfires	94%
8/18/07	Hurricane Dean	96%
8/01/07	I-35 Bridge Collapse	86%
9/22/06	Severe Storms and Flooding Including those associated with Tropical Depression Ernesto	94%
10/25/05	Hurricane Wilma	89%
8/28/05	Hurricane Katrina	94%
9/19/03	Hurricane Isabel	94%
8/23/03	Northeast Blackout	92%
9/11/01	Terrorist Attacks	98%

Figure III-13. Disasters and TRS Performance

TRS ACCESSIBILITY AND REDUNDANCY

To serve our large and diverse consumer base, Sprint maintains the largest and most geographically broad system of Relay call centers, utilizing eleven sites across the United States, and one in New Zealand (New Zealand is a stand-alone service and does not process calls from the United States.)

Sprint has an exemplary track record for fulfilling operational and network contractual obligations. No other Relay provider has demonstrated the reliability that Sprint's customers are accustomed to, and no other provider has the robust Relay network and the redundancy to ensure seamless service in times of crisis.

OHIO NOTIFICATION PROCEDURE

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

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

Sprint will notify the designated representative of the state of Ohio within fifteen minutes if a Relay service disruption of 30 minutes or longer occurs. The report will explain how the problem will be corrected and an approximate time when full service will be restored.

Within 24 hours of the Relay service disruption, an intermediate report provides problem status and more detail of what action is necessary. In most cases, the 24-hour report reveals that the problem has been corrected and that full Relay service to Ohio has been restored.

The final comprehensive written report, explaining how and when the problem occurred, corrective action taken, and time and date when full operation resumed will be provided to the Contract Administrator within five business days of return to normal operation.

5. *Telecommunications Service Priority (TSP) Program*

   The TRS must be enrolled in the Faces TSP program. In the event of a natural disaster or a regional or national crisis, the LECs would be required to restore service to the TRS call center(s) as rapidly as possible consistent with the priority status assigned to the call center(s). Sprint is pleased to announce that all critical circuits supporting Sprint's TRS and CapTel call centers are enrolled in the FCC's Telecommunications Service Priority (TSP) program. This program presently restores telephone services most critical to national and homeland security on a priority basis in the event of a national crisis.

   Sprint has read, understands and will comply.

   Sprint's participation in the TSP Program strengthens our robust reliability. If a national or regional emergency causes service to be disrupted and the call center cannot receive or place calls, Sprint's participation in the TSP program means that Local Exchange Carriers (LECs) would be required to restore service as rapidly as possible consistent with the priority status assigned. Sprint's reliable network and TSP participation ensures that our disaster recovery ability is unmatched by any Relay provider in the world.

6. *Technology*

   No regulation set forth in this RFP is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to persons with disabilities. VCO, HCO, and Caller ID technology are required to be standard features of TRS. Technology such as turbocode, which allows faster data transmission, is also required to be a standard feature of the TRS.

   Sprint has read, understands and will comply.

Sprint is widely recognized for developing, engineering and deploying innovative technologies. Sprint's vast Relay experience coupled with innovative wireless technologies give Sprint a clear advantage as relay services become more mobile.

Sprint commits to keeping the Commission informed of new TRS and *CapTel* features and services as they evolve and are developed for the consideration. These enhancements don't only apply to emerging new wireless technologies, but to our core business, TRS. Sprint replaced the TRS Platform at no additional cost to our Sprint Relay states.

Sprint also introduced a new Speech-to-Speech VRU option that was recently in Texas. This feature was developed and offered at no additional cost to the state. Sprint is always looking for and introducing new and improved features to our TRS service. We would look forward to discuss ideas for future enhancements with the State.

PRODUCT DEVELOPMENT RESOURCES

Some providers, such as Hamilton, assign an Outreach Manager the additional task of Product Development. Sprint understands that in order to make the products of tomorrow a reality, providers must invest today.

Relay Product Innovation Team

Sprint Relay has a dedicated Product Innovation team which focuses solely on emerging technologies and products related to Relay consumers.
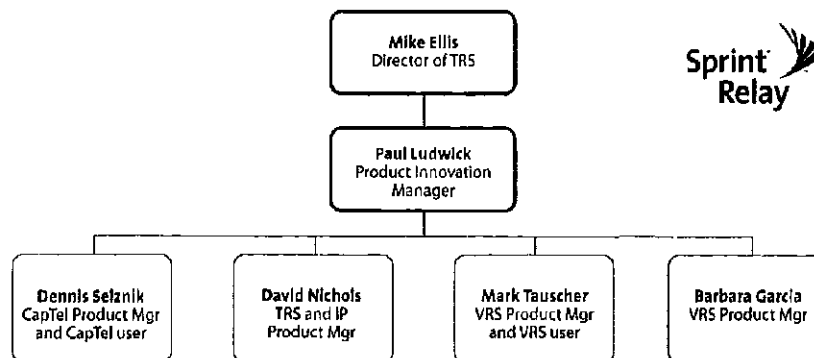

Figure III-14. Sprint Relay Product Innovation Team

**Dennis Selznick, the dedicated CapTel
Product Innovation Manager, is also a CapTel user.**

⅃ **Advanced technology laboratories**

In addition to the Product Innovation resources inside Sprint Relay, Sprint maintains Advanced Technology Laboratories (ATLs) located in Burlingame, CA, Overland Park, KS, and Sterling, VA U.S. Our ATLs provide a platform for developing new technologies to be deployed to the marketplace within 3-5 years. ATLs' objectives are to understand and evaluate potential applications of new technologies through end-to-end testing that includes prototyping, pilot system-testing, and field trials. The lab also performs network architecture validation for planning groups. Sprint's ATLs are committed to understanding technology from both the telecom company perspective and the customer perspective.

ATLs deliver innovative technologies driving next-generation networks, products and services through applied research and lab evaluation.

⅃ **Approach**

- → Link to Sprint corporate and business strategy
- → Lead through knowledge transfer, tools and patents
- → Leverage partners, vendors and universities
- → Develop and collaborate as a virtual lab

⅃ **Delivery**

- → Ensure we impact our customers, not just inform
- → Generate new ideas, innovations and patents
- → Impact Sprint with high-value applied research
- → Partner with CTO and Product in realizing their missions

SPRINT RELAY FOCUS AREAS

In addition to TRS and *CapTel*, Sprint is the only TRS vendor who provides all the new internet and wireless TRS products currently being offered in the industry. During the term of this contract, it is expected that some jurisdiction for IP-based services may be placed with the State.

- Sprint IP
- Sprint IP with AIM
- Sprint VRS for PC users
- Sprint VRS for Videophone users
- WebCapTel
- Sprint WebCapTel on the Go

As one of the world's largest wireless providers, Sprint has the resources to launch the next generation of TRS wireless products.

WIRELESS VRS TRIAL

As wireless networks, handset hardware and videoconferencing software technology continue to evolve Sprint, with its advanced wireless network, is at the forefront in bringing together all the necessary components to make wireless Video Relay Service (VRS) a reality. In October 2008, Sprint conducted a trial of wireless Video Relay Service (VRS) in a centralized location using a select group of trial participants. Sprint's trial included:

- Multiple devices
- The latest advancements in video conference and compression technology, and
- Wireless networks

As a result of this trial, Sprint gathered feedback regarding:

- User preferences
- Network capabilities
- Customer Experience

While this trial will be completed prior to the next contract award date, Sprint would be happy to discuss with the State and the ORCC the possibility to participate in other upcoming trials.
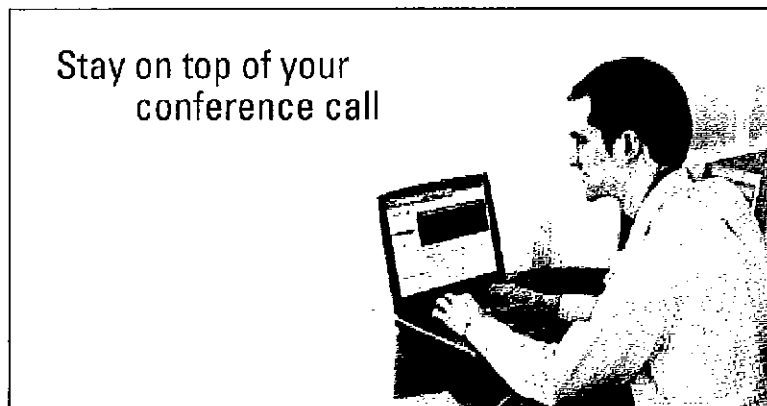
RELAY CONFERENCE CAPTIONING (RCC)

As part of this proposal offering, Sprint will provide up to 10,000 minutes of RCC annually at no additional charge. Based on usage in other States, it is unlikely that Ohio's end users will utilize more than this amount annually. Should the demand exceed the forecasted amount, Sprint will work with the Commission to limit or expand the offering.

