

Large Filing Separator Sheet

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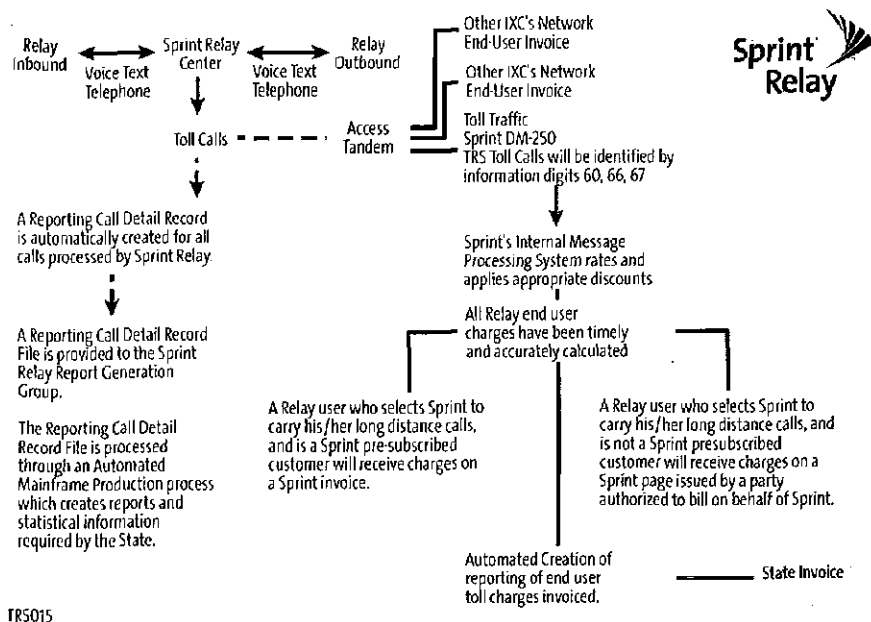


Figure III-30. Overview of TRS Billing Process

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

(b) The TRS provider must forward the record for each call to the designated intrastate billing agent, i.e., LEC, IXC, or independent billing vendor, within 14 days of the date such service was supplied.

Sprint has read, understands and will comply.

In compliance with Ohio's goal to provide functional equivalency, 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.

- (c) *The TRS provider must maintain all records and reports relating to the operation of the relay center, and shall make such records and reports available for audit by the Commission. Such reports must include, but are not limited to, monthly traffic studies detailing the following:*
- (i) blockage rates;*
 - (ii) the number of calls in queue;*
 - (iii) the length of time in queue;*
 - (iv) the traffic patterns identifying the area codes from which the calls originate, and the percentage of calls originated by TTY users versus customers who are hearing and voice capable;*
 - (v) the average speed of answer;*
 - (vi) the total number of calls;*
 - (vii) the total minutes of use (MOUs) for provider compensation; and,*
 - (viii) the average duration of calls, as defined in Section IV(C)(2)(a) of this RFP.*

Sprint has read, understands and will comply.

Sprint will maintain all records and reports related to the operation of the relay center. Sprint will provide monthly traffic reports by the 30th of the following month. Sprint will have the listed reports available for audit purposes.

- (d) *The TRS provider must submit to the Commission a detailed annual report of operations, service standards, and traffic patterns about the relay system. The initial report must be submitted by September 30 following the date the contract is awarded. The initial report shall cover the period from initial operation under this contract through the end of the calendar year. Such reports must contain, at a minimum:*
- (i) the traffic study criteria listed in Sections III(F)(1) of this RFP;*
 - (ii) any recommendations to reporting specifications which the TRS provider deems necessary to improve its rendition of the relay service; and*
 - (iii) a report on any complaints received during the period covered by the report, and the TRS response to the same.*

Sprint has read, understands and will comply.



The Ohio Relay Program Manager, Emma Danielson, has extensive experience in providing all of the reports outlined in an Annual Report. Emma will be responsible for submitting all the required reporting in a timely manner. A sample annual report from Ohio Relay Service has been included for your review in **Appendix J**.

Sprint understands and will provide all of the minimum required reports outlined in sections (d)(1),(2), and (3) above in a format that contains visual summaries (graphs and charts) by the first day of October following the contract award. A draft report will be submitted by the first day of September following contract award to ensure compliance with state requirements and to allow for editing prior to the publication of the final report.

- (e) *Following the initial report, an annual, calendar year report must be submitted to the Commission by September 30 of each year.*

Sprint has read, understands and will comply.

Sprint will provide the Commission a draft annual report by the first day of September with a final report submitted by the first day of October.

2. *Accounting & Financial Information*

The relay system provider must maintain accounting and financial records detailing the expenses incurred in operating the TRS.

Sprint has read, understands and will comply.

Sprint maintains accounting and financial records detailing the expenses incurred in operating the TRS. Unless otherwise specified, Sprint maintains all such records for a period of three (3) years after the end of the contract period.



G. Complaints and Inquiries Procedures

- (1) *The TRS provider and Commission shall entertain informal complaints regarding the provision of intrastate TRS. The Commission and/or TRS provider shall ensure that the complaint include the following information: name and address of the complainant; the name and address of the TRS provider against whom the complaint is made; a statement of facts supporting the complainant's allegation; the specific relief or satisfaction sought by the complainant; and the complainant's preferred format or method of response.*

Sprint has read, understands and will comply.

Sprint is fully compliant with all FCC guidelines related to Complaints and Inquiries. The relay users in Ohio are happy with the service offered by Sprint as demonstrated in Figure III-31 which offers the following comparison between the States of Georgia and Ohio.

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 III-31. State Complaint Comparison



"With Sprint, we have a lot less complaints than our previous provider."

Patty Kress

Contract Administrator For
Illinois TRS and CapTel

All supervisors, customer service representatives, account managers, and other personnel who accept complaints or commendations will enter the complaint information into the Customer Contact database. The database includes all FCC mandated information:

- ┘ date complaint was filed,
- ┘ explanation of complaint,
- ┘ explanation of resolution,
- ┘ date of resolution, and

- ┌ the customer contact information (name, address, preferred contact method(s)), if provided by the customer.
- ┌ All customer contact information will be stored and utilized to assist states in obtaining their re-certification from the FCC.
- ┌ The following figure illustrates Sprint's Customer Complaint Tracking process.

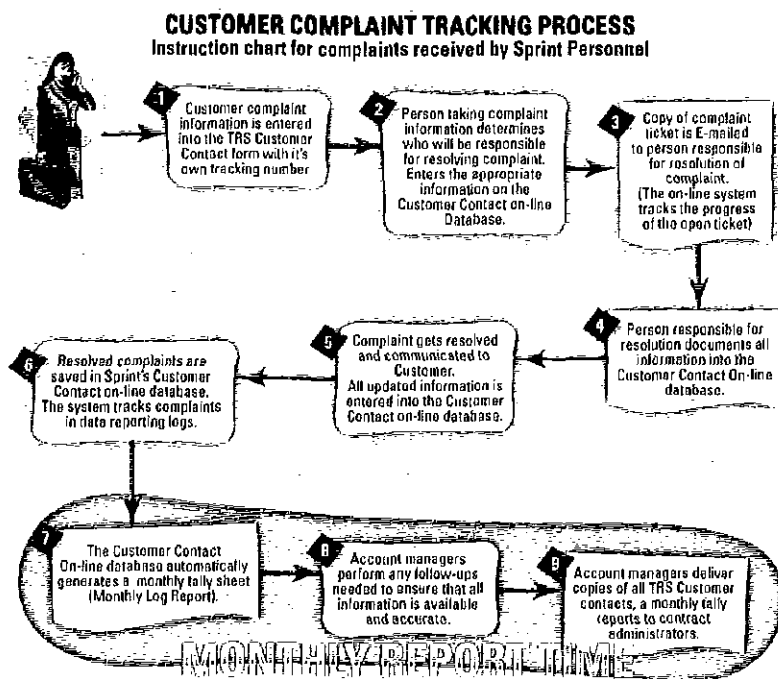


Figure III-32. Overview of Customer Complaint Process

- (2) *The TRS provider shall file with the Commission a statement designating an agent or agents whose principal responsibility will be to receive all complaints, inquiries, orders, decisions, and notices and other pronouncements forwarded by the Commission. Such designation shall include a name or department designation, business address, telephone number (voice and TTY), facsimile number and, if available, internet e-mail address,*

Sprint has read, understands and will comply.

The Ohio Relay Program Manager, Emma Danielson, will continue to be the point of contact for the State of Ohio. Emma may be reached at:

2055 West Iles Unit D
Springfield, IL 62704
1-800-325-9764 (TTY)
(217) 698 - 4031 (voice)
(217) 698 - 3853 (FAX)
Emma.Danielson@Sprint.com



The Program Manager is responsible to track all commendations and complaints of the month and send copies of Customer Contacts to the State Relay Administrator by the invoice due date of the following month.

- (3) *The TRS provider must provide its users with a means to file service quality complaints, to offer suggestions, and to make general inquiries regarding the service. The TRS provider must accept and respond to complaints received by both mail and telephone within ten business days. The TRS provider must display a toll-free customer service telephone number (1-800-325-2223) and address on all brochures and educational materials, as well as the Commission's public intrastate 800 voice and TDD phone numbers, for this purpose.*

Sprint has read, understands and will comply.

Sprint will continue to provide Customer Service that is available 24 hours-a-day, 7-days-a-week, 365 days-a-year. Customer Service representatives are always ready to take live calls and escalate concerns, complaints and commendations to the Ohio Relay Program Manager. The toll-free Customer Service number is available in all TRS communication modes including TTY, VCO, HCO, STS and Voice. In addition, Sprint offers fax, email and dedicated Spanish options as well.

In addition to Customer Service, Sprint has Operations Supervisors or Operations Administrators available 24 hours a day, 7 days a week who are trained to provide on-line assistance to customers with concerns, questions or complaints. This process enables the supervisors to provide immediate coaching, training, or feedback to CAs.

The Program Manager is responsible for tracking all technical complaints and follow-up with customers on resolutions. If a miscellaneous complaint is filed with customer service, a copy is faxed to the Program Manager for resolution and follow-up to the customer.

Sprint will provide follow up in the customer's preferred contact method including mail within three business days of resolution or within 10 business days, from the date the issue was reported.

Sprint will continue to display the toll-free customer service telephone number and address on all brochures and educational materials, as well as the Commission's public intrastate 800 voice and TTY phone numbers, for this purpose.



- (4) *The TRS provider must employ all reasonable means available to resolve a complaint. In the event a complaint cannot be resolved by the TRS provider, it must refer the complaint to the Commission's Service Monitoring and Enforcement Department's Investigation and Audit Division. If the complaint cannot be resolved to the customer's satisfaction by the Investigation and Audit Division personnel, a formal complaint form will be provided to the complainant. The complaint form will provide TRS users with the necessary information concerning how to file a formal complaint with the Commission. The Commission will entertain formal complaints to determine whether the TRS provider is meeting the requirements set forth by this RFP, the FCC, and the ADA. As required by the ADA, the Commission will take final action regarding any complaint within 180 days from the date it is filed. That is, all complaints will be resolved by the Commission within 180 days after the complaint is first filed with a state entity, regardless of whether it is filed with the state relay administrator, the Commission, the relay provider, or with any other state entity.*

Sprint has read, understands and will comply.

Because Sprint's internal process for resolving complaints is more stringent than what the FCC mandates, the following is true:

- ✓ 99% of all service, technical, and miscellaneous complaints are resolved within 30 days, far exceeding the FCC-imposed timeline of 120 days;
- ✓ Approximately 90% of complaints filed are resolved while the caller is still on the line and the remaining 10% require additional follow-ups from Supervisors and/or Management.
- ✓ While Sprint does not anticipate any formal complaints being filed, if during the term of the next contract, Sprint receives a complaint that cannot be resolved to the customer's satisfaction, refer the complaint to the Commission's Service Monitoring and Enforcement Department's Investigation and Audit Division. Sprint understands that if the Investigation and Audit Personnel are unable to resolve the matter to the user's satisfaction that the user will be directed to file a formal complaint with the Commission, who will issue a ruling within 180 days of the complaint.

- (5) *The TRS provider must maintain a log of consumer complaints. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution. Summaries of logs must be submitted monthly to the Commission and annually to the FCC, consistent with the FCC's rules.*

Sprint has read, understands and will comply.



Sprint will continue to provide customer complaint logs with the monthly invoice. Sprint's Customer Contact Online Database (CCOD) serves as a seamless and timesaving device for documenting customer contacts. The CCOD will track consumer contact information as required by the FCC, including the date the complaint was filed, the nature of the complaint, the date of resolution and an explanation of resolution, which will assist the State of Ohio to obtain re-certification from the FCC.

Sprint complies with all of the FCC mandates as they pertain to documenting and satisfying complaints regarding the Relay service. The Program Manager will maintain the log of consumer complaints for the period of June 1st through May 31st annually which will be submitted to the Administrator by June 15th of each year.

- (6) *Informal complaints may be transmitted to the Commission's Investigation and Audit Division by any reasonable means, such as letter, facsimile transmission, telephone (voice/TRS/TTY), Internet email, or some other method that would best accommodate a complainant's hearing or speech disability.*

Sprint has read, understands and will comply.



H. Treatment of TRS Customer Information

All future contracts between the Commission and the TRS provider shall provide for the transfer of TRS customer profile data from the outgoing TRS provider to the incoming TRS provider. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service provision. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared, or revealed in any other way by either the TRS provider, the relay center, or any of its employees, unless compelled to do so by lawful order.

Sprint has read, understands and will comply, if necessary. Should Sprint be required to transition the service to another provider following the end of the contract term, Sprint assures the Commission that the transition would be seamless. All toll-free access numbers would be made available to the new provider and customer profile data would be made available in a usable format to the incoming provider at least 60-days prior to the contract end date.

Sprint fully understands that TRS Customer Profiles will not be sold, distributed, shared or revealed in any way by its Relay Centers or their employees. Sprint also will not use information obtained through Relay calls or inquiries to support any other business initiatives.

Sprint has a very successful track-record of transitioning both new or returning States to the Sprint network and States transitioning to other providers. Should the Commission transition Ohio Relay to another provider, the Sprint team will ensure that a smooth transition is supported.

The figure below highlights successful relay transitions involving Sprint Relay during the past three years:

State	Incumbent	New Provider
Massachusetts (2008)	Sprint	Hamilton
New Jersey (2006)	AT&T	Sprint
Delaware (2006)	AT&T	Sprint
Tennessee CapTel (2006)	Verizon	Sprint
Montana (2006)	Sprint	Hamilton

State Transitions

Please see Section III.I.10 for details on tasks associated with transitioning to a new vendor.

I. Additional Considerations

- (1) *Upon the stated commencement date, the TRS provider must be prepared to process all intrastate relay traffic in accordance with the terms of this RFP.*

Sprint has read, understands and will comply.

As the current provider of Ohio Relay, there is no risk or transition needed for the continuation of service. The new features offered under this upcoming contract include Relay Conference Captioning (RCC), Mobile RCC and a new Outreach program which will be fully operational as of July 1, 2009.

After the announcement of contract award, Marketing Materials will be developed, submitted for Commission approval and distributed within the community to announce the new program offerings. Information about RCC and Mobile RCC will be included on the Ohio Relay website and promoted during marketing efforts.

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, which may not be the case with the new provider.