Sprint and the Commission Staff have been contacted by individuals and organizations in Ohio who are interested in this service. This offering allows for true functional equivalency during conference calls and is an excellent work tool.

Sprint Relay Conference Captioning (RCC) provides live real-time captioning with internet access. RCC is currently utilized by several states, the US Federal government and multiple businesses. If reselected, professional deaf and hard of hearing Relay Ohio Relay consumers will be able to take advantage of this product that is designed specifically for functional equivalency on conference calls.

RCC is offered through a partnership with Caption Colorado Inc. Founded in 1991, Caption Colorado is a Limited Liability Company registered in the State of Colorado. Using the same Stenocaptioners that produce closed-captioning for live television, news, sports and weather, RCC users receive live, real-time text streamed to any Internet-connected computer.

Conference calls are becoming more and more prevalent in the work environment. More workers rely on teleconferencing as a normal course of business. RCC provides the tools for Deaf and Hard-of-Hearing individuals to fully participate in multi-party conference calls with Sprint's RCC service.

Relay Conference Captioning

RCC Captioners use Stenocaptioning equipment to keystroke the words as they are spoken. This method of Stenocaptioning, similar to court captioning, allows real-time Captioners the ability to caption up to 250 words-per-minute with amazing accuracy. RCC offers:

- Increased understanding of meeting discussions
- Immediate delivery of live captioning
- The ability to join in conference calls anywhere there is an Internet-connected computer.
- Text transcript upon request
- Shorter calls than with traditional Relay service
- No special software is required

To use RCC, the user simply logs on to the website and enters a Personal Identification Number (PIN). The RCC Captioner relays the text via the internet. In the same manner as a traditional TTY relay call, the RCC user types their conversation and the RCC Captioner reads the message during the conference call as demonstrated in Figure III-15 below.
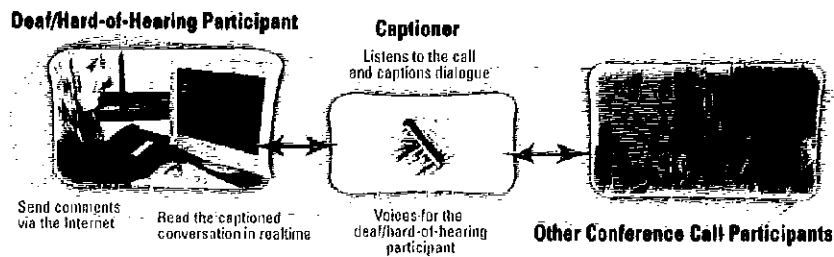

Figure III-15. RCC Process

Sprint is the only RCC provider in the nation, processing all of the RCC calls for Deaf and Hard-of-Hearing users in the United States.

HOURS OF OPERATION & SCHEDULING

There is currently a staff of over 100 RCC Captioners providing RCC services for Sprint Relay. Sprint RCC guarantees technical and captioning support for conference calls with 24-hour advance notice. For events with less notice, Sprint cannot guarantee coverage but will attempt to accommodate the request.

Currently, all Sprint RCC calls are scheduled using the online ordering system. To order, the RCC user completes two steps:

Step 1 – The user can arrange for a conference call or conference bridge number with their telecom services provider. Sprint RCC does not provide conference bridge call-in numbers, only the relay portion of the call.

Step 2 – The user will complete a one page online ordering form that includes the date, time, conference bridge information, and contact information.

An example of the Scheduling Screenshot page follows in Figure III-16.

Figure III-16. Example Scheduling Screenshot

Once the service is requested, an email verification will be sent to the user to confirm the request has been received and a PIN will be assigned. At the time of the call, the RCC user will log onto the website and enter the PIN to view the text portion of the call.

SERVICE RELIABILITY

As with all of our TRS products, Sprint RCC meets rigorous reliability standards. Each RCC Captioners works remotely from each other and therefore real-time Captioners are not subject to the same electrical, ISP, telephone, and facility challenges that a traditional Call Center Services experience.

When one RCC Captioner is unable to perform an assignment, a 24 hour-per-day scheduling staff member immediately reassigns the job to another RCC Captioner standing-by. Using proprietary software, the RCC Captioner will caption a call and the scheduling system will arrange for a back-up real-time Captioner at the appropriate time. This process ensures top speed and accuracy, resulting in greater customer satisfaction.

CALL CONFIDENTIALITY

Sprint RCC Captioners, staff, management, and supervision teams operate under FCC, Sprint Relay, and Caption Colorado company standards to maintain confidentiality. Unless compelled under lawful order, no customer information or data obtained in the provision of the service will be sold, distributed, shared, or revealed in any way.

CALL TRANSCRIPTS

One benefit of the RCC service is that if requested, each relayed call can generate a full conference call transcript. In order to ensure confidentiality, the RCC user scheduling the service must indicate prior to the start of an event if they wish for a transcript to be made available. If so, the RCC user may grant participants of the call permission to view the transcript as well and/or save the transcript to their individual computers. Meeting transcripts can be immediately saved after a call and e-mailed to attending and absent participants and documentation of the conversation can be maintained for company and regulatory needs.

CALL LENGTH & QUANTITY

Sprint RCC will support any number or length of calls that occurs during the specified hours of operation.

Sprint has determined that RCC Captioners are able to effectively support events up to 1 1/2 hours without diminished accuracy. A process has been developed that allows the RCC Captioner to hand-off live calls to a relief RCC Captioner for extended calls. This technology permits the RCC Captioner hand-off without disruption or interruption to the captioned event.

RCC QUALITY ASSURANCE PROGRAM

The quality of captioning is a direct result of the quality of work performed by RCC Captioners. Therefore, the cornerstone of the Quality Assurance Program is reflected in the following components of a plan designed to aid, support and encourage RCC Captioners in providing the highest quality captioning and service for our customers.

⌐ Clearly specified Quality and Performance Standards for RCC Captioners.

⌐ Clearly specified company Captioning Procedures and Policies.

- Standard and special training for all RCC Captioners as needed.

- Forum for sharing captioning ideas and tips. Customer Support Guide available to Captionists for support and for answering questions.

- Monitoring and Quality Review Program to continually assess the quality and consistency of captioning and to provide specific constructive suggestions to RCC Captioners.

- Once a real-time Captioner meets the speed and accuracy targets, they are selectively assigned projects and training staff reviews completed work and compares to the targets.

- As real-time Captioners continue to meet and exceed expectations, they are placed on a less frequent inspection schedule.

CUSTOMER FEEDBACK

Below are comments from RCC users (specific identifying information has been removed):

"I am absolutely delighted with the availability of Federal Relay Conference Captioning. The near real-time accuracy gives me confidence to speak up in conference calls that I could never have had without this type of support. This is a real boon in productivity for hard-of-hearing employees who need to participate in teleconferences regularly."

"This was our first time using this service and frankly, we weren't sure what to expect. The process was quick and easy to use and the Captioner did a great job despite our confusing language, numerous acronyms and frequent fumbling with the microphone. Thanks for providing this great service."

"I want to thank you so much for your closed caption relay service. I have used it several times and it's really wonderful to have this service."

As wireless networks, handset hardware and videoconferencing software technology continue to evolve Sprint, with its advanced wireless network, is at the forefront in bringing together all the necessary components to make all of our TRS products available wirelessly. Sprint is offering Ohio one of the newest wireless products included at no additional charge to the Commission:
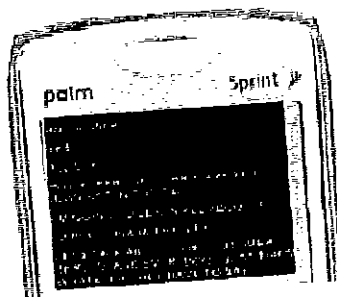
MOBILE RELAY CONFERENCE CAPTIONING (MOBILERCC)

Sprint is excited to announce that RCC users can now access the RCC service from supported mobile devices with operating systems of Windows Mobile devices (5.0 or higher) and Blackberry® Smart phones (4.X or higher phones).

Users will not need to specify if they will be accessing the service from a fixed or mobile connection when scheduling the service.

If a user wishes to access the captioned event using mobile RCC, the user will:

⌐ Open the mobileRCC application by either clicking on the mobileRCC icon (Blackberry devices) or using the Start menu

⌐ Type in his/her name and event ID and select enter

mobileRCC

As the teleconference call is started, captions will be displayed on the wireless device. For interactive teleconference calls, mobileRCC users can fully participate by having the captioner voice into the teleconference call. To access this, the mobileRCC user simply:

⌐ Selects "Speak to Event" from application menu

⌐ Types out message to be relayed, and

⌐ Selects "Send Message" from application menu.

7. Voice mail and interactive menus

CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls which must be made by the relay user in order to complete calls involving recorded or interactive messages.

Sprint has read, understands and will comply.

Sprint was the first provider to develop a TRS recording technology which has the capability of recording audio information from the outbound line on the first attempt.

Sprint CAs will inform Ohio Relay users when reaching an answering machine, voice mail, or interactive menu. To keep the TTY caller informed of the call progress, the CA will hit a "hot key" which will transmit:

(ANS MACH)

or

(RECORDING)

Hearing users will be informed orally of call status messages.

When reaching a recorded message, the CA utilizes Sprint's recording technology to record the message.

- The CA then plays back the recording at a pace that allows the CA to relay the entire message to the TTY caller on the first outdial.
- The CA will relay all recorded messages verbatim and transmit the caller's message onto telephone answering machines at the request of the relay user by voice or text.
- Recorded messages are only retained for the length of the call and then are removed from the CA position.
- The CA will ask the caller if they wish to leave a message.
- The CA will confirm with the caller that their message has been left.

Once the CA has left the message on the answering machine or voice mail, the CA will confirm orally or send a pre-programmed response to the Ohio Relay caller stating:

"(UR MSG LEFT) CA XXXX"

C. TRS System Standards

1. Billing

The relay system must include methods of providing interexchange carriers with sufficient billing information to allow calls to be billed accurately. The system must be capable of providing, at a minimum: automatic number identification (ANI), which includes the relay code; the called number; the billing start and end time; and the type of call, i.e., person-to-person, etc.

Sprint has read, understands and will comply.

Sprint automatically captures all information pertaining to the billing of relay calls and creates a TRS 'virtual' call detail billing record. A call record is created for each relay-assisted call handled on the Sprint network.

When a call is placed through Ohio Relay, the user will be billed in the same manner that a non-Relay user would be billed including:

- The Ohio Relay user is only billed for conversation time, (which does not include call set-up time, time between calls and wrap up time) on toll calls.

- Billing will occur within 60 days of the call-date based on the duration of the call, the time of day, and the distance from the point of origination to the point of termination.

- If the Ohio Relay user selects another Carrier-of-Choice, that Carrier will handle the rating and invoicing of toll calls placed through the Relay based on the necessary call information provided by Sprint Relay at the time the call is placed.

- If a specific Carrier is not requested, the call will be carried over the Sprint Network, and billed at Sprint's discounted rates.

Sprint's call detail records are processed through an automated rating and invoicing system. Sprint uses internal billing systems to invoice end-users that select Sprint to complete their Relay calls. Figure III-17 below illustrates Sprint's Relay billing system.
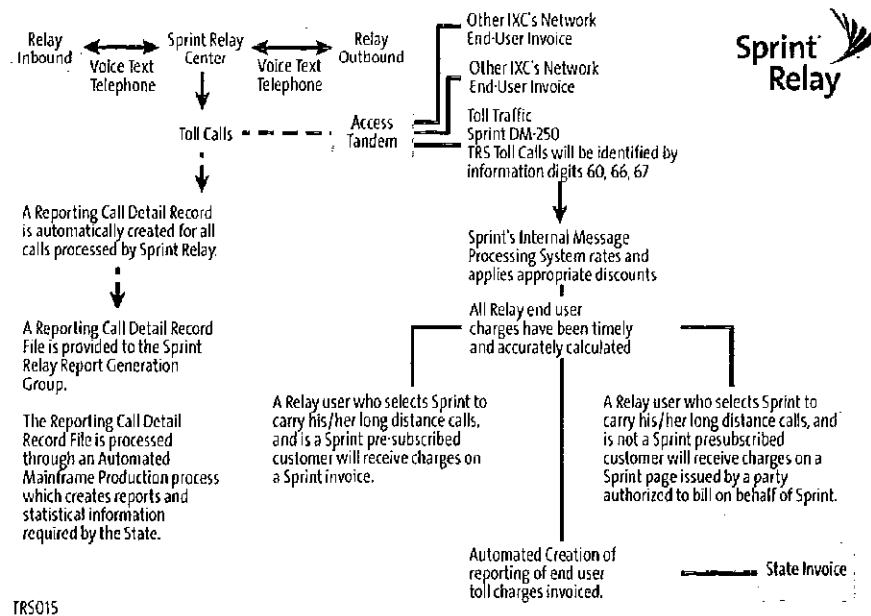
Figure III-17. Overview of TRS Billing Process

Sprint automatically captures all information pertaining to billing of Relay calls and creates a TRS 'virtual' call detail billing record. A call record is created for each Relay-assisted call handled on the Sprint network. The Sprint internal call record contains the following information:

- Telephone number or credit card number to be billed
- Originating telephone number
- Terminating telephone number
- Date
- Start-Time
- End-Time
- Call duration

Sprint respects state and federal regulations regarding the confidentiality of relay calls and does not maintain any call records other than those required to process invoices and end user billing.

2. *Advancements*

The TRS shall strive to provide the latest advancements in technology that can provide a cost-effective service without decreasing the quality of service. Furthermore, the relay system must make use of features that will assist the relay CA in relaying conversations as quickly as possible.

Sprint has read, understands and will comply.

NEW TRS PLATFORM

Throughout 2007 and completed in 2008, Sprint replaced the entire TRS platform with updated technology. This new technology provides significant CA automation and demonstrates Sprint's continued commitment to the TRS industry. Based on descriptions of technology provided by other vendors, **Sprint is the only provider to make this much of an investment in new TRS technology in recent years.**

Sprint's comprehensive upgrade includes:

- Call center switches
- Reporting system
- Workforce Management software
- Communication Assistant Call Processing Software

Telecommunications Equipment

MACROS

Sprint's sophisticated technology allows CAs to keep the user informed of the status of the call using a combination of system-generated and CA initiated preprogrammed phrases (Macros).

An example of a system-generated Macro occurs when the CA enters the number to dial, these Macros automatically inform the customer and confirms with the caller if the call is local, Long Distance (LD), toll-free, international (INTL), Directory Assistance (DA) or 900.

> **"DIALING LOCAL XXX-XXX-XXXX."**

After the number is dialed, the CA hears the outbound line ring, and immediately launches a CA-initiated macro that indicates when the line begins ringing:

> **"RINGING 1...2...3..." ETC.**

The CA can inform users of all possible call status scenarios using Macros. The automation of Macros guarantees speed and consistent quality for Ohio Relay users.

Below is a list of the CA-initiated Macros that are available for Ohio Relay users.

(ANS MACH HUNG UP) GA	(PHONE COMPANY EQUIPMENT BUSY NOW) GA
(ANS MACH PLAYING)	(PLS PLACE UR HANDSET NEXT TO ANS MACH AND TURN ON) GA
(ASKING FOR	(PLS REPEAT) GA
AREA CODE AND NBR U R CALLING FROM PLS Q GA	(PLS VOICE UR MSG WHEN U SEE "GA"...REDIALING)
(BUSY...... REDIALING)	(RECORDING)
(CA XXXX CONTINUING UR CALL)	(RECORDING HUNG UP) GA
(CA NO LONGER HAS THAT INFO) GA	(RECORDING PLAYING)
(ENTERING INFORMATION)	(RECORDING...RELAY EVERYTHING Q) GA
(EXPLAINING RELAY)	(REDIALING)
(F)	(REDIALING TO LEAVE MSG)
(HOLD FOR A LIVE PERSON QQ) GA	(NAME OF RELAY)_____ XXXX WITH A MSG
(HOLDING.... STILL HOLDING)	(NAME OF RELAY)_____ XXXX WITH A CALL
(HOW WOULD U LIKE UR CALL ANNOUNCED Q) GA	(RELAYING UR INFO)
(IS THIS SPEED ACCEPTABLE Q) GA	RINGING 1...2...-10 STILL RINGING GA
(LEAVING MESSAGE)	State greeting resends
(LINE IS BUSY) GA	(TRANSFERRING)
(M)	(TTY TONES WD U LIKE TO CONNECT TTY TO TTY Q) GA
NAME OF LD COMPANY Q GA (Ohio macro)	(UR MSG GARBLED) GA
NBR U R CALLING TO PLS Q GA	(UR MSG LEFT) CA XXXX GA
(ONE MOMENT PLS)	(UR PAGE WAS SENT) GA OR SK
(PERSON HUNG UP) SKSK	(UR WELCOME) SKSK
(PERSON HUNG UP) RELAY STATE XXXX GA OR SK	(VOICE NOW) GA or (TALK NOW) GA
PERSON HUNG UP XX SECONDS AGO AND THE LAST WORDS RELAYED WERE "word 1 2 3 4 5" [NAME OF RELAY] XXXX GA OR SK	

Figure III-18. TTY, ASCII and IP Macros

WORD-PROCESSING SOFTWARE

As a part of the CA software, Sprint has introduced several common word-processing features into the service including:

- **Spell checker** – This feature automatically checks each word before it is sent to the user. If the CA misspells a word like "agnet", the software will automatically correct it to "agent" before it is transmitted to the TTY or ASCII user.