RISKS AND CHALLENGES ASSOCIATED WITH TRANSITIONING TO A NEW PROVIDER (VENDOR):

There are a number of risks and challenges associated with transitioning to a new Relay provider, including:

- ▶ Time, resources and effort involved with notifying and educating Relay users about the change in Relay provider through Outreach resources.
- ▶ Service being provided locally, places, name and pronunciation
- ▶ A less experienced provider could jeopardize the quality of service during transition that users have to come expect from Sprint Relay. A new Account Manager and CAs who may have different policies and procedures than what users are currently accustomed to receiving.
- ▶ Consumer insecurity or distrust of a change in providers.
- ▶ Loss of the relationship and trust that Sprint has developed with State and the user community.

CHANGE IN USER EXPERIENCE

Enhanced Turbocode (E-Turbo) users may experience degradation in service as advanced TTY features will not function with other vendors. E-Turbo users have grown accustomed to the convenience of entering dialing information and preferences into their TTY and having that information read by the Ohio Relay service. Confusion may occur as preferences are not understood by a new vendor. Users may incur long distance charges by a different carrier-of-choice if this information is not conveyed to E-Turbo users.

Deaf/blind users may experience degradation in quality as all deaf/blind users' speeds are not automated with some other vendors.

With the current Ohio Relay service, users enjoy the ability to request slower transmission in 5 wpm increments. This automation ensures that no matter which CA the user gets, typing is always transmitted to the user at a rate they are comfortable understanding.

With Hamilton, CAs are instructed to "type slowly" when encountering a deaf/blind user which means all deaf/blind users are treated the same. These users receive text transmissions at a rate the CA defines as "slow typing". This means with other vendors that the deaf/blind user must train the CA on each call on their preferences rather than receiving consistent service. An example of three deaf/blind users' preferences and call experience is located in the Figure III-33.

User	WPM Preference	Sprint's Platform using Automation	Other Vendor
User A	40 wpm	40 wpm	Varies as a CA attempts to "type slow"
User B	15 wpm	15 wpm	Varies as a CA attempts to "type slow"
User C	25 wpm	25 wpm	Varies as a CA attempts to "type slow"

Figure III-33. Sample deaf/blind user preferences and results

- Voice Carry-Over (VCO)** users represent almost a quarter of all Ohio Relay calls. This is significantly higher than some other states. Sprint believes this is due to a combination of routing these calls to a centralized group of CAs who are more proficient and experienced as well as Sprint's advanced platform which handles these calls seamlessly and the result of successful Outreach to the VCO community.

Many other Relay providers do not offer this focused approach for VCO users and, as a result, VCO users may see a change to their end user experience.

NO RISK WITH SPRINT

As the current Ohio Relay provider, if Sprint is selected, none of the difficulties mentioned above would occur. The start of a new contract would be totally seamless, since the service is already operational. Ohio Relay users would continue to have high quality Relay services backed by the same highly skilled, efficient and supportive life-cycle team and CAs that they have today.

ACTION ITEMS TO SUPPORT THE TRANSITION TO A NEW PROVIDER

In the event that Ohio Relay is transferred to another provider, Sprint will perform the necessary actions to support the transition. There are three major issues that would be affected during such a transition.

The first item is the closure of the Dayton Call Center.

The second item is 800 access and 7-1-1 translation code numbers currently utilized by Ohio Relay. Sprint will make arrangements (if required) for the transition of the 800 number to the new provider so that the process is transparent to the end users.

The third issue is transferring TRS Customer Database profiles. Sprint will work closely with the Commission and the new provider to ensure that the transition occurs smoothly.

- (2) *All TRS records must be made available during normal business hours for inspection by the Commission or any Commission-approved Personnel.*

Sprint has read, understands and will comply.

Records at Sprint, including but not limited to invoices, customer contacts, switch reports and data, and information that is related to the provision of TRS shall be made available for review, audit and conditions of the executed contract for Ohio Relay. Requests to review and audit information should be made of the designated Sprint Program Manager for Ohio, who then will coordinate document review and audit with concerned areas of Sprint.

- (3) *The Commission believes that it is crucial that the provider be aware of the needs of the TRS users to ensure that the service is meeting the day-to-day requirements of persons who are communicatively disabled. Therefore, a Consumer's Advisory Board (CAB) shall be formed by the provider to provide input to the TRS provider on issues of personnel training, outreach, and customer service. The CAB will meet periodically, as necessary, to develop and submit recommendations to the provider. The TRS provider must be responsive to the CAB's input concerning personnel training, outreach, and customer service, and shall provide written responses to the CAB's inquiries or comments.*

Sprint has read, understands and will comply.

Sprint shares the view of the Commission and believes strongly in the value of consumer input from Ohio Relay users, Contract Administrators and key organizations. Feedback from our customers has had a dramatic impact on the Sprint Relay quality of service since 1990.

Many of the services we offer today as enhancements beyond the basic requirements of the ADA were the result of consumer input. Examples include:

- └ **Speech-to-Speech services and enhancements**
- └ **Web CapTel**
- └ **WebCapTel On-The-Go**
- └ **Relay Conference Captioning**
- └ **Mobile Relay Conference Captioning**

OHIO RELAY CONSUMER COMMITTEE (ORCC)

Sprint values the relationship with the Consumer Advisory Board also known as the Ohio Relay Consumer Committee (ORCC). Sprint will continue to work closely with the ORCC and attend meetings four times a year. Sprint understands that the ORCC is accountable for providing advice and counsel to Sprint in areas such as: Ohio Relay Service, personnel training, outreach, education information, customer service, public relations and marketing, as well as providing suggestions and ideas on service enhancements.

Sprint offers the written responses in providing ORCC meeting minutes, reports and a matrix on action items for proactively solutions or implementation of innovative outreach/marketing plans. The written documentation can be shared with the Commission the community the ORCC/CAB, and Sprint.

In addition, each member can participate in various community events in their area to promote Ohio Relay awareness and to gather comments or feedback from the Ohio Relay users. They will share the community's comments/ideas with Sprint and the ORCC team.

The ORCC represents members of the Ohio community based on accurate geographical representation of Ohio and members consist of:

- Members of TTY Users Representatives
- Members of Deaf/Hard of Hearing Minority Representatives
- Members of Voice Carryover (VCO) Users Representatives
- Members of Hearing Carryover (HCO) User Representatives
- Members of Hearing User Representatives
- Members of Late Deafened Representatives



- Members of State Agency Representatives
- Members of Business Representatives
- Members of Speech & Hearing Business Provider Representatives
- Members of Children of Deaf Parents Association/Interpreter/Parents of Deaf/Hard of Hearing Children Representatives

Included below are the comments of ORCC comments on Sprint's performance and relationship with the Board, the State and the citizens of Ohio as provided in 2006.

Sprint Nextel's commitment is notably outstanding because they really respond to the deaf community. Not only that but their service and dedication are noticeable among us. We are lucky to have Sprint as Relay Ohio and hope they continue for a long time.

Jean Cox

Many of our folks who are hard of hearing are using and appreciate the CapTel phone service. Many deaf who use spoken language participate in this service too. CapTel phone service saves jobs for people who cannot hear well over the phone but use spoken language. We look forward to having the two line phone service so when hearing people call us they do not have to remember a 10 digit number. Thanks!

Jonathan Wiley

SprintVRS interpreting service is outstanding because we do not need to wait too long for an interpreter to assist our relay call.

Linda Mahoney

I found that using SprintVRS is a breeze to use after installing a videophone. I was able to add Sprint VRS to the speed dial and I didn't have to wait long time for a CA to assist me with my business calls, unlike using other VRS providers' CAs. I have been using the Sprint Blackberry and found that I was able to make a relay phone call while in area that a Sidekick by T-Mobile wasn't able to make any connection. I look forward to having Sprint Nextel wireless relay services covering 100% of the State of Ohio.

Frank Graham

I believe Sprint's Ohio Relay and Nextel are providing good services for their consumers throughout Ohio. The focus on gaining two line CapTel service is a must, but I would also focus on bringing the idea on CapTel to Sprint/Ohio Relay online. Meaning, what the TTY has delivered in the past with a special device, now it is capable of the same function online using your computer and a relay service. CapTel can be setup in the same fashion in the future by providing voice and sounds in the same manner with the assistant of relay. What does this mean? No cost to the consumers and Sprint/Ohio Relay gains more consumers needs for such service.

Michael Revis

Sprint is number one when it comes to general relay services. Sprint is a leader in providing relay solutions. They always come up with new products, services and features. It makes me excited to be able to use those products and services from Sprint.

Terry Olson

I believe the outreach to the deaf and hard of hearing people in Ohio VIA all the inclusion of information and the presents of Sprint Nextel's staff is a big plus for all Ohioans. More understanding of the Cap-Tel has made the life of hard of hearing people SHINE in telephone access and being able to communicate. Thankful for the hard work of our Ohio Relay.

Betty Union

Relay Ohio and Sprint Nextel's commitment was a learning experience for me. I have always enjoyed learning many new things and witnessing the advancement of technologies from Sprint Relay. The information given to me from Danny Barrett has been very informative. My best experience was going to a NASCAR race and used the wireless power vision by Sprint and I was able to understand almost everything even if I could not hear the speakers on the race track.

Mark "Go Tell" Taylor

Figure III-34. ORCC Consumer Advisory Board Quotes

Jean Cox, Chair of the ORCC, also provides this endorsement of Sprint and its employees.



Ohio Relay Consumer Committee

December 4, 2008

Jean Cox, Chair
PO Box 811272
Cleveland, OH 44181

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

Figure III-35. Letter from Jean Cox, Chair of the ORCC

- (4) *Prior to release for the general public, all promotional and educational materials must be submitted for review to the Commission's staff, in order to ensure the effectiveness and appropriateness of the material.*

Sprint has read, understands and will comply.

Emma Danielson, Sprint's Program Manager, will work with the Commission's staff and ORCC to review all Ohio Relay promotional materials for input and approvals before being published to ensure that agreement is reached on the effectiveness and appropriateness of the material.



- (5) *The TRS provider must keep the Commission's staff apprised of any operational situations (e.g., labor disputes, strikes, changes in management and/or staffing levels) that could potentially have a significant adverse impact on overall ORS service quality once that potential becomes apparent.*

Sprint has read, understands and will comply.

Emma Danielson and John Moore will be committed to keeping the Commission's staff apprised of any and all operational situations that may have significant impact on overall Ohio Relay quality. As highlighted in the Contract Administrator's DVD feedback, Sprint has an excellent track record of keeping State customers informed of issues and situations that may impact service.





IV. INFORMATION REQUIRED FROM BIDDER

Sprint has designed Ohio Relay to be the most cost-effective, efficient and highest quality relay service possible. Sprint provides a detailed description of the methods used to satisfy the RFP requirements in the following sections. Please contact Maggie Schoolar, Account Executive, if additional clarification or information is desired. Maggie's contact information follows:

Sprint

ATTN: Maggie Schoolar

Mailstop: TXAUSD0101 1321 Rutherford Lane

Austin, TX 78753

(512) 873-1020 (Voice)

(512) 873-1086 (Facsimile)

Maggie.Schoolar@sprint.com (E-mail)



A. Network Documentation

- (1) All bids must include a complete description of how the bidder proposes to provision the TRS. In addition, all bids must include a copy of any interconnection agreement or other type of agreement that the bidder has entered into with any other telecommunications provider(s) in order to provision the TRS in the manner proposed, and/or a description of any such agreement(s) that the bidder intends to enter into in order to so provision the TRS.

Sprint has read, understands and will comply.

Sprint will continue to utilize the Ohio Relay center located in Dayton to handle 85% of Ohio relay traffic. The Ohio center, established ten years ago, has 65 workstations. As described in Section IV.A.2 below, **Sprint's new TRS platform which was completed during the first quarter of 2008 eliminates the need for interconnection agreements with telecommunication providers to deliver calls to Sprint's platform.** Once callers dial 7-1-1 or other toll-free access method, the caller is routed from the caller's local exchange carrier (LEC) to the toll-free network, maintained by Sprint. The caller is routed through the Sprint network directly to the Sprint Relay center. This ensures that Sprint has direct control over the customer's experience and can immediately address any technical issues.

Sprint will provide all telecommunications trunks, cables or lines connected to the relay center in order to receive or initiate telecommunications for the purposes of providing the relay system for Ohio. Sprint is a certified Interexchange Carrier (IXC) in all 50 states. Sprint's transmission circuits meet, and in most cases exceed the ANSI T1.506-1997, Network Performance - Transmission Specifications for Switched Exchange Access Network standards.

Table IV-1 lists the types of inbound and outbound circuits necessary to complete the projected number of local and toll calls for Ohio Relay.

Ohio Relay	Circuits (DSO)	Grade of Service
Inbound Trunks (Toll-Free)	48	P.01
Outbound IntraState Trunks	24	P.01
Outbound Caller ID (ISDN)	24	P.01
Restricted 800 Access (VPN)	8	P.01
Carrier of Choice	24	P.01

Table IV-1. Inbound and Outbound Circuits

Sprint has interconnection agreements with all carriers who participate in the Carrier of Choice program. These providers are required to submit letters of authorization which serve as interconnection agreements. A sample copy has been provided in **Appendix Q**.

Sprint uses 800 service for inbound calls to the Relay Center and WATS service for outbound calls from the Relay Center. Regionally restricted 800 numbers will be accessed via Sprint's VPN (Virtual Private Network), and carrier of choice will use LEC FG-D circuits.

All operating permits, real estate agreements, rights-of-way and clearances necessary to operate the Dayton center have been secured. These will be in effect through the term of the current contract and will continue for the term of any subsequent contracts.

(2) *The bidder's system design must illustrate:*

(a) *the network configuration to be used to provide the TRS, including the way callers will access the service and the way the provider will process the traffic; and*

Sprint has read, understands and will comply.

Sprint Relay's domestic network of TRS Centers and availability of surplus employees and equipment provide the only completely redundant and secure TRS system in the nation.

Sprint is the only provider who has the capacity, system and number of employees to support Ohio Relay in the event of a loss of a Center.

Regardless of the situation, Ohio Relay is always secure and available with Sprint as the provider. Below is documented how callers will continue to have access to Ohio Relay for the new contract.

1. An Ohio Relay user dials 711, one of the existing toll-free access methods.
2. The call is routed through the network from the originating party's LEC to the Sprint point-of-presence (POP).
3. The call is routed directly through Sprint network points to the TRS platform.
4. The call arrives at Sprint's Intelligent Call Router (ICR). Based on complex routing algorithms including the health of the network, current call trends and CA availability and in-state requirements, one of Sprint's call centers is determined for the call. It is important to note in this step, that the call is not required to be connected to a local exchange carrier like most other TRS providers.
5. The call arrives at the Dayton center or one of Sprint's other TRS Call Centers. Please see network diagram in Figure IV-2 entitled Inbound Call path.