- **Copy and paste** – When the CA encounters an unknown proper noun (e.g. a person's name) with a unique spelling, the CA can copy and paste it as it occurs in the conversation without having the voice user repeatedly have to spell the name. (It is important to note that this information is automatically deleted at the end of each call.)

- **Word expansion** – In order to provide faster call processing, CAs may also type an abbreviation for commonly used words. The CA system stores these abbreviations and sends the full words to the user (e.g. "tmr" will send the word"tomorrow".

DEAF/BLIND PACING

Sprint is proud to be the only provider to offer a technological and fully automated TRS solution for Deaf-Blind and Visually-Disabled users. As part of Sprint's commitment to serving individuals with special needs, Sprint has sophisticated technology in place to serve Deaf-Blind users, which includes Variable Typing Speed technology, also known as Deaf-Blind Pacing. Sprint offers a dedicated toll-free number for specific communication modes, including Deaf-Blind users. The toll–free telephone number dedicated to Ohio Relay Telebraille/Reduced Typing Speed is: **1-800-833-6385.** For non-dedicated access, such as 7-1-1, Sprint's TRS platform automatically attempts to determine the answer-type based on information from registered customer profiles.

By distinguishing between voice and text for these answer types, the TRS system can immediately identify and connect these users based on the dialed access number. When the Deaf-Blind user connects, the system provides functionality that automatically slows the typing speed transmission to 15 words-per-minute (wpm). The CA is able to type at a normal pace and the system automatically holds and then transmits at the rate required by the TTY Deaf-Blind user. The system automatically maintains a steady rate for as long as the user requests the service. This feature enables the CA to reduce or increase the transmission speed in five (5) wpm increments. It also allows the user to identify the rate of transmission speed to meet their specific needs. Variable typing speed technology can be requested on a per-call basis, identified in their customer profile or registered permanently via Sprint's Customer Preference Database.

Without this feature available, the voice user is required to speak one word at-a-time and the CA must make a conscientious effort to type slower, making the conversation awkward for both parties. Sprint's technological feature provides an efficient communication solution for this specific user group.

A statement from an existing Ohio Relay Deaf-Blind user who appreciates Sprint's automated solution is provided below. The full letter of support is also located in the References section under the Tab "Support Letters".

> *"For me who has been deaf since birth and totally blind for the past twenty years, it's quite vital that we have high quality Relay services. Sprint Relay has met all of my needs"*
>
> writes Dr. Jeffrey Bohrman, Ohio Relay Deaf-Blind user.

Although originally developed for users who are Deaf-Blind, Sprint has found this feature to be extremely popular with standard TRS and VCO users who find it helpful to review text at a slower rate. Many of our Relay users have "30 WPM" in their "Call Notes" for the CA to set prior to every call.

3. *Customer Access*

The successful bidder shall provide access to its relay service and administrative assistance via the same toll-free telephone numbers (1-800-750-0750 & 1-800-325-2223, respectively) in use on the date of issuance of this RFP. Each number shall be available for both voice and TTY calls and, with the exception of the provision of STS calls, intrastate Spanish-speaking services, and TRS access to pay-per-call services, no additional numbers shall be utilized for the actual relaying of calls. Consistent with the Faces requirements, all LECs and two-way commercial mobile radio service providers are required to provide their respective end users 7-1-1 access to state relay services.

Sprint has read, understands and will comply.

Sprint will continue to offer access to Ohio Relay through these numbers available using Voice or TTY:

- ✓ 7-1-1 General access for all users
- ✓ 1-800-750-0750 for Voice and TTY users
- ✓ 1-900-230-7575 for 900 calls
- ✓ 1-888-269-0678 for Spanish users
- ✓ 1-877-750-9097 for Speech-to-Speech users
- ✓ 1-800-325-2223 for Customer Service

In addition, Sprint has implemented the following numbers below in the provision of Ohio Relay. At the State's discretion, Sprint will discontinue the use of these numbers or provide current usage reports.

1-877-OHIO-VCO (1-877-644-6826) for VCO users

1-800-833-6385 for Tellebraille users

1-877-243-2823 for Voice users calling a CapTel user

1-866-217-3362 for Spanish Voice users calling a Spanish CapTel user

1-888-269-7477 for CapTel Customer Service

4. *Call Processing*

All calls processed at relay centers used by the provider in provisioning the TRS must be processed in compliance with the terms of this RFP.

Sprint has read, understands and will comply.

Sprint will ensure that all calls are processed in compliance with this RFP, regardless of where the call is handled.

Ohio Relay will continue to benefit from Sprint's sophisticated CA software and formalized Quality Assurance program which are designed to ensure compliance with the terms of this RFP. Sprint's intelligent CA software provides automated text macros and voice script prompts for CAs in both English and Spanish.

Listed below are easily configurable options that can be easily modified to fit the State's preference.

State Options	Description
CA Identification	The state may select how it would like CAs' announced (e.g. "Relay Operator", "CA", "Relay Agent").
Dialing Verification	The state may decide what information they would like to be displayed to text users when the CA dials the call including: ▶ Type of call (local, LD, Toll, Toll-free, 900) ▶ Number Verification (XXX-XXX-XXXX)
Service Identification for text users	The state may modify their state greeting as it appears to text users. (e.g. "Ohio Relay Service" or "Ohio Relay" or " Ohio TRS")
Toll free Number Configuration	The state can select how each toll free number is configured. Different options include: ▶ If customer preferred answer type should be used or if all calls should be answered following default communication mode (e.g. STS, VCO) ▶ Default answer type if not known ▶ With Sprint's vast experience, we will offer recommendations based that experience with Ohio Relay customers.
Service Identification for voice users	The state may modify their state greeting as it is voiced to hearing users. (e.g. "Ohio Relay" or "Ohio Relay Service" or "Ohio TRS")

Figure III-19. State Configurable Options

D. TRS Service Standards

1. Timing of Calls

For the purpose of assessing toll charges, timing of the relay call will begin immediately upon the called party answering.

Sprint has read, understands and will comply.

Sprint starts assessing toll charges immediately upon the called party answering the call.

2. Person-to-Person Calls

When placing a person-to-person toll call through the TRS, callers must explicitly request that they wish to place a person-to-person call in order to communicate with a specific individual in a household or business.

Sprint has read, understands and will comply.

Sprint understands that it is common practice for Relay callers to specify the name of the person they are calling during the set-up of a call and recognizes that person-to-person toll charges are generally more expensive than collect calls. In order to avoid excessive fees incurred by error, Sprint will continue to process person-to-person toll calls for Ohio Relay users who specifically request a "Person-to-Person" call.

The call detail records of Person-to-person calls will be flagged with a unique value recognized by the Sprint billing system. This will enable Sprint to bill a person-to-person call appropriately.
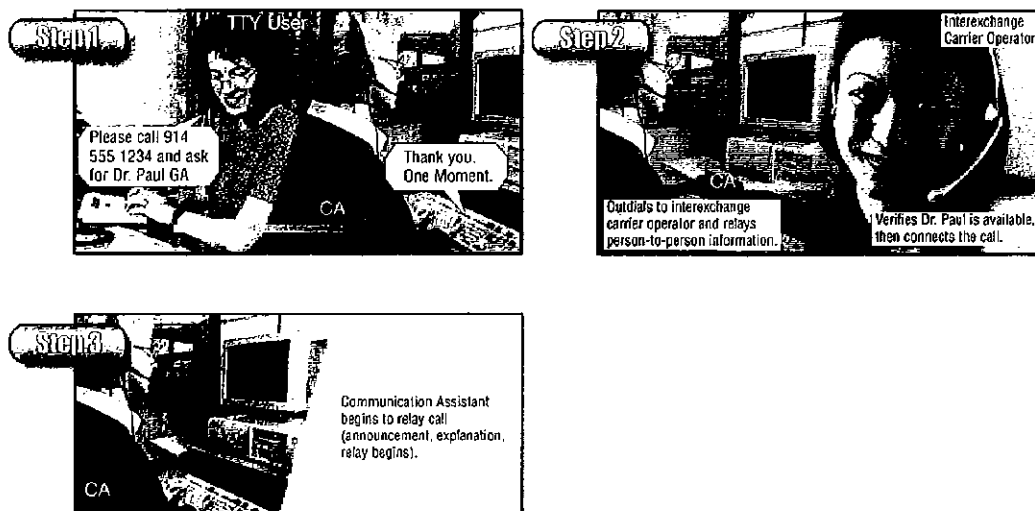

Figure III-20. Person-to-Person Example

3. *Intrastate Toll Discounts*

Intrastate toll charges (assessed to all persons billed) for calls placed through the TRS must reflect the total discounts mandated by the Commission in Case No. 87-206-TP-COI. The discounts shall not apply to calls placed to pay-per-call services, such as 900 or 900-like services, to the extent these services are available.

Sprint has read, understands and will comply.

Sprint will continue to offer a 70% discount off of intrastate and 50 % discount off of interstate rates to all Ohio Relay users selecting Sprint as their carrier. If a Sprint subscriber is on a special promotion plan, the caller will be charged at his/her special promotion rate, not the TRS rate.

These discounts do not apply to pay-per-call services.

An Ohio Relay user who selects Sprint for long distance calls and is a Sprint pre-subscribed customer will receive charges on the Sprint page of his Local Exchange Carrier's invoice. A billing call detail Call Detail Record(CDR) is created on the Sprint Relay network.

After Sprint has processed the CDR through its internal rating system, it is packaged with Sprint's Casual Callers files and transmitted to the appropriate Local Exchange Carrier. The call and associated charges are reflected on a Sprint-branded invoice. Tables III-21, III-22, III-23, and III-24 detail the discounts offered.

Interstate Standard MTS Rates:					
Mileage	Day		Evening		Night
	Initial minute	Additional minutes	Initial minute	Additional minutes	
1-10	$0.44	$0.44	$0.34	$0.34	$0.24
11-22	$0.41	$0.41	$0.28	$0.28	$0.18
23-55	$0.44	$0.44	$0.33	$0.33	$0.23
56-70	$0.44	$0.44	$0.30	$0.30	$0.20
71-124	$0.44	$0.44	$0.34	$0.34	$0.24
125-292	$0.44	$0.44	$0.33	$0.33	$0.23
293-430	$0.41	$0.41	$0.33	$0.33	$0.23
431-925	$0.39	$0.39	$0.30	$0.30	$0.19
926-1910	$0.44	$0.44	$0.30	$0.30	$0.18
1911-3000	$0.44	$0.44	$0.27	$0.27	$0.17
3001-4250	$0.44	$0.44	$0.34	$0.34	$0.24
4251-5750	$0.44	$0.44	$0.33	$0.33	$0.22
5751-7500	$0.41	$0.41	$0.34	$0.34	$0.24

Figure III-21. Interstate Standard MTS Rates

Relay Ohio

Interstate TRS Discounted Rates:						
Mileage	Day		Evening		Night	
	Initial minute	Additional minutes	Initial minute	Additional minutes	Initial minute	Additional minutes
1-10	$0.22	$0.22	$0.17	$0.17	$0.12	$0.12
11-22	$0.07	$0.07	$0.14	$0.14	$0.09	$0.09
23-55	$0.22	$0.22	$0.17	$0.17	$0.12	$0.12
56-70	$0.22	$0.22	$0.15	$0.15	$0.10	$0.10
71-124	$0.22	$0.22	$0.17	$0.17	$0.12	$0.12
125-292	$0.22	$0.22	$0.17	$0.17	$0.12	$0.12
293-430	$0.22	$0.22	$0.17	$0.17	$0.12	$0.12
431-925	$0.22	$0.22	$0.15	$0.15	$0.10	$0.10
926-1910	$0.20	$0.20	$0.15	$0.15	$0.09	$0.09
1911-3000	$0.22	$0.22	$0.14	$0.14	$0.09	$0.09
3001-4250	$0.22	$0.22	$0.17	$0.17	$0.12	$0.12
4251-5750	$0.22	$0.22	$0.17	$0.17	$0.11	$0.11
5751-7500	$0.21	$0.21	$0.17	$0.17	$0.12	$0.12

Figure III-22. Discounted Interstate TRS Discounted Rates

Intrastate Standard MTS Rates:						
Mileage	Day		Evening		Night	
	Initial minute	Additional minutes	Initial minute	Additional minutes	Initial minute	Additional minutes
1-10	$0.2000	$0.1500	$0.1600	$0.1100	$0.1300	$0.0900
11-22	$0.2100	$0.1700	$0.1700	$0.1400	$0.1400	$0.1100
23-55	$0.2400	$0.2000	$0.1800	$0.1600	$0.1500	$0.1300
56-124	$0.2600	$0.2200	$0.1800	$0.1700	$0.1700	$0.1500
125-9999	$0.2700	$0.2300	$0.1900	$0.1800	$0.1700	$0.1600

Figure iii-23. Sprint Intrastate Standard MTS rates

Intrastate TRS Discounted Rates:						
Mileage	Day		Evening		Night	
	Initial minute	Additional minutes	Initial minute	Additional minutes	Initial minute	Additional minutes
1-10	$0.0600	$0.0450	$0.0480	$0.0330	$0.0390	$0.0270
11-22	$0.0630	$0.0510	$0.0510	$0.0420	$0.420	$0.0330
23-55	$0.0720	$0.0600	$0.0540	$0.0480	$0.0450	$0.0390
56-124	$0.0780	$0.0660	$0.0540	$0.0510	$0.0510	$0.0450
125-9999	$0.0810	$0.0690	$0.0570	$0.0540	$0.0510	$0.0480

Figure III- 24. Sprint Intrastate Standard TRS discounted rates

Sprint Relay

4. Answering Machines

In the event a person with a communication disability places a toll call through the TRS and is connected to an answering machine, no additional toll charges shall be assessed to the caller if it is necessary for the CA to place an additional call to the answering machine to complete the message.

Sprint has read, understands and will comply.

Sprint was the first provider to develop a TRS recording technology which has the capability of recording audio information from the outbound line on the first attempt.

In the rare instances that it is necessary for the CA to place an additional call to the answering machine to complete the message, the Ohio Relay user will not be assessed additional toll charges. Subsequent redials to leave a message or enter information into an interactive menu are not charged to the user. Ohio Relay users will only be charged for the first call.

E. TRS CA Standards

(Bidder must provide detailed information in its proposal explaining how it will meet these requirements).

1. Training Requirements

(a) TRS CAs must be trained in aspects of hearing and speech disability cultures and languages, including ASL, Standard English Translation, Cued Speech, Finger spelling, Manual English, Speech reading and Speech Amplification, as well as sensitivity to any other special needs of persons who are communicatively disabled.

Sprint has read, understands and will comply.

All Sprint employees, including management, participate in 20 hours of Diversity Culture training during the initial training period. Representatives from local Deaf or Hard of Hearing organizations and/or Sprint staff (with appropriate experience) deliver this portion of the training.

Sprint works closely with the local Deaf and Hard of Hearing communities to identify knowledgeable presenters to assist with training. Sprint utilizes videos, role-plays, group activities and discussion groups to educate employees on the needs of relay users, including:

⌐ Disability issues

⌐ ASL

⌐ Deaf Culture

⌐ Issues affecting Deaf users

⌐ Issues affecting Hard of Hearing users

⌐ Issues affecting Speech-challenged users

⌐ Diversity issues

⌐ Ethics and confidentiality

Topics covered in the Diversified Training module are detailed in Figure III-25:

Training Topics

Introduction to Diversified Culture

- Introduction to Diversified Culture
- Objectives
- Who Uses Relay
- Understanding Our Customer
- Special Communication Needs
- Pathological vs. Cultural View of Deafness
- Characteristics of Deafness
- The Deaf Community

- Why is there Deaf Culture?
- Attachments:
- What Do You Know About Deafness (Q)
- What Do You Know About Deafness (A)
- Myths About Deafness
- Two Views of Deafness
- Loudness Levels

Deaf Heritage

- History in Europe
- History in North America
- Alexander Graham Bell

- Edward Miner Gallaudet
- Oral / Combined Debate

The Deaf Community

- Introduction to the Deaf Community
- National Association of the Deaf
- Contributions to Society
- Mainstreamed Schools
- American Athletic Assn. of Deafs

- National Theatre of the Deaf
- Assistive Devices
- Gaining Acceptance in the Deaf Community