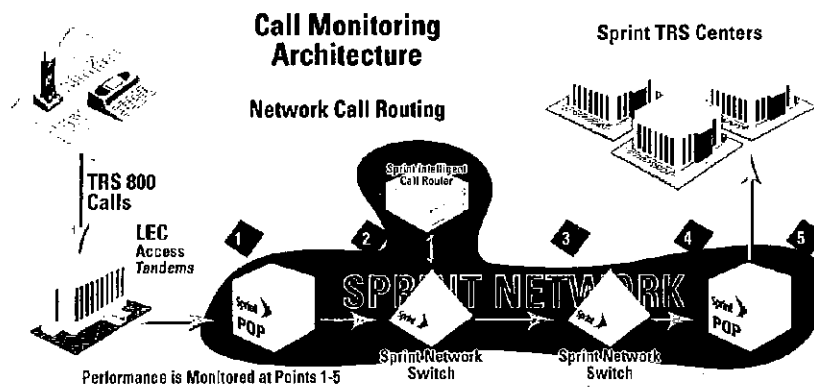
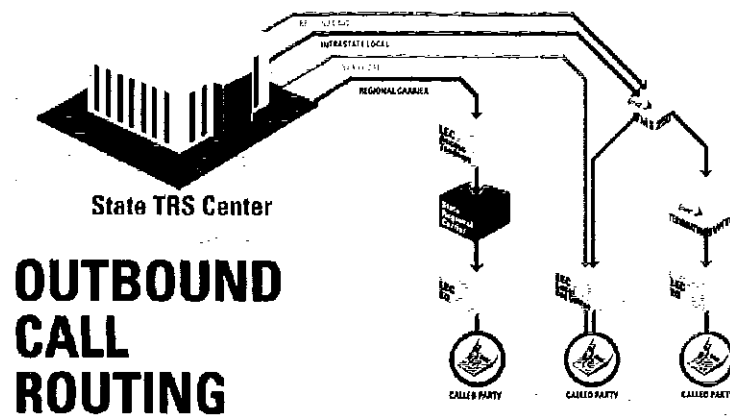


Figure IV-2. Inbound Call Path

6. Once the call arrives at the Call Center switch, information regarding default answer type for the toll-free number dialed, default language of the toll-free number and the individual customer's branding is automatically registered by the platform. Based on that information, the call is assigned to an appropriate CA.
7. The call arrives at the CA computer. Sprint's intelligent platform connects using the customer's preferred language and communication mode, if known, without the intervention of the CA.
9. Customer Profile information including call handling notes and preferences are transmitted and immediately displayed for the CA as they are applicable. Information such as Carrier-of-Choice has been integrated into the system and does not require manual intervention.
10. Based on the communication mode of the caller and/or the toll-free number dialed, a greeting is transmitted to a text user or displayed on the CA terminal to be read to hearing users.
11. After receiving dialing information, the CA dials the call.

The Outbound Call Routing diagram in Figure IV-3 below depicts the standard call path for various outbound call scenarios, including local, intra-state, regional 800, and Carrier-of-Choice calls.



OUTBOUND CALL ROUTING

Figure IV-3. Outbound Call Routing

12. Call Detail Records (CDRs) are recorded as the call is completed.

As the nation's largest provider of Relay Services, Sprint maintains automated processes to ensure that all equipment used to capture call details for billing subscribers are accurate.

- (b) *the manner in which the records will be maintained and made available in order to permit review and evaluation by the Commission staff.*

Sprint has read, understands and will comply.

Sprint maintains records of billing and performance of Ohio Relay both at the Program Manager's office, Dayton call center and at the corporate headquarters in Overland Park, Kansas. Records are maintained in either hardcopy or softcopy format.

- (c) *to the extent that the bid includes an in-state Ohio call center, the proposed number of full-time equivalent personnel who will be employed at the in-state Ohio call center.*

Sprint has read, understands and will comply.

The team at Ohio Relay is proud of our history, the current service being offered and the promise of the future. Ohio Relay employees take pride in their work ethic and the purpose they serve. With an average of over five years of work experience and salary increases, our 148 Dayton Relay Center employees enjoy competitive compensation and benefit packages.

Ohio Relay is the life's work for many of the dedicated employees in Dayton and throughout the Sprint Relay network of call centers. With the average typing speed consistently faster than other providers in the industry, Ohioians who depend on Ohio Relay can take pride in the fact that they enjoy the best service in the country.



The Dayton Relay Center has a staff of eight, including a center manager/human resources manager, four supervisors, a workforce analyst, an operations clerk, and a receptionist. The staff supports every facet of the Center's 24-hour day, 7 days a week, and most importantly, the 140 Communication Assistants (CAs) who relay the calls for our customers.

(d) the location of all relay centers that will be utilized.

Sprint has read, understands and will comply.

Sprint intends to send at least 85% of all of Ohio Relay calls to the established Dayton Relay center. Included in the figure below are staffing levels and types of calls handled at each of the Centers that may be used to handle Ohio Relay traffic:

Center Location	Address	Staff	Center Narrative
Albuquerque, NM	3809 Eubank Blvd NE Albuquerque, NM 87111	70 CAs 5 Supervisors	Facilities equipment and maintenance providing in-state TRS to the State of NM w/in-state center run by NMRN. In addition to NM traffic, this center also handles network TRS and Sprint IP calls.
Austin, TX	1321 Rutherford Austin, TX 78735	60 CAs 4 Supervisors	Sprint is the Prime Contractor providing in-state TRS to the State of TX thru in-state centers, this one operated by Sprint. This center also handles network TRS and Sprint IP calls.
Honolulu, HI	1833 Kalakaua Avenue, Suite 308 Honolulu, HI 96815	10 CAs 1 Supervisor	Sprint Relay is the Prime Contractor providing an in-state TRS to the State of HI thru a sub-contracted center run by CSD. This center also handles network TRS and Sprint IP calls.
Independence, MO	3445 Hwy 291 North Independence, MO 64057	70 CAs 4 Supervisors	Sprint Relay is the Prime Contractor providing in-state TRS to the state of MO w/TRS center run by Sprint. This center also handles network TRS and Sprint IP calls.
Lubbock, TX	4310 Iola Street Lubbock, TX 79407	160 CAs 6 Supervisors	Sprint is the Prime Contractor providing in-state TRS to the state of TX through in-state centers, this one operated by CDS. This center also handles network TRS and Sprint IP calls.
Moorhead, MN	800 Holiday Drive Moorhead, MN 56560	160 CAs 6 Supervisors	Facilities, equipment, and maintenance subcontractor to CSD and the call center run by CSD. This center also handles network TRS and Sprint IP calls.
Dayton, OH	2448 Dorothy Lane Moraine, OH 45439	140 CAs 4 Supervisors	Sprint Relay is the Prime Contractor providing In-state TRS to the state of OH thru an in-state center run by CSD. This center also handles network TRS and Sprint IP calls.
Sioux Falls, SD	105 N. Krohn Sioux Falls, SD 57103	135 CAs 5 Supervisors	Facilities, equipment, and maintenance subcontractor to CSD who runs the in-state center. This center also handles network TRS and Sprint IP calls.



Center Location	Address	Staff	Center Narrative
Syracuse, NY	620 Erie Blvd. West Syracuse, NY 13204	160 CAs 6 Supervisors	Sprint Relay is the Prime Contractor providing In-state TRS to the state of NY thru a sub-contracted center run by CSD. This center also handles network TRS and Sprint IP calls.

Figure IV-4. TRS Call Centers

- (3) *The bidder must provide an explanation of how it will enable the TRS caller to choose the IXC for the call,*

Sprint has read, understands and will comply.

Sprint makes it easy for relay users to select an IXC for their long distance calls.

Outlined below is the process used by CAs to process Carrier-of-Choice calls and subsequent instructions to Ohio Relay callers:

1. TRS CA answers the call
2. The caller provides the toll-call information.
3. If the caller provides preferred Carrier information either registered in the user database or for a specific call, the CA processes the call using the indicated carrier. If the caller has not indicated a preference, the **CA will ask the caller which long distance carrier they would like to use.** Sprint has implemented this COC prompt at the State's request and made it one of Sprint's standard features. If the State requests, Sprint can turn this feature off and process calls without a COC preference using Sprint as the IXC.
4. If the preferred Carrier is not available through the Relay, the CA informs the caller with the standard phrase:

"I AM SORRY (carrier) DOES NOT ALLOW (billing method) CALLS OVER THEIR NETWORK."

5. The TRS user may choose to have another Carrier handle the call. Sprint Relay then informs the unavailable Carrier of its obligation to provide access through the Relay Service.
6. The CA dials the call utilizing the preferred Carrier. If no Carrier is specified, the call is carried over the Sprint network.
7. The called-party answers the call. The CA relays the COC call between the caller and the called-party.

B. Administrative Documents

1. Personnel

The bidder must provide a complete description of the personnel, including supervisory personnel, necessary to staff the TRS. Such description must also include:

Sprint believes that highest level of quality of service will be provided by offering the continuation of an in-State Center.

Jamila Jones is the Center Manager of the Dayton Relay Center. She has ten years of TRS experience, beginning as a CA in the CSD New York Center. She was later promoted to Trainer, Human Resources Representative, Center Manager of the Honolulu Relay Center and finally Center Manager of the Dayton Relay Center. Jamila ensures that the centers she manages are top performing quality Centers in the Sprint network.

Jamila's resume can be viewed in **Appendix K**.

STAFF

In addition to the Ohio Relay Life-Cycle team as described in Bidder Profile Section, Sprint also submits the current headcount for each job title in the Dayton Relay Center. Currently only 45 CAs are needed to meet the call volumes of Ohio Relay, although Sprint currently provides employment for 140 CAs.

Title	Number
Jamila Jones Center Manager / Human Resources	1
Call Center Supervisors	4
Administrative Staff (Workforce Analyst, Operations Clerk, Receptionist)	3
Communication Assistants	140

Figure IV-5. Dayton Relay Center Headcount

Sprint proposes to continue to route Sprint Relay network traffic to the Dayton Relay Center.

JOB DESCRIPTIONS

└ **Center Manager/Human Resources:**

Manages the activities of the Relay Center ensuring quality services for our customer base while creating an environment that produces an innovative and motivated employee work force. Contributes to the financial growth of the corporation as well as being a vital link in the community in which Sprint's services are provided. Other duties include: responsible for all expenses incurred by the TRS center; sets quality direction for center, focusing on long and short term vision to compliment department and corporate objectives; implements practices through parallel subordinate observation and maintains consistent application of policies as applied to customer service component of the TRS Center; defines with team, local practices to fit specific needs ensuring quality and service levels are met; fosters the corporate vision within TRS to create an environment that lives up to Sprint's vision, mission and values; responsible for the development of supervisors assigned to TRS; and key community contact promoting community relations and corporate image.

└ **Call Center Supervisors**

Supervise, motivate and train a diverse group of 35 Ohio Relay CAs engaged in processing TRS calls for Sprint customers. Ensure the staff is well trained and updated on technological changes. Provide adequate staffing 24 hours a day, 7 days a week in order to deliver state-of-the-art customer service while contributing to the financial health of the organization. Other duties include: taking corrective action as necessary up to and including dismissal; staffing of the team, participation in the decision to hire; staffing on a day-to-day basis of the Ohio Relay CA force to meet customer demands; creating local policy; and creating and implement development plan to motive and develop the work force.

└ **Administrative Support Staff**

Provide clerical/administrative support by managing the ACU (Administrative Control Unit) and the line to meet contractual obligations. Other duties include: accurate and detailed entry of payroll exceptions through the use of company specific tracking software; ability to analyze and use data from all company available computerized reporting and tracking equipment to ensure adequate staffing to meeting business and customer needs; maintain positive interaction with all center employees and support staff.



Performs assignments related to the maintenance of CA schedules, payroll and a variety of functions associated with the company scheduling computerized system. Duties include: preparation of weekly schedule assignment input for CAs; preparation of the biweekly payroll input; edits payroll exceptions; produces and maintains the master schedule for Flex Bank pre-scheduled days away from work report for CAs and other employees as appropriate.

Responsible for managing a range of administrative activities which support the Location Manager and Operations Center. Duties include: compilation of reports; management of appointments, office budget; professional interaction with wide variety of publics; preparation of travel itineraries, correspondence, invoice payments; front desk reception and all other office functions which support the smooth operation of a business environment.

└ **Communication Assistants (CAs)**

Assist persons with hearing and speech disabilities in communicating over the standard (voice) telephone users. Duties include:

- Accepting and placing local and long distance calls from TTY callers to standard (voice) telephone callers and vice versa;
- Determine desired billing method and enter billing information into the system;
- Translate sentence structures and language patterns from ASL to English and English to ASL to ensure the correct message is relayed;
- Relay contents of the call as quickly and accurately as possible without intervening in the communications;
- Convey the caller's actual feelings and emotions whenever necessary; and maintain strict customer confidentiality.

(1) how the personnel will be selected, screened, and trained;

Sprint is experienced in hiring the best possible employees for all Relay positions. Preference is given to applicants with Relay experience, knowledge of American Sign Language or experience working with Deaf, Hard-of-Hearing or Speech-Challenged individuals. All candidates are evaluated based on interview scores and the ability to meet qualifications. Sprint's quality team has developed a comprehensive hiring and training program to prepare employees for this challenging position and to ensure all communications are of the highest quality.

Sprint will actively recruit, and has an excellent track record of hiring, persons with disabilities and experience with various disabilities. Sprint currently has over 30 Deaf and Hard-of-Hearing Managers. Sprint also employs blind CAs and employees with other disabilities throughout the company, including four blind CAs at the Dayton Center.



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.

Since it's beginning, Sprint Relay has demonstrated a commitment to hiring persons with disabilities and familiarity with various user groups. Sprint's Outreach activities include partnering and recruiting efforts at recognized colleges across the country that traditionally serve persons with disabilities, such as Gallaudet University. Some of the hiring Outreach resources used by Sprint Relay are listed below:

▶ Deaf Digest	▶ National Deaf Asian Congress
▶ American Speech, Language and Hearing Association	▶ State Schools for the Deaf
▶ National Technical Institute for the Deaf	▶ Gallaudet University
▶ Association of Late Deafened Adults	▶ California State University Northridge
▶ Hearing Loss Association of America (HLAA) (formerly Self Help for Hard of Hearing People (SHHH))	▶ National Association of the Deaf
▶ Alexander Graham Bell Association	▶ State Vocational Rehabilitation Agencies
▶ American Association of Deaf-Blind	▶ Veterans' Associations
▶ State Universities	▶ State Chapters of NAD
▶ Local Social Service Agencies	▶ State Commissions for Deaf and Hard-of-Hearing People
▶ Cochlear Implant Association International	▶ Deaf Women United
	▶ Postsecondary Education Programs Network (PEP Net)

Figure IV-6. Hiring Resources

Sprint also uses electronic bulletin boards such as DeafTek and our own Internet web site to post employment opportunities. Additional recruiting methods include, but are not limited to, placing all legally required postings for selection, promotion and employment opportunities in conspicuous places, encouraging employee referrals, participating in job fairs and utilizing Agencies affiliated with persons with Disabilities, Minorities and Veterans. Sprint regularly uses the following resources for recruiting employees:

▶ Internet web pages	▶ Colleges and Universities
▶ State agencies	▶ Community Outreach programs for People with Disabilities
▶ Vocational, Business and Secretarial Schools	▶ Independent Living Resource Centers
▶ Commissions for the Deaf and/or Blind	▶ Job Fairs
▶ Welfare to Work Programs	
▶ Local newspapers	

Figure IV-7. Sprint Relay Recruiting

Sprint is progressive in the provision of accommodations and equal access for its employees. In an effort to ensure functional equivalency, Deaf and Hard-of-Hearing employees are provided with Videophones to communicate with one another. Several staff Interpreters work with the team – making communication readily accessible to all.



If a newly hired or incumbent employee requests an accommodation for a disability, Sprint has an ADA Accommodations Committee that supports Human Resources Management in research and approval of all accommodations. Sprint and its Relay organization specifically, have fully functional Affirmative Action programs in place and have received letters of compliance in past Audits by the US Department of Labor.

Sprint and its employees have been recognized by numerous organizations for their employment of persons with disabilities. See below:

▶ National Business and Disability Council	▶ Careers and the Disabled Magazine
▶ Easter Seals	▶ National Business Council on People with Disabilities
▶ Greater Los Angeles Association of the Deaf	▶ Missouri Rehabilitation Services for the Blind
▶ Quota International	
▶ Enable Magazine	

Figure IV-8. Sprint Relay Recruiting

Sprint will continue to utilize the proven methods and partnerships that have enabled Sprint to successfully build the diverse workforce that it presently enjoys, and Ohio will benefit from Sprint's diverse and dedicated team.