The Deaf Community

- Sign Language Interpreters
- Different Communication Systems
- Exposure to English
- DEAF President Now
- Attitude Changes toward the Deaf Community

- Changes in the Deaf Community
- Rules for Using a Sign Language Interpreter
- Interpreting Standards

American Sign Language Part 1

- What is ASL?
- History of ASL
- ASL Recognized as Language

- Rules of ASL
- Five Parameters of ASL
- English vs. ASL Idioms

American Sign Language Part 2

- Evolution of ASL
- ASL Syntax

- Translate ASL to English and Vice Versa

TTYPhony and TTY Courtesy

- First Teletypewriter
- Evolution of the TTY
- Telecommunications Laws of Accessibility

- TTY Courtesy
- Development of Relay Service Market

Hard-of-Hearing and Late Deafened Customers

- Hard-of-Hearing and Late Deafened Customers
- Characteristics of deaf Customers
- Assistive Devices for deaf Customers
- Relaying for deaf Customers

- Establishment of Self Help for Hard-of-Hearing People (SHHH)(Now the 'Hearing Loss Association of America' (HLAA))

Training Topics

Characteristics of late-deafened Customers

- Establishment of Association of late-deafened Adults (ALDA)
- Relaying for late-deafened Customers

- Deaf-Blind, Speech-Challenged, Spanish Speaking and Hearing Customers

Characteristics of Deaf-Blind Customers

- Assistive Devices for Deaf-Blind Customers
- Relaying for Deaf-Blind Customers

- Deaf-Blind Pacing – allows the CA to slow down the transmission to the Braille machine

Characteristics of Relaying for other customers

- Speech-Challenged Customers
- Spanish-Speaking Customers

- Hearing customers

Ethics and Confidentiality

- Interpreting Standards
- The ADA and FCC regulations for the Provision of TRS
- Regulations pertaining to call content

- TRS Rules – Operator Standards
- Relay center Agreement Regarding Confidential Customer Information.

Figure III-25. TRS Diversified Training Outline

(b) Each CA's training must include appropriate testing to document that the required proficiency has been achieved.

Sprint has read, understands and will comply.

Initial training for CAs consists of curriculum, workshops, and exercises to train CAs to effectively meet the specialized communications needs of Relay users who are deaf, hard-of-hearing, late-deafened, deaf-blind and users with a speech-disability.

Training in the operation of TRS equipment includes both simulated on-line call handling, as well as assisted live call handling. In initial training, CAs are given a minimum of five written and hands-on performance evaluations. These tests cover the following:

☐ TYPING

- During training, CAs are required to demonstrate that they are able to quickly and accurately type TTY messages and to pass an oral-to-text typing test at 60 net wpm or better prior to taking live calls or graduation from training.

- After initial training, Sprint conducts quarterly typing tests of all CAs using a voice-to-text, computer-based test that simulates actual Relay working conditions.

- Testing software ensures the voice-to-text test is for a five-minute duration. The quarterly typing test assesses speed and accuracy.

CLEAR AND ARTICULATE VOICE COMMUNICATIONS (DICTION)

- CAs are trained to always use clear articulation and enunciation. Applicants who do not demonstrate strong oral communication skills are not considered for employment.

- CA trainees must demonstrate that they can speak clearly and articulately while relaying TTY messages as part of the skills assessment portion of a comprehensive test.

- Equally important, CAs are taught to be expressive and vary their tone of voice and rate of speaking by creating a verbal picture with their voice.

- During the CAs initial training, he/she will be trained and evaluated on accurately reflecting the TTY user's intent and on the CA's role is in the Relay process.

CHARACTERISTICS OF WRITTEN AMERICAN SIGN LANGUAGE AND INTERPRETATION OF TYPEWRITTEN ASL

- CA trainees are required to demonstrate that they can correctly interpret typewritten ASL phrases.

- Familiarity with Hearing and Speech-Disability cultures, languages and etiquette.

- CA trainees are required to pass a comprehensive knowledge includes an understanding of Hearing- and Speech-Disability culture, languages and etiquette.

CONFIDENTIALITY, ETHICS AND PROFESSIONAL CONDUCT

- The CA must demonstrate their ability to spell, type accurately; process a call using live training terminals, and role-play scenarios written in varying levels of ASL.

- CAs must demonstrate Relay skill level in all aspects of call processing prior to graduation from training.

- No testing material is available to the CA prior to testing.

- Tests are changed throughout the year so CAs are tested on changes and enhancements to the product.

- The CA testing involves hands on and a written assessment of knowledge.

DEAF CULTURE AND DIVERSITY

- All call center personnel receive training in Diversified Culture.

- As a part of the proficiency exams required to pass training, CAs must demonstrate their understanding of the information taught.

⊟ POLICIES AND PROCEDURES

- ⌐ Training is provided utilizing simulated and live on-line call handling procedures of all types of Relay calls and the proper operation of Relay Telecommunications equipment.

- ⌐ Sprint stresses the importance of all Relay polices and procedures to CAs beginning at selection/interviewing and continuing through initial and on-going training. CAs know what is expected of them at all times.

- ⌐ CAs are trained in utilizing proper ergonomic approaches so injuries are avoided.

⊟ INTERPERSONAL SKILLS AND STRESS

- ⌐ CAs receive extensive training on how to improve their interpersonal skills so that they can work effectively with difficult and stressful situations that may arise during their employment.

- ⌐ Stress can be a factor in maintaining confidentiality. CAs receive three hours of training on healthy detachment

⊟ SPELLING

- ⌐ CAs in training are tested on their ability to quickly and easily spell words that are equivalent to that of a beginning college level conversation.

- ⌐ The CA spelling skills exam includes words that are a part of the 12th grade spelling level.

- ⌐ Please see **Appendix I** for a sample of the spelling test which a trainee must pass before being graduating from CA training.

Documentation of these testing results is retained and are subject to audit.

Sprint conducts five initial proficiency tests during training. Additional quality assurance testing is conducted throughout a CA's employment as described in Section III.E.1.e.

(c) A CA must be trained when new procedures and/or equipment are introduced.

Sprint has read, understands and will comply.

Sprint's National QA and Training Manager, in coordination with Local QA and Training Managers, ensure that all CAs and staff are kept current through training and timely dissemination of information on all new and/or changing products, services, policies and procedures in a consistent, accurate and professional manner.

In addition, basic Relay skills are continually reinforced throughout employment and as a part of supplemental training programs. Sprint develops refresher-training programs and on-going training labs to ensure CA work skills are maintained and remain consistent with basic Relay training.

Depending upon the complexity of the training a decision is made to determine the appropriate delivery (e.g. live training or written training). Refresher training is provided when it is determined through customer contacts, marketing, or monitoring that the CAs must be covered on a specific process.

Sprint develops refresher training programs as needed to ensure CA work skills are maintained and remain consistent with basic TRS training.

ON-GOING TRAINING TOPICS

Interpersonal Skills	Positive Phone Image
Performance Coaching	Organizational Communication
Healthy Detachment	Conflict Management
FCC Mandates	Voice Inflection Workshop
Answering Machine Workshop	TEXT Pagers
Operation of Equipment	American Sign Language
Calling Card/Prepaid (Debit) Card	ASCII Split Screen
Enhanced Turbocode	Specific Person, Department, Extension Requests
Background noise	
VCO Call Processing	Relay verbatim
Reverse two-line VCO	2 Line VCO
Changing Relay Agents	HCO
Cellular/Wireless	Information line recording
Operator Services for the Deaf (OSD)	TTY-to-TTY
Customer Service	Alternate Billing
Perspectives on Deaf Culture	Conference Calls

Figure III-26. Ongoing Training Topics

(d) Each TRS CA must possess a minimum 60 wpm typing

Sprint has read, understands and will comply.

Sprint does not include technology-aided transmission in measuring CA typing speed.

Only CA applicants who can type a net 60 wpm are considered for employment to serve Ohio customers. Applicants are required to pass a computer-based, valid and unbiased typing test. Applicants who fail to achieve 60 wpm after subtracting errors are not considered for employment. During training, CAs are required to demonstrate that they are able to quickly and accurately type TTY messages and to pass a voice-to-text typing test at 60 net wpm or better. After training, CAs are required to pass a voice-to-text typing test each calendar quarter.

After graduation from training, Sprint conducts quarterly typing tests of all CAs using a voice-to-text, computer-based test that simulates actual Relay working conditions. Testing software ensures the voice-to-text test is for five-minute duration. The quarterly typing test assesses speed and accuracy. Typing tests are identified for each quarter and are not posted or distributed in advance. Test software scores gross words-per-minute and the total number of errors. During this test, Sprint does not use technology-aided transmission to test typing speed. The test administrator manually adjusts accuracy scores to reflect the Relay environment.