HIRING PROCESS

All applicants for supervisory, program management, account management, sales and other non-CA positions, are required to submit a resume and/or application for employment or promotion. A Human Resources representative screens resumes and applications to determine how well the applicants meet the minimum requirements. Only qualified applicants are selected for interviews with the hiring manager. The hiring manager rates each interviewee on the quality of his/her knowledge, skills and experience. The top candidate undergoes a background check and drug screen.

Sprint has evaluated the CA position extensively and feels that we have the best applicant screening process for the position. CAs are required to 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, the ability to type 60 words-per-minute on an auditory-based test, 12th grade spelling and grammar skills, clear articulation and an intelligible, pleasant speaking voice.

Preference is given to CA applicants with TRS experience, knowledge of American Sign Language, or experience working with Deaf and Hard-of-Hearing or Speech-Disabled individuals.

All applicants for CA positions are required to submit an employment application that details the applicant's educational and employment history.





After an applicant's educational history, employment history and typing test results are reviewed; a determination is made as to whether the applicant meets the minimum CA requirements.

A Human Resources representative will then screen potential candidates through face-to-face and telephone interviews to evaluate the applicant's communication skills, including English grammar, diction and speech clarity, sensitivity to issues of customer service, integrity and confidentiality, and overall suitability for the job. Those applicants who do not pass the HR screening interview will not be considered for employment.

Once the applicant passes the HR screening interview, he/she is interviewed in person by an Operations Supervisor for specific job dimensions that relate to the success of a CA. These dimensions include sensitivity to customers and issues of confidentiality.

If the Supervisor recommends the applicant for employment, the applicant must pass a drug screen and a background investigation of educational, work and criminal histories.

This process ensures that only qualified applicants are hired to work at Sprint Relay centers as a CA.

Sprint's CA Staffing objectives and approach are displayed in Figure IV-9.

Staffing	
What Sprint Does	How Sprint Does It
<ul style="list-style-type: none"> ▶ Builds a diverse workforce from a broad applicant pool. ▶ Screens applicants using reliable work-related selection tools. ▶ Verifies information provided by candidates. ▶ Confirms candidates understand the type of work to be performed and agree to standards of performance. 	<ul style="list-style-type: none"> ▶ Equal Opportunity Employer and complies with Affirmative Action Plan. ▶ Posts all employment opportunities in locations in accordance with EEOC and state regulations. ▶ Distributes opportunity information to agencies and organizations that represent diverse populations. ▶ Recruits at colleges, universities and job fairs. ▶ Encourages referrals by employees. ▶ Requires resumes and comprehensive employment applications. ▶ Human Resources professionals review resumes and applications for qualifications. ▶ Preference is given for work experience with persons who are Deaf, Hard-of-Hearing or Speech Disabled, knowledge of American Sign Language or experience with Relay. ▶ HR representative discusses job expectations with candidates, including confidentiality, ethics, courtesy, and accuracy and more; evaluates communication skills and administers pre-employment typing tests and verifies work, criminal and educational background. ▶ Operations Supervisors trained in interviewing techniques determine candidates' suitability in several work dimensions and discuss work expectations with candidates. ▶ Requires all finalists to undergo a test that screens for drugs. ▶ HR reviews work expectations, confidentiality, ethics, courtesy, training requirements, scheduling, work environment and compensation with candidates and secures understanding at time of offer. ▶ Confirms identity and employment eligibility and secures signed Relay Confidentiality Agreement on first day of employment.

Figure IV-9. CA Staffing

All of Sprint's training programs are developed using adult learning theories; we adapt training to each participant's learning modality. We incorporate various instructional methods such as lectures, visual graphics, flow charts, videos, role play scenarios, and actual hands-on training to enhance the CA's ability to learn.

Sprint's training program addresses all areas of CA competency as described in Section 11.34. Sprint will provide additional information regarding TRS training programs, as requested.

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 IV-10 below details an outline of Sprint's CA Training schedule and topics.

TRS TRAINING SCHEDULE		
DAY 1	<ul style="list-style-type: none"> ▶ Welcome Packet/Important Numbers/Confidentiality Forms ▶ Building Tour, Lockers, Keycard check, Login Numbers ▶ Training Goals and Expectations ▶ What is Relay? ▶ Video: Making the Right Connection ▶ How We Got Here – Orientation - Why we're here. ▶ Contract Information ▶ Introduction of Training Workbooks ▶ TTY Overview/Abbreviations, Descriptive Words/Background Noises 	<ul style="list-style-type: none"> ▶ ASL Introduction – ASL Workbooks ▶ Overview of System and Equipment ▶ Skills i.e. Typing, talking, listening, reading ▶ Tour Preferencing : Admin Presentation ▶ Connecting to Relay ▶ Headset Orientation ▶ Basic Call Processing Procedures (TTY - Voice) ▶ Observe Calls ▶ *Typing Practice/Tests if necessary
	<ul style="list-style-type: none"> ▶ (TTY – Voice) - continued ▶ Role Play Introduction ▶ Review (TTY - Voice) ▶ TTY - VOICE PRACTICE 	<ul style="list-style-type: none"> ▶ Observe Calls ▶ Continue Call Processing (Voice - TTY) ▶ Administer Spelling Test ▶ VOICE - TTY PRACTICE
DAY 2	<ul style="list-style-type: none"> ▶ Phone Image/Rudeness ▶ Detachment ▶ Expressive Typing ▶ Variations ▶ Deaf Culture: Quiz about Deafness 	<ul style="list-style-type: none"> ▶ HR – Orientation presentation ▶ Review for Test #1 ▶ *Typing Practice/Tests if necessary
DAY 3	<ul style="list-style-type: none"> ▶ Review - Variations ▶ Branding ▶ Recording Feature ▶ Answering Machines/Answering Machine Retrieval (AMR) ▶ Control D Feature/ Pagers ▶ Voice Mail 	<ul style="list-style-type: none"> ▶ Pagers/Beepers ▶ Deaf Culture: Deaf Timeline ▶ Practice Role Plays ▶ Observe ▶ Administer Test #1 ▶ *Typing Practice/Tests if necessary
DAY 4	<ul style="list-style-type: none"> ▶ VCO - Non-Branded ▶ VCO - Branded ▶ Practice Role Plays ▶ Privacy Feature (VCO) ▶ VCO Answering Machines ▶ Voice to VCO ▶ Two Line VCO 	<ul style="list-style-type: none"> ▶ Variations ▶ Practice Role Plays ▶ Desensitization ▶ Observe ▶ Review for Test #2 ▶ Typing Practice/Tests if necessary
DAY 5	<ul style="list-style-type: none"> ▶ Review ▶ Surveys (TTY - Voice and Voice- TTY)/ Observe ▶ Billing/ Immediate Credit ▶ Prepaid Calling Cards ▶ Roaming 	<ul style="list-style-type: none"> ▶ Deaf Culture: ASL Worksheets ▶ ASL Workbook ▶ Practice Role Plays ▶ Administer Test #2 ▶ *Typing Practice/Tests if necessary

TRS TRAINING SCHEDULE		
DAY 6	<ul style="list-style-type: none"> ▶ Review ▶ Changing Agents - Video and Call Takeover Process ▶ Directory Assistance ▶ Sprint International/ 900 calls ▶ HCO - Non Branded ▶ HCO - Branded ▶ Voice - HCO ▶ HCO Answering Machines 	<ul style="list-style-type: none"> ▶ Practice Role Plays ▶ ASL Translation – Presentation by staff interpreter ▶ Observe - Type ▶ Review for Test #3 ▶ HR - Benefits ▶ *Typing Practice/Tests if necessary
	<ul style="list-style-type: none"> ▶ Review ▶ Practice Role Plays ▶ Customer Service ▶ OSD 	<ul style="list-style-type: none"> ▶ Device to Device ▶ Administer Test #3 ▶ Observe - Talk ▶ *Typing Practice/Tests if necessary
DAY 7	<ul style="list-style-type: none"> ▶ Review ▶ Practice Role Plays - VCO ▶ Final - VCO Surveys/ Observe ▶ ASL Translation ▶ CDB Features 	<ul style="list-style-type: none"> ▶ Emergency/ Threats ▶ Help Screen Review ▶ Take Calls - assisted ▶ Review for Test #4 ▶ *Typing Practice/Tests if necessary
	<ul style="list-style-type: none"> ▶ Review ▶ Variations ▶ Practice Role Plays ▶ Return ASL Workbooks and Discussion ▶ Adherence/Trades/OT - OA Presentation ▶ Administer Test #5 ▶ Final Review/ Questions & Answers 	<ul style="list-style-type: none"> ▶ Administer Test #4 ▶ Overview of Federal Relay ▶ Take FRS Calls - assisted ▶ Review for Test #5 ▶ *Typing Practice/Tests if necessary ▶ Graduation ▶ Take Calls ▶ Take digital pictures for Sprint ID Badge ▶
DAY 8	<ul style="list-style-type: none"> ▶ Review ▶ Variations ▶ Practice Role Plays ▶ Return ASL Workbooks and Discussion ▶ Adherence/Trades/OT - OA Presentation ▶ Administer Test #5 ▶ Final Review/ Questions & Answers 	<ul style="list-style-type: none"> ▶ Administer Test #4 ▶ Overview of Federal Relay ▶ Take FRS Calls - assisted ▶ Review for Test #5 ▶ *Typing Practice/Tests if necessary ▶ Graduation ▶ Take Calls ▶ Take digital pictures for Sprint ID Badge ▶
DAY 9	<ul style="list-style-type: none"> ▶ Review ▶ Variations ▶ Practice Role Plays ▶ Return ASL Workbooks and Discussion ▶ Adherence/Trades/OT - OA Presentation ▶ Administer Test #5 ▶ Final Review/ Questions & Answers 	<ul style="list-style-type: none"> ▶ Administer Test #4 ▶ Overview of Federal Relay ▶ Take FRS Calls - assisted ▶ Review for Test #5 ▶ *Typing Practice/Tests if necessary ▶ Graduation ▶ Take Calls ▶ Take digital pictures for Sprint ID Badge ▶
DAY 10	<ul style="list-style-type: none"> ▶ Detachment ▶ Life After Training ▶ Complete Typing Tests if necessary 	<ul style="list-style-type: none"> ▶

Figure IV-10. TRS CA Training Schedule

STC CA QUALIFICATIONS

In order to be considered for a STS CA position, applicants must successfully achieve the following:

- ┌ Six months of employment as a CA,
- ┌ Recommendation and/or approval from supervisor or manager,
- ┌ Proficiency in all areas of relay call processing including grammar, enunciation and vocabulary, and
- ┌ Hearing acuity test from an audiologist using calibrated equipment administers the speech recognition test and pure tone test.
 - Sprint requires the Audiologist to be a state licensed or certified by the American Speech-Language-Hearing Association with a Certificate in Clinical Competence in Audiology (CCC-A)).



Each STS CA must score 92% or higher in each ear using a 50 word, W-22 or NU6 speech recognition test.

Each STS CA must measure hearing acuity of 20dB or less in each ear using a pure tone sensitivity test at 250 Hz, 500 Hz, 1000 Hz, 2000 Hz and 4000 Hz.

- (2) *the procedures to be implemented to ensure objectivity, sensitivity, and confidentiality in relaying calls;*

Sprint has read, understands and will comply.

All Sprint employees, including management, participate in 20 hours of Diversified Culture training during the initial training period. Representatives from local Deaf organizations and/or Sprint staff with appropriate experience deliver this portion of training. Sprint works closely with each Call Center's local Deaf community to identify knowledgeable presenters to assist with the training.

Sprint's Diversified Culture training module represents Sprint's commitment to ensure employees develop a sensitivity and understanding to the customers served. The Diversified Culture training module includes information about the needs of the deaf, hard of hearing and speech challenged persons.

The organizations involved in creating the Diversified Culture training module are included in the following Table:

National Organizations	Educational Institutions	Other Related Areas
<ul style="list-style-type: none"> ▶ Alexander Graham Bell Association ▶ American Association of Deaf-blind ▶ American Association for Retired Persons ▶ Association of Late-Deafened Adults, Inc. ▶ American Speech and Hearing Association ▶ Self Help for Hard of Hearing People, Inc. ▶ National Association of the Deaf ▶ National Black Deaf Advocates ▶ National Hispanic Council of Deaf and Hard of Hearing ▶ Telecommunications for the Deaf, Inc. ▶ United Cerebral Palsy 	<ul style="list-style-type: none"> ▶ Gallaudet University ▶ National Technical Institute for the Deaf ▶ California State University at Northridge ▶ University of Arkansas-Dept. of Rehabilitation ▶ State Schools for the Deaf ▶ Local Programs for Deaf/Hard of Hearing (Mainstreaming) ▶ Ohlone College in California 	<ul style="list-style-type: none"> ▶ Sprint Relay State Advisory Boards ▶ State Contract Administrators (S.T.A.R.S.) ▶ Sprint Relay Account Managers ▶ Individuals representing speech challenged Community (Speech-to-Speech Service)

Table IV-11. Diversified Culture Training Organizations



CAs also attend "Healthy Relay" training which includes interpersonal skills and dealing with 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.

(3) the procedures to be instituted to ensure that the required levels of CA proficiency in their tasks are attained and maintained;

Sprint has read, understands and will comply.

As described in Section 3.1.e, Sprint has an extensive Quality Assurance program designed to ensure that CA's maintain the required level of CA proficiency in order to provide the best quality to Ohio Relay customers. All CAs are observed at a minimum of two times each month for general call processing efficiency and quarterly for typing speed and accuracy. In addition, random testing is done by both internal Quality Assurance Trainers and/or external independent auditors.

The results of recent Quality Assurance testing, including that of our competitors, can be viewed in **Appendix D**.

(4) the procedures for any refresher training and for implementation of improved procedures;

Sprint has read, understands and will comply.

The National QA and Training Manager coordinates the Quality Assurance Program which is designed to identify any potential areas for refresher training. In addition to the monthly and quarterly test call programs, individual CA surveys and monthly customer contacts are also analyzed and used as a tool to target areas.

Once an area is identified, a training program is developed. The method of delivery depends on the size and scope of the targeted area. Following are several initiatives that can be utilized to achieve successful refresher training:

- └ One on one coaching with the Training Supervisor
- └ Informational videos that are viewed by the CA
- └ Flow charts
- └ Visual handouts



Quizzes

After the media for delivery of training is identified, the trainer will develop the necessary materials. Once a CA participates in the training, a check for understanding activity is used to ensure that training occurred.

Sprint's engineering group implement product enhancements on a monthly basis. Each CA receives training on new software or changes to call processing procedures. All of Sprint's training programs are developed using adult learning theories; we adapt training to each participants learning modality. We incorporate lecture, visual graphics, flow charts, videos, role plays and actual hands-on-training, which stimulates the CA's ability to learn.

- (5) *the disciplinary procedures to be applied to CAs for misconduct or failure to attain and maintain required task proficiency levels; and*

Sprint has read, understands and will comply.

Sprint and its subcontractors utilize progressive disciplinary programs that provide warnings of performance problems to allow employees' opportunities for improving performance before disciplinary actions, such as involuntary discharge, are implemented. These progressive disciplinary programs allow the implementation of disciplinary actions, including involuntary discharge, without warning whenever the performance problems are so serious as to warrant discharge. An example would be breach of confidentiality; which is considered grounds for discharge without a prior warning.

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- (6) *staffing levels relative to changes in average call duration or call volumes, i.e., usage of the center.*

Sprint has read, understands and will comply.



Sprint has a long history of providing TRS. Through that experience, Sprint has developed the capability to effectively manage a human resource pool that provides unsurpassed quality. Sprint has gained valuable experience in sizing its TRS Operations to accommodate contract requirements, and will provide the capability to handle Ohio traffic while maintaining an excellent standard of service. Historical call detail has been gathered by 15-minute periods throughout the years of providing TRS service.

This historical information is combined with Ohio-specific information to establish anticipated call patterns that accurately predict the personnel needs necessary to efficiently process the relay calls of Ohio. Sprint will sample the average answer time a minimum of every 15 minutes for each 24-hour period. Our Traffic Management Control Center (TMCC) is staffed with professionals who understand call processes, call volumes, distribution patterns, contract requirements and call routing, thus ensuring exemplary service.

The Workforce Analysts within Sprint's TMCC group possess an average of eight years experience with Sprint.

2. Advertising and educational materials

The bidder must provide either examples of advertising and educational materials that it has used in relay operations elsewhere, or a satisfactory indication of, if it were awarded the contract, what advertising and educational materials it would propose to use in order to promote Ohio Relay Service usage.

Sprint has read, understands and will comply.

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. The FCC has made recent rulings regarding Speech-to-Speech Outreach and is requiring outreach in coordination with 10-digit numbering for internet-based products.

Our team is proud of the outpouring of support from the Ohio Community regarding our current effectiveness in promoting Ohio Relay as seen in the letters of support found in the References Section. We are excited to announce that Sprint's Outreach and Educational program for Ohio will be completely revamped to adjust as the products and responsibilities of the State are changed based on FCC requirements. The new Outreach and Education program will include the following:



LOCAL AGENCY

Sprint will offer \$45,000 annually to a local agency serving the social, linguistic and cultural needs for Deaf, Hard of Hearing, Deaf-Blind and the Speech Impaired population and their families. Pending a contract with the State, Sprint has identified the Deaf Services Center as the tentative agency for the first year. They will provide Outreach and Educational services on behalf of Ohio Relay, as well as collect customer input regarding the products, services and quality offered.

Deaf Services Center will promote both 711 and CapTel through the use of Outreach Specialists. The duties of the outreach specialists will include:

- ▶ Educate the general population about the availability of Ohio Relay,
- ▶ Contact Deaf, Hard of Hearing and Speech Challenged organizations throughout the state,
- ▶ Conduct a minimum of five presentations per month,
- ▶ Attend relevant tradeshow,
- ▶ Educate Deaf, Hard-of-Hearing and Late-Deafened adults about 711 and CapTel,
- ▶ Submit monthly Outreach and Budget reports to Program Manager, and
- ▶ Research various community events to sponsor.

Deaf Services Center services 26 counties in Ohio including:

Adams	Fairfield	Highland	Licking	Muskingum	Ross
Athens	Fayette	Hocking	Madison	Perry	Scioto
Brown	Franklin	Jackson	Meigs	Pickaway	Union
Coschocton	Guernsey	Lawrence	Morgan	Pike	Vinton
Delaware					

Annually, Sprint will solicit feedback from the Commission and the Ohio Relay Consumer Council (ORCC) on the effectiveness of the approach and determine the Outreach approach for the subsequent year.

SPEECH-TO-SPEECH (STS) MARKETING

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 through a direct link from the Ohio Relay website.

In addition, Dr. Bob Segalman will attend National Conferences on behalf of Sprint, with the goal of educating the public on STS services. Dr. Bob Segalman is the pioneer of STS and has continued to work diligently to ensure this valuable service is made available to all who can benefit from the service. Sprint is proud to partner with Dr. Segalman in this Outreach and Educational effort.

CAPTEL MARKETING

Sprint is the only Relay provider who offers a team that is solely dedicated to CapTel marketing, outreach and growth.

CapTel Marketing for Ohio Relay will be accomplished with local support from Danny Barrett, regional support from Todd Bader and national support from the CapTel Marketing team lead by Damara Paris. The CapTel Marketing team is a team of not only experts, but consumers of the service who use CapTel and work everyday to educate and inform about the benefits of CapTel to people with varying types and degrees of hearing loss.



Damara Paris, Manager of the CapTel Marketing Team and a CapTel user.

Public Service Announcements have proven to be the most effective marketing avenue for CapTel. Sprint recently conducted an eight-month analysis of the most effective marketing avenues for reaching potential CapTel users. Overwhelmingly, Public Service Announcements (PSAs) were most effective with 94% of CapTel inquiries a direct result of PSAs. As a part of its proposal, Sprint will offer PSA promotions in Ohio with the Commission's approval.

Figure IV-12 details the other CapTel marketing efforts that were evaluated during Sprint's eight-month evaluation along and their marketing effectiveness (minus CapTel PSAs).

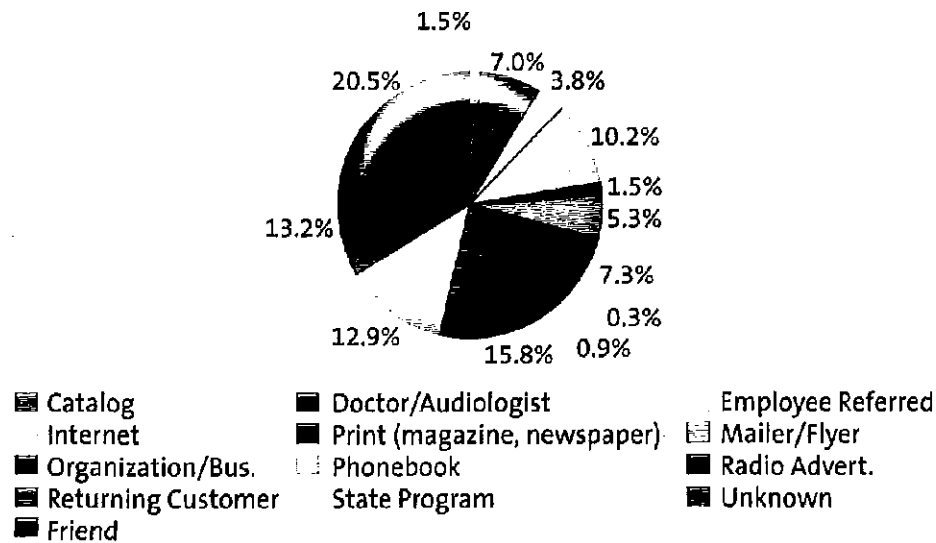


Figure IV-12. CapTel Marketing Effectiveness Evaluation

Copies and samples of Marketing and Educational material developed for Sprint Relay states have been provided in Appendix M.

3. Billing Information

The bidder must provide a complete description of how billing records for end user billing and provider compensation will be created and maintained.

Sprint has read, understands and will comply.

Ohio Relay users who select Sprint to carry their long distance calls and are Sprint pre-subscribed customers will receive charges on a Sprint invoice. A billing call detail record (CDR) is created on the Sprint network. That CDR contains information that identifies the call as a TRS call.

Ohio Relay users who select Sprint to carry a long distance call and are not Sprint pre-subscribed customers will receive charges on the Sprint page of their Local Exchange Carrier's invoice. The billing call detail record created on the Sprint network contains information that identifies that call as a TRS call. Once Sprint has processed that CDR through its internal rating system, it is packaged with Sprint's Casual Caller files and transmitted to the appropriate Local Exchange Carrier. The call and associated charges are reflected on the Sprint page of the monthly invoice the user receives from the Local Exchange Carrier.

C. Cost and Financial Submissions

- (1) *The bidder must quote its lowest and final offer concerning rates for the TRS.*

Sprint has read, understands and will comply.

- (2) *For each of the services (TRS and CapTel), the bidder must identify (in the format shown in Appendix B) one or more rate-per-session-minute quote(s), each quoted rate, in the event it is chosen as the winning bid, to be utilized throughout the term of the contract July 1, 2009 through June 30, 2013) for purposes of calculating the winning bidder's due compensation. The rate quote(s) submitted must be based on the following assumptions:*

- (a) *Any call which is answered by a relay CA must count as one call to the relay center, regardless of whether the call is completed to the called party. Further, the entire duration of all calls, including those which do not successfully reach the called party, must be counted in the bidder's calculations for determining average call durations. Duration, for purposes of call averaging, shall be measured from the time a live CA answers a call until the call is terminated by the calling and called parties. Call duration information must be rounded to the nearest second. Additionally, once a caller contacts the TRS, he or she must be permitted to make an unlimited number of calls without redialing the center. For purposes of calculating volume and duration statistics, this type of calling must count as only one call to the TRS center.*

Sprint has read, understands and will comply.

- (b) *All costs, including, but not limited to, initial start-up costs (including those costs associated with interconnecting with other carriers), and a return on investment, will be assumed to be imputed in the rate per minute quote for each of the services (Appendix B) submitted by the bidder.*

Sprint has read, understands and will comply.

All costs associated with the provision of TRS as provided in this proposal are included in Sprint's proposed rate per minute.

- (c) *To the extent a bidder's system design requires another telephone company to incur network costs, which are not recovered through tariffed charges, the successful bidder will be responsible for reimbursing such carrier.*

Sprint has read, understands and will comply.

- (3) *The bidder must quote rates for relay services based on the annual call volumes and average call durations. The per-minute rates shall be the sole mechanism by which the successful bidder will be compensated. The successful bidder's reimbursement from the state of Ohio will be based on session minutes, defined as the amount of time from when the calling party first accesses the relay center to when the call is terminated by both parties.*

Sprint has read, understands and will comply.

- (4) *In the past, the Commission has required that a minimum of 85 percent of Ohio Relay Service (ORS) calls must be processed by a relay center located in the state of Ohio. Although this is no longer a prerequisite to having a bid either considered or even selected as the winning bid, the Commission is still interested in exploring the economic viability of maintaining provision of the ORS through this type of arrangement. Therefore, bidders are encouraged to submit a rate quote that is based on the bidder's commitment to process a minimum of 85 percent of ORS calls through a relay center or centers located in Ohio.*

Beyond this, however, the Commission is also open to bids that contemplate the provision of TRS through either a single relay center located outside of Ohio, a combination of multiple relay centers all located outside of Ohio, or a combination of multiple relay centers, one or more of which are located inside of Ohio, with the others located outside of Ohio. All bids that contemplate multiple relay centers, wherever situated, must be supported by an explanation of how the system of relay centers will be configured and operated.

If a bid proposal sets forth more than one rate quote, each submitted rate quote shall be considered as constituting a separate, and in each instance final, offer that sets forth the lowest rate offered by the bidder that would apply under service parameters and conditions that are clearly delineated and proposed as applicable to the particular rate quote.

Sprint has read, understands and will comply.

Sprint proposal offers the continuation of the Dayton Center with 85% of the TRS traffic being handled in-state. Sprint will provide each of the services listed as mandatory services in the RFP as well as offer new products and services at the most aggressive rates possible. Sprint's goal is to offer the rate payers more value and energize the community with new and exciting products and services.

In addition Sprint offers for the Commission's consideration a Network Service TRS that has Ohio Relay processed from any or all of Sprint Relay's centers at a low rate. Although Sprint does not recommend a network solution for Ohio, we support the Commission's desire to explore alternate options.

- (5) *Bidders must procure a bid bond equal to no less than five percent of the total cost of the first year of service, assuming an average call duration of six minutes, and a monthly calling volume of 78,000 incoming TRS calls and an average call duration of two minutes and a monthly calling volume of 23,000 incoming CapTel calls. Bidders must submit, within their bid, verification (i.e., confirmation from the bonding entity) that such a bid bond has been procured.*

Sprint has read, understands and will comply.

Sprint has procured and provides herewith a bid bond equal to no less than 5 percent of the total cost of the first year of service as proposed herein. This bid bond is provided in **Appendix N**.

Bidders who are financially able shall have the option to self-insure such bid bond. In the event a bidder elects to exercise this option, it shall provide sufficient assurance to the Commission that the bidders own organization, its parent, or an affiliate stands ready to dedicate the financial resources necessary to ensure that the bidder is able to meet the obligations required by this RFP. The bidder shall further demonstrate that its organization, parent, or affiliate possesses the necessary financial resources to fund the requirements of this RFP, and that its organization, parent, or affiliate is financially sound. If assurance is provided by a parent or affiliate, the bidder shall furnish at a minimum, an attested statement from its parent or affiliate that it will dedicate the financial and other resources necessary to perform the duties required by this RFP, in the event the bidder is unable to meet its obligations.

This clause is not applicable. Sprint has provided the required bid bond.

- (6) *The bidder must submit with its proposal copies of its latest published financial reports and any other documents and information sufficient to enable the Commission to assess the bidder's corporate and financial integrity, history, and ability to provide the TRS being proposed. Further, the Commission may request additional information if initial submissions are not deemed sufficient. The financial reports must include:*
- (a) the most recent annual report and Securities and Exchange Commission (SEC) 10K and 10Q forms of the company submitting the proposal, and of any parent company;*
 - (b) when available, investment advisory and rating agency reports issued during the past year about the company or its parent company, by any of the following three credit rating agencies, namely, Standard and Poor's, Moody's Investor Service, and Fitch Ratings, Ltd.; and*
 - (c) for companies not rated by Value Line, the financial statements covering the past five years.*

Sprint has read, understands and will comply.

Sprint's commitment to building a financially sound company is proven in our financial reporting for the last five years. The investments made towards network upgrades and build out allow us to meet subscribers' performance requirements.

Our leadership experience, technological infrastructure, and financial stability enables us to offer our customers innovative products and solutions to meet their telecommunications needs, today and well into the future.

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

	Sprint 2007 Consolidated	Sprint 2006 Consolidated	Sprint 2005 Consolidated	Sprint 2004 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

Figure IV-13. Sprint Consolidated Financials

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

- (7) *Each proposal must contain evidence of adequate insurance to cover claims of liability.*

Sprint has read, understands and will comply.

A Certificate of Insurance is provided as evidence that Sprint maintains adequate insurance to cover claims of liability associated with the proposed work. This is provided as **Appendix O** to this proposal.

D. Supplemental Submissions

- (1) *Any bidder with past or present experience regarding the provision of relay service in another state must include a description of such service, a copy of any brochures publicizing the service, any publicly available information regarding the cost of the service, and statistics on call volumes, call duration, and toll percentage. Additionally, the names, titles, and telephone numbers of state administrator contacts concerning the bidder's provision of TRS to other states should be provided.*

Sprint has read, understands and will comply.

Sprint is the nation's leader in providing Telecommunications Relay Services (TRS) both in terms of total contracts and calls handled. We currently operate 11 centers and provide TRS to 30 States, the Commonwealth of Puerto Rico, the country of New Zealand and the Federal Relay Service for a total of 33 TRS contracts. With more than eighteen years of TRS call processing, Sprint is a proven, professional service provider. Sprint is the only carrier who has successfully accomplished all of the following:

- TRS provider since 1990
- FCC-Certified TRS provider (first in 1993, 1998, 2003 and 2008)
- Facility-based TRS provider, operating eleven TRS call centers
- Industry leader in new product innovations
- Successful record of exceeding service level requirements and unsurpassed system survivability
- Active participant in the industry (FCC, NECA, NASRA)
- Team comprised of deaf and hard of hearing individuals with a thorough understanding of the product and customer's requirements
- Highest demonstrated level of quality service in the industry.