Adjustments are permitted for the following:

⌐ Spacing used in substitution for punctuation

⌐ Words typed as approved standard abbreviations

⌐ Words typed which are included in Sprint's Automatic Error Correction/Word Substitution enhancement software

Sprint uses specialized computer testing software to ensure accurate assessment of CA typing capabilities. During this test, Sprint does not use technology-aided transmission to test the typing speed. The scores for each CA are the actual words-per-minute typed minus deductions for accuracy. The maximum allowable error rate allowed for internal testing is 5%. **It is important to note that Sprint's typing assessment is the strictest in the industry as deductions for accuracy are assessed.**

In external independent evaluations, Sprint has consistently provided the fastest typists in the industry for three consecutive years. 2008 results show Sprint CAs type an average of 79.4 wpm with over 95% accuracy.

(e) TRS CAs must be able to process calls in English, including written English which has been influenced by the syntax of ASL, should interpretation be requested.

Each CA will be monitored, including oral-to-type testing, with sufficient frequency to ensure that the required proficiency is consistently maintained.

Sprint has read, understands and will comply.

Sprint CAs are able to translate typed text of Relay users whose primary language is ASL (American Sign Language), or whose written English language skills are limited to conversational English. ASL Translation training is a component of Sprint's Diversified Culture training. Researched and written with the assistance of a Deaf college intern, ASL translation training includes:

- WHAT IS ASL?

- HISTORY OF ASL

- ASL RECOGNITION AS A LANGUAGE

- RULES OF ASL

- PARAMETERS OF ASL

- ENGLISH IDIOMS VERSUS ASL IDIOMS

- EVOLUTION OF ASL

- SYNTAX OF ASL

- HOW TO TRANSLATE ASL TO ENGLISH

- TTY Language Samples

- TTY Courtesy

Training is provided on various levels of English/ASL during initial training, as well as throughout a CA's employment. In order to successfully complete initial training, the CA must demonstrate competent skills to translate calls as required.

After initial training, Sprint conducts ongoing testing throughout a CA's employment to ensure proficiency is maintained as noted below:

TEST	TESTING PERIOD
Typing test	Quarterly
Monthly individual surveys	At least 2X a month
Trainers test call program	Monthly (Random CAs)
Independent third-party evaluations	Quarterly (Random CAs)

Figure III-27. CA Tests and Testing Periods

QA MANAGER / TRAINER TEST CALL PROGRAM (MONTHLY)

The Trainers Test Call Program is conducted by center representatives across the nation. Specific scripts and survey forms are used to focus on the topic being tested. Trainers compile the information and supporting data. The information is sent to the Sprint Operations team where it is analyzed. Feedback is provided to the Trainers and a determination is made as to what action is required.

INDIVIDUAL SURVEYS

Once training is complete, the CA's performance is regularly evaluated through individualized surveys at least twice a month. Supervisors use a Sprint CA Performance Survey while observing CAs process actual Relay calls. The Performance Survey is a comprehensive assessment tool designed to evaluate CA performance on over 40 aspects of Relay call processing. The Performance Survey addresses, among many aspects of quality Relay performance, appropriate grammar, spelling, voice clarity and articulation, typing speed and accuracy, TTY-ASL interpretation, etiquette, language and cultural understanding.

The CA Performance Survey provides a detailed perspective on individual performance and is used as a basis for feedback to the employee; to identify strengths and weaknesses, and for employment and compensation decisions. All CAs are required to meet expectations in all areas of the Performance Survey. If a CA does not meet a specific expectation, additional training and an opportunity for improvement are offered. CA's who do not satisfactorily improve in a reasonable time are subject to formal corrective action, up to, and including termination of employment.

See **Appendix I** for a copy of Sprint's CA performance survey for TRS CAs, STS CAs and CapTel CAs.

▤ QUARTERLY INDEPENDENT SURVEYS

Each center's performance is evaluated quarterly through random surveys conducted by an independent, third-party. The auditors dial into relay centers using TTY devices or ASCII simulators using pre-approved scripts. Sprint CAs have no inside knowledge of either the script or when test calls will be placed. CAs are evaluated on eleven areas of performance. Below are recent performance results.

Figure III-28 demonstrates the consistent Sprint quality as observed by the independent evaluation in the third quarter of 2008.

Independent Evaluation 3Q 2008 Results	Sprint Relay (Network)	Ohio Center
Correct Announcement	99.31%	100%
Gave CA identification number	99.65%	100%
Asked customer if they had used relay	100%	100%
Typed greeting verbatim	100%	100%
Typed voice message verbatim	95.72%	95.47%
Used voice inflection	98.61%	97.92%
Closed call appropriately	98.78%	95.83%
Correct spelling	98.48%	98.38%
No typos	98.77%	98.70%

Figure III-28. TRS Quality Results

2. *Confidentiality Requirements*

   (a) Callers will not be required to provide any personal identifying information, except to the extent necessary to allow for proper billing.

   Sprint has read, understands and will comply.

   Ohio Relay users will never be required to provide any personal identifying information, except when required for proper billing.

   (b) TRS CAs are only permitted to leave messages with third parties when instructed to do so by the calling party.

   Sprint has read, understands and will comply.

   Sprint Relay CAs leave full control of the call to the relay user. The CA will follow any instructions given by the relay user regarding definitions of the portions of the call to handle. The CA will only leave a message with third parties when instructed to do so by the calling party.

(c) TRS CAs will not intentionally alter a relayed call.

Sprint has read, understands and will comply.

Sprint Relay CAs relay everything thing that is said and everything that is heard. CAs do not omit or censor any aspect of the relay call. CAs convey all conversation, including profanity. All conversation during initial call set-up and acceptance of charges from the called party is relayed. All comments directed to either party by the CA are relayed and typed in parentheses.

(d) Any breach of confidentiality by a CA must result in appropriate disciplinary action, after such breach is confirmed by the relay system manager.

Sprint has read, understands and will comply.

All relay center personnel are required to sign and abide by a pledge of confidentiality that promises not to disclose the identity of any caller or any information learned during the course of relaying calls. Any report of suspected breach in confidentiality is immediately investigated and if a breach occurred the employees are immediately terminated.

(e) When training new CAs by the method of sharing past experiences, the trainers will not reveal any of the following information:

(a) The names, genders, or ages of the parties to a relay call;

(b) The originating or terminating points of a relay call; and

(c) The specific information conveyed in a relay call.

Sprint has read, understands and will comply.

Sprint policy implements and enforces strict rules regarding confidentiality. Sprint trainers do not utilize any type of identifying information or specific details when discussing call-processing procedures. As a part of training, CAs role play various scenarios that teach them the correct way to ask for assistance from their supervisor without divulging specifics of the call.

(f) TRS CAs will not make any value judgments regarding the content of the message and its legality or obscenity.

Sprint has read, understands and will comply.

Sprint Relay CAs do not counsel, advise or interject personal opinions or additional information during a call. As CAs are not actively involved in the call, CAs do not make any value judgments on the content of any relay communication and will not hold personal conversations with anyone calling through relay.

(g) *All communications made by or to a person with a communication disability, in any TRS call, is deemed to be confidential and privileged and must not be disclosed by a CA in any judicial, legislative, or administrative proceeding, unless the persons involved in the confidential communication waive such privilege or unless otherwise required by law.*

Sprint has read, understands and will comply.

Sprint does not allow the use of any data acquired through the provision of TRS, including confidential calling information and customer profile information to be used for any purpose other than to assist the user in placing relay calls. Sprint strictly prohibits such information from being sold, distributed, revealed or shared by any Sprint Relay unless required to by court order.

(h) *The TRS providers will not maintain any form of permanent records of call contents. All printouts, recordings, or notes of relay calls must be destroyed upon completion of the call, with the exception of billing information and information retained at the request of the calling party in order to facilitate STS calls. The STS CA is permitted to retain information from a particular call in order to facilitate consecutive calls when requested by the calling party and may also retain a list of frequently called numbers when requested by the calling party.*

Sprint has read, understands and will comply.

No written or taped information regarding a relay call is kept once the call is released from the CA position. The calling and called numbers are removed from the CA terminal once the call has been terminated; at this point, the billing information is transferred to the billing files. If a customer registers a concern regarding operating practices and wishes to reveal his/her name, it is only used to follow up with the customer and explain the resolution Sprint has taken in regard to the concern.