Sprint entered the TRS market in 1990, providing service to the State of Texas through a call center in Austin, Texas. Today the Sprint network encompasses eleven call centers throughout the U.S. One of the key components to Sprint's growth and success is the continuous involvement of relay users and their resulting ownership of the product. Sprint has implemented extensive outreach programs and conducts consumer advisory committees and focus groups to solicit input and feedback on how TRS should be provided to best meet relay users' needs. Input and suggestions received from these efforts combined with our own initiatives, have resulted in more than 250 product enhancements to the Sprint platform.

Figure IV-14 illustrates Sprint's national presence and location of our TRS Centers.

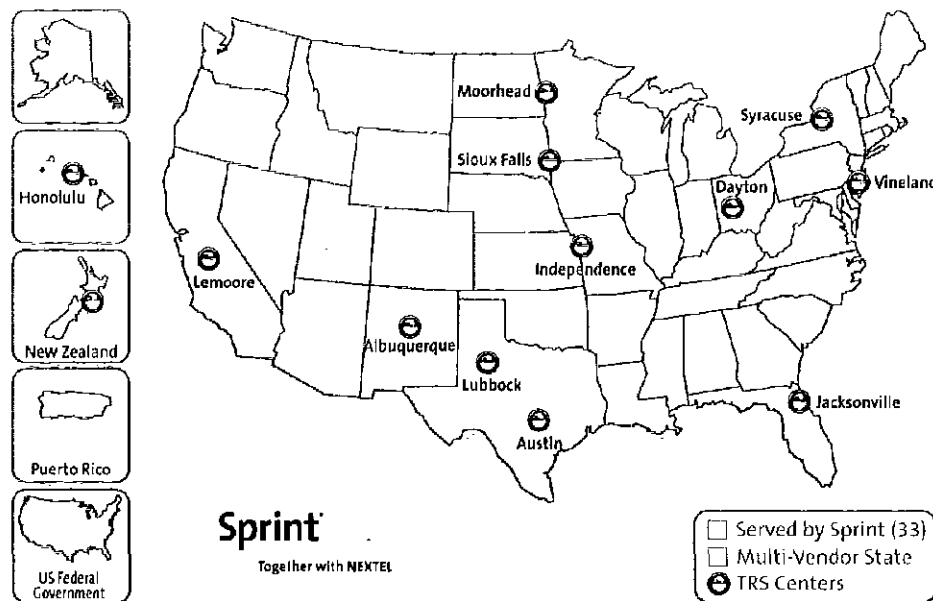


Figure IV-14. Sprint's Relay Network

TRS HISTORY

Sprint's proactive approach towards continuous improvement of the TRS product has given us an advantage in the industry and allowed us to be the first provider to bring to market the following product developments and enhancements:

- Automatic Number Identification Database
- Intelligent Computerized CA Workstations
- Automated Billing with Detailed Reporting
- Voice Carryover Enhancements (No Typing)
- Hearing Carryover Enhancements (Hearing Through on Call Set-Up)
- Scroll Back for ASCII and HCO Users
- Identification of Customer and CA Gender
- Identification of Background Noises
- Error Correction (Spell Check)
- Customer Branding
- TRS Customer Database
- Regional 800/888/877/866/855 Service
- Speech-to-Speech Service
- Speech-to-Speech/VCO Service
- Access to 900 Numbers



- Video Relay Service
- VCO Gated Calls/Centers
- E-Turbo/Dial Through.

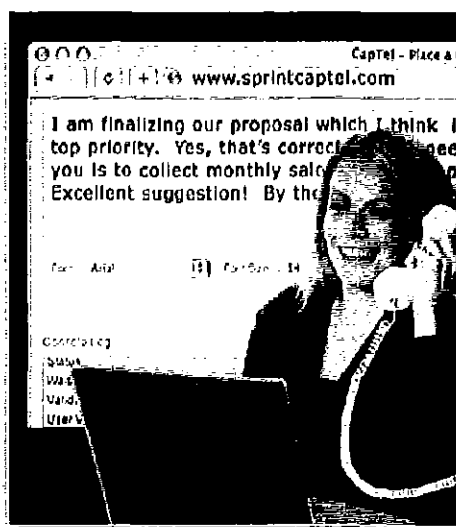
CAPTEL HISTORY

Illustrated below is the Sprint CapTel historical Timeline:

- └ **1999** – Sprint and Ultratec conduct a six-month technology trial in which Sprint's TRS users participate in a beta test of Ultratec's new voice recognition technology (FASTRAN).
- └ **FASTRAN** was developed to improve the quality of communications for all Relay users (Deaf and Hard-of-Hearing) to communicate by telephone, paving the way for the launch of CapTel technology.
- └ **2002** – Sprint leads the effort in introducing and launching the CapTel service. Sprint teams with Ultratec to provide the service on a trial basis in eight States and the Federal Government.
- └ **Sprint works closely with CapTel Trialists** and Ultratec to collect feedback and make recommendations, in preparation for the launch of CapTel as a full product offering.
- └ **The Sprint Relay Account Management team** serves as primary points-of-contact for CapTel Trialists.
- └ **Sprint's marketing team** develops the first CapTel marketing materials.
- └ **2003** – In August the FCC formally recognizes that there was a segment of the population for whom telecommunication services were not adequately accessible.
- └ **CapTel technology is approved by the FCC**, enabling States to offer CapTel as part of their Relay service offering and receive Interstate reimbursement from NECA. In announcing the decision, FCC Chairman Michael Powell states that "CapTel brings important innovation and additional choice to Americans with hearing disabilities."
- └ **Sprint begins offering 2-line CapTel**, as an enhancement to standard CapTel services.
- └ **States begin** to contract with Sprint for permanent service.
- └ **Several States release RFPs** with a requirement to provide CapTel as a part of their TRS offering.



- ┌ **2004** – On January 1, Sprint was the first Relay provider to begin providing full FCC compliant CapTel Relay Service nationwide which qualified for compensation through the TRS Interstate fund.
- ┌ **Sprint was the first vendor** authorized to provide Two-Line CapTel, an enhancement to the single line service.
- ┌ **Hawai'i** becomes the first State to offer full service CapTel.
- ┌ **Throughout the one-year trials**, a number of Sprint States convert from consumer trials to full service CapTel.
- ┌ **Non-trial States** begin offering CapTel services.
- ┌ **Sprint successfully launches** full service CapTel in 20 States and the Federal Government.
- ┌ **2005** – Additional States add CapTel Relay to their TRS package, with the majority offering 2-Line CapTel as an enhanced CapTel offering.
- ┌ **2006** – Sprint begins intensive internal monthly performance testing of CapTel Captionists, making 100 test calls a month to measure speed of captioning transcription, delay of captions, an accuracy of captions.
- ┌ **2008** – Sprint creates Marketing Team dedicated to CapTel.
- ┌ **2008** – Sprint launches WebCapTel and WebCapTel On the Go.



Woman is using Sprint's WebCapTel product.



SPRINT RELAY CUSTOMERS

Sprint has provided a description of all current customers below including the current contract terms, services provided, primary call center designation, current call volumes and website addresses (as applicable).

As a general practice, Sprint does not disclose Customer pricing to third parties, even if publicly available. Given the confidential of the information requested and Sprint's inability to definitively determine if this information is publicly available for each State, Sprint cannot disclose pricing for all current customers in an RFP Response. However, during negotiations of a final agreement between the parties, Sprint may provide the requested information to the extent such information will assist the parties in reaching a final agreement.

Sample Outreach and Education materials developed for State customers can be viewed in **Appendix M**.

Alabama

- └ Contract Status
 - └ Contract Term: 03/01/04 - 2/28/11
 - └ Contract Administrator – Jerry Renfro (334) 265-1660
- └ TRS Service
 - └ Network Solution
 - └ Inbound Calls 27,007
 - └ Local calls 77%
 - └ Average Session Minutes 4.05
 - └ Service Level 91%
 - └ Number of Active Subscribers 6,902
- └ CapTel Service
 - └ Inbound Calls 14,009
 - └ Average Session Minutes 2.75
 - └ Service Level 98%
 - └ Number of Active Subscribers 173
- └ Website - <http://www.alabamarelay.com/>



Alaska

- └ Contract Status
 - └ Sprint is the facilities and technology provider to CSD for TRS Services and CapTel Services
 - └ Contract Term: 01/01/02 – 12/31/13
 - └ Contract Administrator – Phil Truer (907) 276-6222
- └ TRS Service
 - └ Network Solution
 - └ Inbound Calls 5,300
 - └ Local calls 71%
 - └ Average Session Minutes 4.42
 - └ Service Level 92%
 - └ Number of Active Subscribers 1,437
- └ CapTel Service
 - └ Inbound Calls 461
 - └ Average Session Minutes 4.03
 - └ Service Level 98%
 - └ Number of Active Subscribers 8
- └ Website and Marketing Materials not provided by Sprint.

Arkansas

- └ Contract Status
 - └ Contract Term: 01/01/04 – 12/31/11
 - └ Includes wireless devices in EDP
 - └ Contract Administrator - Ken Musteen (501) 296-1600
- └ TRS Service
 - └ Network Solution
 - └ Inbound Calls 15,298
 - └ Local calls 81%
 - └ Average Session Minutes 4.56
 - └ Service Level 92%
 - └ Number of Active Subscribers 3,613
- └ CapTel Service
 - └ Inbound Calls 12,958
 - └ Average Session Minutes 2.10
 - └ Service Level 98%
 - └ Number of Active Subscribers 151
- └ Website - <http://www.arkansasrelay.com/>

California

- └ Contract Status
 - └ Contract Term:10/11/97 – 11/30/09
 - └ Sole Network Services provider
 - └ Call center services provider (one of three)
 - └ Contract Administrator – Linda Gustafson, (415) 703-1801
- └ TRS Service
 - └ Lemoore, CA TRS Call Center
 - └ Inbound Calls 11,040
 - └ Average Session Minutes 4:33
- └ CapTel Service
 - └ Inbound Calls 12,958
 - └ Service Level 98%
- └ Website - <http://www.sprint-crs.com/>

Colorado

- └ Contract Status
 - └ Contract Term:10/1/90 – 6/30/10
 - └ Contract Administrator – Joe Benedetto (303) 894-2512 TTY
- └ TRS Service
 - └ Network Solution
 - └ Inbound Calls 26,851
 - └ Local calls 81%
 - └ Average Session Minutes 3.15
 - └ Service Level 91%
 - └ Number of Active Subscribers 12,006
- └ CapTel Service
 - └ Inbound Calls 23,881
 - └ Average Session Minutes 3.74
 - └ Service Level 98%
 - └ Number of Active Subscribers 459
- └ Website - <http://www.relaycolorado.com/>

Connecticut

- └ Contract Status
 - └ Contract Term: 7/01/93 – 6/30/12
 - └ TRS, CapTel and EDP
 - └ Contract Administrator – Patty Reilly (860) 827-2823
- └ TRS Service
 - └ Network Solution
 - └ Inbound Calls 18,601
 - └ Local calls 82%
 - └ Average Session Minutes 4.38
 - └ Service Level 91%
- └ CapTel Service
 - └ Inbound Calls 19,128
 - └ Average Session Minutes 2.56
 - └ Service Level 98%
 - └ Number of Active Subscribers 310
- └ Website - <http://www.relayconnecticut.com/>

Delaware

- └ Contract Status
 - └ Contract Term: 1/01/06 – 12/31/11
 - └ Contract Administrator – Jim Cole (302) 739 – 9586
- └ TRS
 - └ Network Solution
 - └ Inbound Calls 5,069
 - └ Local calls 77%
 - └ Average Session Minutes 3.89
 - └ Service Level 91%
 - └ Number of Active Subscribers 1,544
- └ Website - <http://www.delawarerelay.com/>

Florida

- └ Contract Status
 - └ Contract Term: 6/01/00 – 5/31/10
 - └ Contract Administrator – Bob Casey (850) 413 –6974
- └ TRS Service
 - └ Network Solution
 - └ Inbound Calls 145,668
 - └ Local calls 68%
 - └ Average Session Minutes 2.71
 - └ Service Level 93%
 - └ Number of Active Subscribers 63,307
- └ CapTel Service
 - └ Inbound Calls 86,160
 - └ Average Session Minutes 4.10
 - └ Service Level 98%
 - └ Number of Active Subscribers 1,561

Federal Relay Service

- └ Contract Status
 - └ Contract Term: 4/01/93 – 6/30/09
 - └ TRS, CapTel, RCC, IP and VRS
 - └ Contract Administrator – Patricia Stevens (703) 306-6308
- └ TRS Service
 - └ Network Solution
 - └ Inbound Calls 17,375
- └ CapTel Service
 - └ Inbound Calls 26,796
- └ Website - <http://www.federalrelay.us/>

Hawai'i

- └ Contract Status
 - └ Contract Term: 7/01/03 – 6/30/11
 - └ Contract Administrator – Diane Tokunaga-Ide (808) 586-3754
 - └ TRS, CapTel, EDP wireless devices and Emergency Notification System
- └ TRS Service
 - └ Honolulu, HI
 - └ Inbound Calls 4,904
 - └ Local calls 83%
 - └ Average Session Minutes 2.96
 - └ Service Level 95%
 - └ Number of Active Subscribers 1,987
- └ CapTel Service
 - └ Inbound Calls 6,194
 - └ Average Session Minutes 3.14
 - └ Service Level 98%
 - └ Number of Active Subscribers 141
- └ Website - www.relayhawaii.com/

Illinois

- └ Contract Status
 - └ Contract Term: 2/01/00 – 1/31/13
 - └ Contract Administrator – Trudy Snell (800) 841-6167
- └ TRS Service
 - └ Network Solution
 - └ Inbound Calls 58,358
 - └ Local calls 80%
 - └ Average Session Minutes 4.92
 - └ Service Level 91%
 - └ Number of Active Subscribers 13,643
- └ CapTel Service
 - └ Inbound Calls 41,170
 - └ Average Session Minutes 2.71
 - └ Service Level 98%
 - └ Number of Active Subscribers 561

Indiana

- └ Contract Status
 - └ Contract Term: 10/01/92 – 10/31/09
 - └ Contract Administrator – Ginny Barr (317) 334-1413
- └ TRS Service
 - └ Network Solution
 - └ Inbound Calls 43,676
 - └ Local calls 82%
 - └ Average Session Minutes 3.06
 - └ Service Level 92%
 - └ Number of Active Subscribers 18,999
- └ CapTel Service
 - └ Inbound Calls 27,773
 - └ Average Session Minutes 2.63
 - └ Service Level 98%
 - └ Number of Active Subscribers 452
- └ Website - <http://www.relayindiana.com/>

Minnesota

- └ Contract Status
 - └ Contract Term: 07/01/96 – 06/30/11
 - └ Facilities and Technology provider to CSD for TRS Services and CapTel Services
 - └ Contract Administrator – Rochelle Garrow (651) 297-8941
- └ TRS Service
 - └ Moorhead, MN
 - └ Inbound Calls 34,201
 - └ Local calls 82%
 - └ Average Session Minutes 4.51
 - └ Service Level 93%
- └ CapTel Service
 - └ Inbound Calls 30,656
 - └ Average Session Minutes 3.02
 - └ Service Level 98%
 - └ Number of Active Subscribers 467
- └ Website and Marketing Materials not provided by Sprint.

Mississippi

- └ Contract Status
 - └ Contract Term: 07/01/03 – 06/30/09
 - └ TRS, CapTel and EDP
 - └ Contract Administrator – Randy Tew (601) 961-5489
- └ TRS Service
 - └ Network Solution
 - └ Inbound Calls 12,947
 - └ Local calls 71%
 - └ Average Session Minutes 3.69
 - └ Service Level 91%
 - └ Number of Active Subscribers 2,928
- └ CapTel Service
 - └ Inbound Calls 7,503
 - └ Average Session Minutes 1.89
 - └ Service Level 98%
 - └ Number of Active Subscribers 111
- └ Website - <http://www.mississippirelay.com/>

Missouri

- └ Contract Status
 - └ Term: 09/01/91 – 06/30/10
 - └ Contract Administrator – John Van Eschen (573) 751-5525
- └ TRS Service
 - └ Independence, MO
 - └ Inbound Calls 39,515
 - └ Local calls 76%
 - └ Average Session Minutes 4.26
 - └ Service Level 92%
- └ CapTel Service
 - └ Inbound Calls 20,011
 - └ Average Session Minutes 3.41
 - └ Service Level 98%
 - └ Number of Active Subscribers 295
- └ Website - <http://www.relaymissouri.com/>

Nevada

- └ Contract Status
 - └ Contract Term: 07/01/91 – 06/30/09
 - └ Contract Administrator – Betty Hammond (775) 687-4452
- └ TRS Service
 - └ Network Solution
 - └ Inbound Calls 15,851
 - └ Local calls 70%
 - └ Average Session Minutes 2.74
 - └ Service Level 91%
 - └ Number of Active Subscribers 6,842
- └ CapTel Service
 - └ Inbound Calls 11,281
 - └ Average Session Minutes 3.59
 - └ Service Level 98%
 - └ Number of Active Subscribers 192
- └ Website - <http://www.relaynevada.com/>

New Hampshire

- └ Contract Status
 - └ Contract Term: 12/01/91 – Franchise
 - └ Contract Administrator – NH Public Utilities Commission Representative Amanda Noonan (603) 271-2431
- └ TRS Service
 - └ Network Solution
 - └ Inbound Calls 8,747
 - └ Local calls 74%
 - └ Average Session Minutes 3.38
 - └ Service Level 92%
- └ CapTel Service
 - └ Inbound Calls 4,688
 - └ Average Session Minutes 2.81
 - └ Service Level 98%
 - └ Number of Active Subscribers 123
- └ Website - <http://www.relaynewhampshire.com/>

New Jersey

- └ Contract Status
 - └ Contract Term: 05/01/06 – 01/31/10
 - └ Contract Administrator – Bruce Gallagher (973) 648-7994
- └ TRS Service
 - └ Vineland, NJ
 - └ Inbound Calls 45,273
 - └ Local calls 78%
 - └ Average Session Minutes 3.78
- └ CapTel Service
 - └ Inbound Calls 34,672
 - └ Average Session Minutes 2.53
 - └ Service Level 98%
 - └ Number of Active Subscribers 527
- └ Website - <http://www.njrelay.com/> and <http://www.njcaptel.com/>

New Mexico

- └ Contract Status
 - └ Contract Term: 05/01/93 – 06/30/10
 - └ Facilities and Technology provider to CSD for TRS Services and CapTel Services
 - └ Contract Administrator – Romy Cordova (505) 889-0046
- └ TRS Service
 - └ Albuquerque, NM
 - └ Inbound Calls 11,870
 - └ Local calls 76%
 - └ Average Session Minutes 3.91
 - └ Service Level 94%
 - └ Number of Active Subscribers 3,895
- └ CapTel Service
 - └ Inbound Calls 12,085
 - └ Average Session Minutes 2.83
 - └ Service Level 98%
 - └ Number of Active Subscribers 262
- └ Sprint does not provide Outreach services for New Mexico.



New York

- └ Contract Status
 - └ Contract Term: 08/01/97 – 06/30/11
 - └ Contract Administrator – Angela Rella (518) 443-2807
- └ TRS Service
 - └ Rochester, NY
 - └ Inbound Calls 133,978
 - └ Local calls 84%
 - └ Average Session Minutes 2.83
 - └ Service Level 91%
- └ CapTel Service
 - └ Inbound Calls 56,215
 - └ Average Session Minutes 4.16
 - └ Service Level 98%
 - └ Number of Active Subscribers 1,026
- └ Website - <http://www.nyrelay.com/>

New Zealand

- └ Contract Status
 - └ Contract Term: 11/15/04 – 11/15/09
 - └ TRS, STS, IP Relay and EDP
 - └ Inbound minutes 29,905 minutes
 - └ Contract Administrator – Kester Gordon kester.gordon@med.govt.nz
- └ New Zealand Call Center
- └ Website - <http://www.nzrelay.co.nz/>



North Carolina

- └ Contract Status
 - └ Contract Term: 10/01/91 – 06/30/12
 - └ TRS, CapTel and RCC
 - └ Contract Administrator – Pamela A. Lloyd (800) 999-5737
- └ TRS Service
 - └ Network Solution
 - └ Inbound Calls 40,119
 - └ Local calls 89%
 - └ Average Session Minutes 3.59
 - └ Service Level 92%
 - └ Number of Active Subscribers 12,706
- └ CapTel Service
 - └ Inbound Calls 45,299
 - └ Average Session Minutes 3.12
 - └ Service Level 98%
 - └ Number of Active Subscribers 891
- └ Website - <http://www.relaync.com/>

North Dakota

- └ Contract Status
 - └ Contract Term: 07/26/93 – 06/30/09
 - └ Contract Administrator – Roxy Ennen (701) 328-2300
- └ TRS Service
 - └ Network Solution
 - └ Inbound Calls 4,764
 - └ Local calls 88%
 - └ Average Session Minutes 3.64
 - └ Service Level 92%
- └ CapTel Service
 - └ Inbound Calls 2,469
 - └ Average Session Minutes 3.93
 - └ Service Level 98%
 - └ Number of Active Subscribers 34
- └ Website - <http://www.relaynorthdakota.com/>



Ohio

- └ Contract Status
 - └ Contract Term: 11/11/97 – 06/30/09
 - └ Contract Administrator – Beth Blackmer (614) 466-4054
- └ TRS Service
 - └ Dayton, OH
 - └ Inbound Calls 71,927
 - └ Local calls 86%
 - └ Average Session Minutes 4.36
 - └ Service Level 90%
- └ CapTel Service
 - └ Inbound Calls 22,391
 - └ Average Session Minutes 4.27
 - └ Service Level 98%
 - └ Number of Active Subscribers 369
- └ Website - <http://www.ohiorelay.com/>

Oklahoma

- └ Contract Status
 - └ Contract Term: 11/15/93 – 11/14/11
 - └ Contract Administrator – Bob Stafford (405) 840-1800
- └ TRS Service
 - └ Network Solution
 - └ Inbound Calls 16,124
 - └ Local calls 84%
 - └ Average Session Minutes 4.44
 - └ Service Level 91%
- └ CapTel Service
 - └ Inbound Calls 5,592
 - └ Average Session Minutes 3.49
 - └ Service Level 98%
 - └ Number of Active Subscribers 109
- └ Website - <http://www.oklahomarelay.com/>



Oregon

- └ Contract Status
 - └ Contract Term: 04/01/92 – 06/30/09
 - └ Contract Administrator – Jon Cray Jon.cray@state.or.us
- └ TRS Service
 - └ Network Solution
 - └ Inbound Calls 21,042
 - └ Local calls 83%
 - └ Average Session Minutes 3.64
 - └ Service Level 92%
 - └ Number of Active Subscribers 7,741
- └ CapTel Service
 - └ Inbound Calls 34,724
 - └ Average Session Minutes 2.86
 - └ Service Level 98%
 - └ Number of Active Subscribers 737

Puerto Rico

- └ Contract Status
 - └ Contract Term: 08/30/01 – 06/30/09
 - └ Contract Administrator – Roberto Miranda (787) 756 - 0804 Ext. 223
 - └ Includes EDP
- └ TRS Service
 - └ Network Solution
 - └ Inbound Calls 9,723
 - └ Local calls 90%
 - └ Average Session Minutes 1.33
 - └ Service Level 92%
 - └ Number of Active Subscribers 5,489

South Carolina

- └ Contract Status
 - └ Contract Term: 03/31/92 – 09/31/13
 - └ Contract Administrator – Dawn Hipp (803) 737-0814
- └ TRS Service
 - └ Network Solution
 - └ Inbound Calls 26,465
 - └ Local calls 81%
 - └ Average Session Minutes 3.94
 - └ Service Level 91%
 - └ Number of Active Subscribers 7,741
- └ CapTel Service
 - └ Inbound Calls 17,983
 - └ Average Session Minutes 2.91
 - └ Service Level 98%
 - └ Number of Active Subscribers 295
- └ Website - <http://www.relaysouthcarolina.com/>

South Dakota

- └ Contract Status
 - └ Contract Term: 06/01/92 – 05/31/10
 - └ Facilities and Technology provider to CSD for TRS Services and CapTel Services
 - └ Contract Administrator – Janet Ball (605) 773-4547
- └ TRS Service
 - └ Sioux Falls, SD
 - └ Inbound Calls 5,250
 - └ Service Level 91%
- └ CapTel Service
 - └ Inbound Calls 4,553
 - └ Average Session Minutes 4.97
 - └ Service Level 98%
 - └ Number of Active Subscribers 75
- └ Sprint does not provide marketing services for South Dakota.

Tennessee

- └ Contract Status
 - └ Contract Term: 09/01/05 – 08/31/10
 - └ Contract Administrator – Miki Murphy-Cline (800) 342-8359 #206
 - └ CapTel and RCC
- └ CapTel Service
 - └ Inbound Calls 17,424
 - └ Average Session Minutes 2.65
 - └ Service Level 98%
 - └ Number of Active Subscribers 282

Texas

- └ Contract Status
 - └ Contract Term: 09/01/90 – 08/31/11
 - └ TRS, CapTel, EDP for Wireless devices
 - └ Contract Administrator – Mike Renfro (512) 936-7145
- └ TRS Service
 - └ Austin, TX and Lubbock, TX
 - └ Inbound Calls 124,586
 - └ Local calls 81%
 - └ Average Session Minutes 3.05
 - └ Service Level 92%
 - └ Number of Active Subscribers 46,383
- └ CapTel Service
 - └ Inbound Calls 42,174
 - └ Average Session Minutes 3.53
 - └ Service Level 98%
 - └ Number of Active Subscribers 858



Utah

- └ Contract Status
 - └ Contract Term: 01/28/00 – 01/28/10
 - └ Contract Administrator – Julie Orchard (801) 530-6713
- └ TRS Service
 - └ Network Solution
 - └ Inbound Calls 11,260
 - └ Local calls 85%
 - └ Average Session Minutes 3.46
 - └ Service Level 91%
 - └ Number of Active Subscribers 4,465
- └ CapTel Service
 - └ Inbound Calls 11,810
 - └ Average Session Minutes 3.81
 - └ Service Level 98%
 - └ Number of Active Subscribers 187
- └ Website - <http://www.relayutah.gov/>

Vermont

- └ Contract Status
 - └ Contract Term: 07/01/02 – 06/30/10
 - └ Contract Administrator – Susan Paruch (802) 828-4015
- └ TRS Service
 - └ Network Solution
 - └ Inbound Calls 3,395
 - └ Local calls 75%
 - └ Average Session Minutes 4.28
 - └ Service Level 91%
 - └ Number of Active Subscribers 1,019
- └ CapTel Service
 - └ Inbound Calls 6,493
 - └ Average Session Minutes 2.83
 - └ Service Level 98%
 - └ Number of Active Subscribers 114
- └ Website - <http://www.vermontrelay.com/>



Virginia

- └ Contract Status
 - └ Contract Term: 04/01/04 – 03/31/09
 - └ Contract Administrator – Clayton Bowen (804) 662-9704
- └ CapTel Service
 - └ Inbound Calls 31,843
 - └ Average Session Minutes 3.47
 - └ Service Level 98%
 - └ Number of Active Subscribers 536
- └ Website - <http://www.relaysouthcarolina.com/>

Washington

- └ Contract Status
 - └ Contract Term: 06/28/98 – 08/27/10
 - └ Contract Administrator – Eric Raff (360)902-8000
- └ TRS Service
 - └ Network Solution
 - └ Inbound Calls 39,767
 - └ Local calls 80%
 - └ Average Session Minutes 3.56
 - └ Service Level 93%
- └ CapTel Service
 - └ Inbound Calls 10,786
 - └ Average Session Minutes 3.86
 - └ Service Level 98%
 - └ Number of Active Subscribers 243
- └ Website - <http://www.vermontrelay.com/>

PREVIOUS CUSTOMERS

- └ **Arizona**
 - └ Sherry Collins
 - └ Arizona Council for the Hearing Impaired
 - └ (602) 542-3365
- └ **Iowa**
 - └ Joni Nicoll
 - └ Dept. of Commerce, Utilities Division
 - └ (515) 281-6441



- ┌ **Maryland**
 - ┌ Brenda Kelley-Frey
 - ┌ Dept. of Budget & Management, Telecommunication Access of Maryland
 - ┌ (410) 767-4204
- ┌ **Massachusetts**
 - ┌ Marilyn Benoit
 - ┌ Administrator, MA TRS - MA EDP, Verizon
 - ┌ (508) 480-1484 Voice (508) 480-1502 TTY
- ┌ **Montana**
 - ┌ Connie Phelps
 - ┌ Montana Telecommunications Access Program
 - ┌ (406) 444-4290 V/TTY (406) 444-5999 Fax
- ┌ **Wyoming**
 - ┌ Lori Cielinski
 - ┌ WY Relay Consultant
 - ┌ (800) 452-1408

(2) *The bidder shall retain the name, Ohio Relay Service, for the service it proposes and shall not include in that name any references to or endorsements of the bidder's company.*

Sprint has read, understands and will comply.

Sprint would like to submit for your consideration the marketing samples in the Section IV.D.1 above and ask that you visit the Sprint websites established across the world to market for specific services. While other providers use their corporate website for all State programs, Sprint has a very different approach. With Sprint as your provider, we offer the tools and the resources to make your program appropriate in your community and for your state. Your program is not become Sprint's program, your program benefits from Sprint's resources and talents.



(3) Bidders may propose enhancements to the basic service, however, such enhancements shall be compensated at the per minute rate identified by the bidder in Appendix B of this RFP, unless otherwise noted. The proposed enhancements may include, but are not limited to, the following:

- (a) interstate calling capability, however, costs resulting from the provision of interstate calling will not be borne by the state and adequate safeguards must be established to ensure that intrastate service quality and fiscal accountability are maintained. Further, the bidder must identify the specific safeguards which it will use to ensure that no such costs arising from interstate service will be paid by the state;

Sprint has read, understands and will comply.

Sprint will continue to offer Ohio Relay users' access to FCC certified, federally funded interstate and international relay services. Sprint processes interstate and international calls with the same technology and attention to quality as intrastate Ohio Relay calls.

Ohio Relay users will be able to place interstate calls to any point within Ohio by utilizing one of the designated Ohio Relay toll-free numbers, and from all points outside of the United States to Ohio by dialing: 1-605-224-1837.

As a global telecommunications company, Sprint Relay interconnects fully with the international system as a part of the contract price.

Sprint will seek reimbursement for the processing of interstate and international calls from the National Exchange Carrier Association (NECA). NECA administers the TRS interstate Fund by closely monitoring payments into the fund by Telecommunications Providers and fund disbursements to Relay Service Providers. The minutes reimbursed by NECA are listed on the invoice as a reduction to the total minutes of service for the month. The State of Ohio is not invoiced for minutes associated with the relaying of international calls. Users of Ohio Relay who place toll calls will be billed only for the toll portion of the call by the Caller's Carrier-of-Choice (COC).

As a global telecommunications company, Sprint Relay interconnects fully with the international system as a part of the contract price. The CDRs of International calls will be flagged with a unique value recognized by the Sprint billing system. This ensures accurate International billing.