STS CAs receive the same training in confidentiality as do CAs who process standard TRS calls. The STS CA is permitted to retain information from a particular call in order to facilitate consecutive calls when requested by the calling party. There is no information or parts of conversation kept once the caller disconnects. Frequently called numbers are listed and retained at the customer's request as part of the Customer Database.

(i) *Except as authorized by 47 U.S.C § 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content and, with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls. CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state, or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call. An STS CA may facilitate the call of an STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object.*

Sprint has read, understands and will comply.

Sprint understands that measures to ensure confidentiality are crucial to the success of any TRS operation. No written or taped information regarding the call is kept once the call is released from the CA position. Once the call has been terminated the billing information is transferred to the billing files and is no longer accessible except for billing purposes.

STS CAs receive the same training in confidentiality as do CAs who process standard TRS calls. STS CAs will, at the request of the STS user, retain information from a previous call in order to facilitate the completion of consecutive calls. There is no information or parts of conversations kept once the inbound party disconnects.

CAs convey the full content, context and intent of the relay communication they translate. The CA types to the TTY user, or verbalizes to the non-TTY user, exactly what is said/transmitted when the call is first answered and at all times during the conversation unless either party requests otherwise. This includes background information, which will be typed to the TTY user in parenthesis.

STS CAs also receive additional training to facilitate calls without interfering with the independence of the caller. All CAs who process STS calls have received the necessary training in order to comply with the FCC mandates for STS.

(j) The CA must adhere to the Relay System Code of Ethics (Appendix A), or a similar pledge that, at a minimum, includes the requirements set forth in Appendix A, before relaying any calls. CAs must also comply with any applicable federal or state laws or regulations pertaining to CA conduct or confidentiality (e.g., 47 C.F.R. 64.604 and Section 4931.35 of the Ohio Revised Code).

Sprint has read, understands and will comply.

All relay center personnel are required to sign and abide by a pledge of confidentiality that promises not to disclose the identity of any caller or information learned during the course of relaying calls. Sprint policy implements and enforces strict rules regarding confidentiality.

Sprint's confidentiality policy is outlined below:

1. Prospective CAs are screened in the interview process on issues regarding ethics and confidentiality. During initial training, CAs are presented with examples of possible questionable types of breaches of confidentiality. Stress can be a factor in maintaining confidentiality. CAs receive training on healthy detachment.

2. When CAs require counseling due to a stressful call, they do not discuss specifics about the call. Sprint consults with a medical agency to provide a confidential employee assistance program.

3. At the beginning of initial training, each CA must sign a confidentiality agreement as detailed in Figure III-21. All claims of breach of confidentiality are investigated. If it is confirmed that any employee committed a breach of confidentiality, the employee is terminated.

4. The CA work area has security card key access. Visitors are not allowed in the CA work area. CA terminal screens are not visible from any window area.

Copies of the Sprint Code of Ethics and the CapTel Code of Ethics can be found in **Appendix A.**

3. *Additional Methods and Procedures*

   (a) Relay system CAs will not counsel, advise, or interject personal opinions into any communication which they are translating, nor shall they offer their opinion or advice after either of the relay parties has hung up.

   Sprint has read, understands and will comply.

Sprint Relay CAs do not counsel, advise or interject personal opinions or additional information during a call. As CAs are not actively involved in the call, CAs do not make any value judgments on the content of any relay communication and will not hold personal conversations with anyone calling through relay.

(b) *TRS CAs will not disconnect calls against the wishes of the calling or called parties without the prior consent of the relay center supervisor. In the case of disconnection, the supervisor must log the reason for such action and sign the log. Such termination will only occur where one or both parties are abusive towards, or intentionally uncooperative with, the CA.*

Sprint has read, understands and will comply.

CAs who receive a call from a user using obscenity directed at them will try to redirect the caller. The CA will ask the caller if they wish to place a call. This is repeated twice. If the caller continues to be offensive, the CA will notify the caller that they are asking for a supervisor. The supervisor again asks the caller if they wish to place a call. This is repeated twice. If the caller continues to use obscenity, the supervisor informs the caller that if they do not wish to place a call, the line will be released. Only the supervisor can give approval to release an inbound customer.

If the customer uses profanity directed at the CA during the relay call (both inbound and outbound are on line), the CA will remain calm and continue to relay the call.

CAs will not disconnect any calls against the wishes of the calling or called parties without prior consent of the relay center supervisor.

In the case of disconnection, the supervisor will log the reason for such action and sign the log.

(c) *Relay system CAs must disconnect promptly at the end of each call to avoid additional charges.*

Sprint has read, understands and will comply.

Sprint CAs send a macro as soon as the outbound party has hung up.

(PERSON HUNG UP) ORS CA XXXX (M/F) GA OR SK

This preprogrammed phrase lets the caller know that the other person has disconnected and that they can now proceed to make subsequent calls or disconnect.

(d) *The CA shall not speak in third person to the called and/or calling party.*

Sprint has read, understands and will comply.

Sprint understands that many times those unfamiliar with relay protocol will speak in third person, not understanding the role of the CA. When this occurs, the CA will relay verbatim the statement and attempt to educate the user by informing them they may speak directly to the person they are talking to rather than the CA. After this initial attempt to educate the user, the CA will remain transparent and continue relaying verbatim.
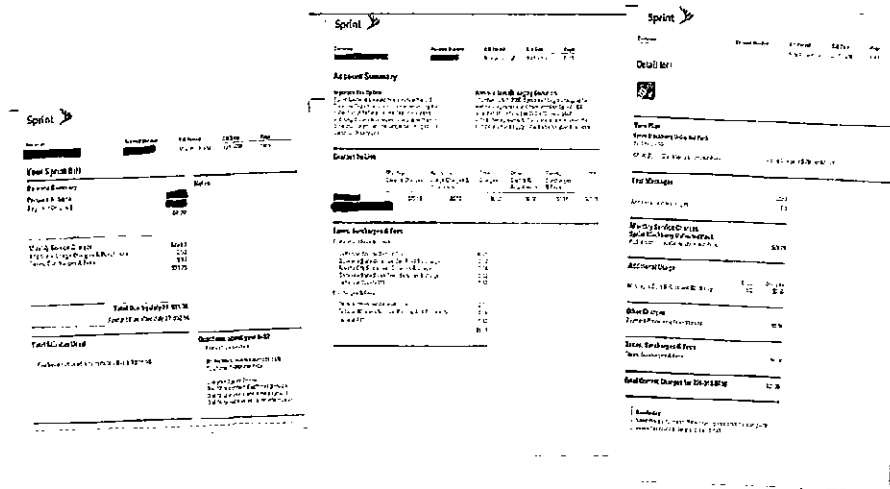
F. Monthly Requirements for Billing and Auditing

1. *Calling Characteristics & Traffic Data*

   (a) *The TRS must create, for each relay-assisted call, a record containing, at a minimum:*

   (i) *the telephone number (NPA-NXX-XXXX) or credit card number for all end user billable calls, i.e., local or toll;*

   (ii) *the terminating and originating telephone number (NPA-NXX-XXXX) for all calls toll in nature;*

   (iii) *the date of the call;*

   (iv) *the start and end time of the call as identified for end user billing purposes in Section III (C) (1);*

   (v) *the start and end time of the call as defined for provider compensation purposes in Section IV (C) (2) (a);*

   (vi) *call type, e.g., person-to-person, collect, etc.;*

   (vii) *preferred IXC for interLATA calls, or preferred IXC or LEC for intraLATA calls (to the extent that intraLATA 1+ dialing parity is available within the caller's local service area); and*

   (viii) *the two-digit relay identification code.*

   Sprint has read, understands and will comply.

   As the nation's largest provider of relay services and a prominent long distance provider, billing to relay users is identical to non-relay users. Sprint's long distance bills are designed to be clear and understandable with sufficient detail.

Figure III-29. Sprint's Sample Bill

When a call is placed through Ohio Relay, the user will be billed in the same manner that a non-Relay user would be billed including:

⏋ The Ohio Relay user will only be billed for conversation time, (which does not include call set-up time, time between calls and wrap up time) on toll calls.

⏋ Billing will occur within 60 days of the call-date based on the duration of the call, the time of day, and the distance from the point of origination to the point of termination.

⏋ If the Ohio Relay user selects another Carrier-of-Choice, that carrier will handle the rating and invoicing of toll calls placed through the Relay.

⏋ If a specific Carrier is not requested, the call will be carried over the Sprint Network, and billed at Sprint's rates.

Sprint billing is processed in-house. Sprint's call detail records are processed through an automated rating and invoicing system. Sprint uses internal billing systems to invoice end-users that select Sprint to complete their Relay calls. The figure below illustrates Sprint's Relay billing system.