(b) service to users of languages other than ASL, Spanish, and English.

Sprint has read, understands and will comply.

Sprint Relay currently provides full TRS and STS relay service in:

- ┘ English
- ┘ Spanish
- ┘ Written ASL

These specialized relay services are provided at dedicated gates. Proficient, bilingual CAs provide full relay service (not just translation). Bilingual workstations are modified to provide macros and other functions to the caller in their preferred languages. Sprint provides these multi-language services as part of our standard relay platform. There are no additional charges for these services. A Standard Features Matrix detailing the complete list of Sprint standard features can be found in **Appendix H**.

(4) Bidders must submit an explanation as to how they intend to handle input, i.e., recommendations and concerns from the CAB.

Sprint has read, understands and will comply.

Sprint believes strongly in the value of consumer input from Ohio Relay users, the Ohio Relay Consumer Council (ORCC), Contract Administrators and key organizations. Feedback from our customers has had a dramatic impact on the Sprint Relay quality of service since 1990.

Many of the services we offer today as enhancements beyond the basic requirements of the ADA were the result of consumer input. Examples include:

- ▶ VCO
- ▶ 2-Line VCO
- ▶ Video Relay Services
- ▶ Sprint Relay On-Line
- ▶ Relay Conference Captioning
- ▶ CapTel™
- ▶ Speech-to-Speech services which were established with input from Dr. Robert Segalman (California) and other speech-disabled customers.
- ▶ Web CapTel and WebCapTel On-the-Go



ORCC AND END USER FEEDBACK

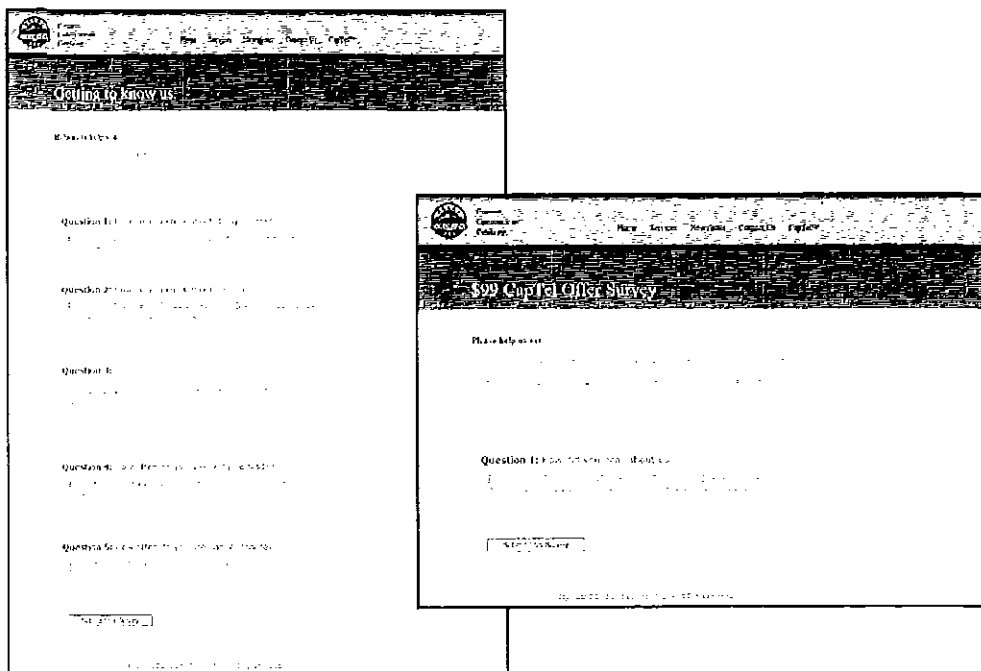
The Ohio Relay Consumer Council (ORCC), also referred to as the Consumer Advisory Board (CAB), has been an invaluable resource to Sprint providing feedback and suggestions that have resulted in products and enhancements. As demonstrated in Section III.I.3, the members of the ORCC recommend Sprint for the next contract term.

Sprint has addressed all requests for information and concerns of the ORCC. Copies of the minutes from recent meetings have been provided in Appendix P with no outstanding issues.

FORMAL FEEDBACK PROGRAM

If selected to continue as the next Ohio Relay provider, Sprint intends to develop a pre-paid survey card to be distributed to evaluate the effectiveness of Ohio Relay.

Survey cards will be distributed at all community forums, town hall meetings, trade shows and other community events attended. Consumers will have the opportunity to fill out the cards at that time, which will be collected at the conclusion of each event.



Getting to know us

How often do you use CapTel?

Question 1: How often do you use CapTel?

Question 2: How often do you use CapTel?

Question 3: How often do you use CapTel?

Question 4: How often do you use CapTel?

Question 5: How often do you use CapTel?

\$99 CapTel Offer Survey

How often do you use CapTel?

Question 1: How often do you use CapTel?

Question 2: How often do you use CapTel?

Sample CapTel Survey from Colorado



Consumer Input Solicitation via Electronic Communication

Sprint will also send out direct mail electronically to individuals on the mailing list periodically, requesting consumer input and directing Ohio Relay users to the website to complete online surveys and offer feedback.

PARTNERS

The Deaf and Hard of Hearing communities of Ohio have benefited greatly by Sprint's program that combines feedback and sponsorship throughout the State. Sprint believes in teamwork and our successful outreach is a result of the strong relationships that have been formed with the grassroots, community leaders, and agencies including:

Sponsorship	Address	Date
Mature Living News	1946 N 13th St Ste 439 Toledo, OH 43624	Sep-2007
Deaf Services Center for Kids Camp	5858 N. High Street Columbus, OH 43085	Aug-2006
Deaf Services Center for Kids Camp	5858 N. High Street, Columbus, OH 43085	Aug-2007
ASL FILMS 5 City tour in Ohio	11322 Niagara Drive, Fishers, IN 46038	Oct-2006
National Christian Convention of the Deaf	3565 Bixby Road, Groveport, OH 43215	Sep-2007
Deaf Services Center for Kids Camp	5858 N. High Street, Columbus, OH 43085	Nov-2006
CSD of Ohio breakout session	4041 N. High Street, Suite 400, Columbus, OH 43214	Apr-2006
CSD of Ohio breakout session	4041 N. High Street, Suite 400, Columbus, OH 43214	Aug-2007
CSD of Ohio for Deaf mental health conference and banquet	4041 N. High Street, Suite 400, Columbus, OH 43214	Dec-2007
National Christian Convention of the Deaf	3565 Bixby Road, Groveport, OH 43215	Aug-2007
Dummy Hoy, LP for 200 DVD of Deaf Baseball Player DocuDrama	9909 Topanga Canyon Blvd #337, Topanga Canyon, CA 91311	Oct-2007
Ohio School for the Deaf Athletic Booster Club	500 Morse Road, Columbus, OH	Jan-2008
CSD of Ohio for Movie Nights	4041 N. High Street, Suite 400, Columbus, OH 43214	Oct-2006
Deaf Awareness Day Committee	1004 South Brown School Rd, Vandalia, OH 45377	May-2006
Deaf Services Center for Golf Fundraiser and website assistance	5858 N. High Street, Columbus, OH 43085	Apr-2006



Sponsorship	Address	Date
Ohio Association for the Deaf for Gala	278 Archwood Avenue Munroe Falls, OH 44262	Apr-2006
Ohio School for the Deaf Alumni Association	901 S. Sunbury Rd. Westerville, OH 43081	Oct-2007
Ohio Association for the Deaf for baseball event and picnic event	6858 New Rock Drive, New Albany, OH 43054	Jun-2007
Deaf Health Fair	N/A Cincinnati, OH	Jan-2006
Ohio Association for the Deaf for workshop	6858 New Rock Drive New Albany, OH 43054	Nov-2006
Ohio School for the Deaf Athletic Booster Club	500 Morse Road Columbus, OH	Sep-2007
Ohio Association for the Deaf for Deaf Fair	6858 New Rock Drive New Albany, OH 43054	Oct-2007
Columbus Association of the Deaf for Parliamentary Procedure workshop	PO Box 7777 Columbus, OH 43307	Jan-2008
CSD of Ohio workshop	4041 N. High Street, Ste. 400 Columbus, OH 43214	Mar-2006
NorthEast Ohio Senior Citizens of the Deaf, Inc. for support	347 Brandford Dr. Richmond Heights, OH 44143	Nov-2006
Ohio School for the Deaf Athletic Booster Club	500 Morse Road Columbus, OH	Jan-2008
The Buckeye Club of the Deaf	PO BOX 14910, Columbus, OH 43214	Oct-2007
The Buckeye Club of the Deaf	PO BOX 14910, Columbus, OH 43214	Jan-2008
Ashtabula Deaf Club	P.O. Box 3261, Warren, OH 44485	Apr-2007
Blind Ohio Association for the Deaf Blind	P.O. Box 32015, Cincinnati, OH 43232	Aug-2006
Family Service Association for Deaf Kids Picnic	184 Salem Ave, Dayton, OH 45406	Aug-2006
Liberty Baptist Church for the Deaf for Kids Ice Cream event	1552 Elmore Avenue, Columbus, OH 43224	Aug-2006

Figure IV-25. Sprint's Relay Sponsorship Partners

Sprint intends to continue this tradition with the new contract. As explained in Section IV.B.2, Sprint will provide \$45,000 in the first year to a local agency to provide Outreach and Education. In addition this agency will support gathering customer input from the community via formal and informal programs.

FORMAL BENCHMARKING

In order to provide the highest quality relay service, Sprint also conducts routine assessments on its quality and products and uses consumer input to improve its services.

- ▶ Customer Contacts are a vital component to evaluating TRS. Emma Danielson, the Program Manager will continue to work closely with Sprint Training to identify trends in customer feedback and address the issues using the Quality Program. All of the Customer Contacts made will be included in a monthly report and this report will be provided to CAB.
- ▶ External Quality Assessments are conducted by an independent, third-party testing company to measure the quality of Sprint Relay versus that of our competitors in these five areas using a statistically significant sampling.
- ▶ Internal Quality Assessments are also conducted by our internal Operations team based on trends in consumer input.
- ▶ Recommendations and suggestions for new products or a higher quality service that are made by users are carefully evaluated for implementation.

THE PEOPLE AT SPRINT

The success of Sprint Relay is due in large part to the direct involvement of deaf and hard of hearing employees who are themselves users of the service. Sprint is the leading employer of deaf and hard of hearing people in the TRS industry, employing over 30 deaf or hard of hearing team members. These employees, along with their spouses, children, parents, and siblings, have the same communication needs and concerns as that of the communities where we provide service. It is these individuals who have had the greatest influence on the development and quality of Sprint Relay's products and services. The Sprint Relay Team lives and works within the deaf and Hard of hearing communities we support. As daily users of Relay and CapTel services, we are fully committed to the excellence of these services.

STARS

In addition to the expertise of Sprint's team members, Sprint believes in the involvement of its customers and has established an annual three-day conference for the Relay Administrators of its Relay customers, collectively referred to as STARS (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 and CapTel.



Please review the attached DVD for comments and perspectives from several of Sprint's TRS Contract Administrators and members of management discussing Sprint's philosophy and history of customer feedback driving the services offered.

- (5) *Bidders must submit an explanation as to how they will satisfy the requirement to handle emergency calls from both: (1) callers in regions served by 9-1-1, and (2) callers in regions not served by 9-1-1.*

Sprint has read, understands and will comply.

Sprint's emergency solution covers both regions served by 9-1-1 and those callers who are not in 9-1-1 regions using the standard practices that are outlined in Section III.A.3.

Sprint routes emergency calls by utilizing location information, along with a complex logic structure. The highly accurate PSAP boundaries are based upon jurisdictional areas and territorial boundaries such as State lines and includes unpopulated areas where emergencies can (and do) occur. Because rural areas and some suburbs have no PSAP facilities, Sprint's database also includes information on the local sheriff or police departments who respond to emergencies in those areas.



V. SELECTION CRITERIA

A. Selection Process

Following receipt of all timely filed proposals, Commission staff will review all timely filed responses, and submit its recommendation to the Commission. Staff will base its recommendation on the bidder's proposal which is most advantageous to the state of Ohio considering: price; the interests of persons who are members of the communicatively disabled community in having access to a high-quality, technologically-advanced telecommunications system; and all other factors identified in this RFP.

Sprint has read, and understands.

B. Evaluation Criteria

(1) Disqualification for Failure to Meet RFP's Mandatory Requirements

Failure by the bidder to demonstrate its ability to meet all mandatory requirements of this RFP, as set forth in the Pass/Fail Chart comprising Appendix C to this RFP, will result in immediate disqualification. The Commission shall use its own judgment to select a provider based on the record as a whole and its own assessment of the submitted, qualified bids considering: price; the interests of persons who are members of the communicatively disabled community in having access to a high-quality, technologically-advanced telecommunications system; and all other factors identified in this RFP.

Sprint has read and understands.



(2) *100-Point Scoring System, Applicable to Specific Criteria Beyond the RFP's Mandatory (Pass/Fail) Requirements*

The Commission will use a 100-point scoring system in evaluating, using its own discretion, the extent to which qualified bids, i.e., those which meet all mandatory requirements set out in Appendix C to this RFP, meet certain specific additional evaluation criteria. These additional evaluation criteria, along with the maximum number of points assigned to each, out of the 100-point scoring system are depicted on the following chart.

<i>Evaluation Criteria</i>	<i>Maximum Points Applicable to this Evaluation Criterion</i>
1) <i>Experience in providing TRS</i>	<i>(total of 10 possible points)</i>
2) <i>References from outside sources, submitted by the bidder as part of the bid submission process, to be evaluated on how well they describe or otherwise substantiate the bidder's wherewithal to provide TRS in an excellent manner.</i>	<i>(total of 5 possible points)</i>
3) <i>Evidence of bidder's ability and/or willingness to provide the latest advancements in technology without decreasing the quality or value from a cost perspective of TRS service.</i>	<i>(total of 10 possible points)</i>
4) <i>Method for transition between contract periods, from one carrier to another, if necessary, in a timely and efficient manner.</i>	<i>(total of 10 possible points)</i>
5) <i>Demonstrated willingness to hire and promote those from the community of communicatively disabled persons.</i>	<i>(total of 10 possible points)</i>
6) <i>Method of regularly obtaining and making use of feedback on service quality issues pertaining to TRS.</i>	<i>(total of 10 possible points)</i>
7) <i>Lowest qualified submitted rate quote. All bidders will be ranked by price. The highest price bidder will receive the lowest number of points and the lowest price bidder will receive the highest number of points.</i>	<i>(total of 15 possible points)</i>
8) <i>Bidder commitment to process up to 85 percent of ORS calls through an Ohio relay center.</i>	<i>(total of 5 possible points)</i>
9) <i>The quality, overall, of the relay service that the bidder is proposing to provide to Ohio's citizens.</i>	<i>(total of 25 possible points)</i>

Sprint has read and understands.



C. Award

The Commission shall issue an order in Case No. 08-439-TP-COI setting forth the chosen bidder.

Sprint has read and understands.







VI. CONDITIONS



A. Performance

- (1) *The Commission expects all bid proposals submitted in response to this RFP to cover a four-year period, running from July 1, 2009, through June 30, 2013. In making its selection, it is the Commission's intention to establish a contract between the state of Ohio (through the Commission) and the selected bidder that, unless it is terminated sooner, will remain in effect for four years, plus any optional renewal periods. However, such contract will be subject to biennial review and approval by the Controlling Board of Ohio (Controlling Board). The Commission shall issue an order selecting the provider for the TRS for the period of July 1, 2009 through June 30, 2011. The order will establish the performance requirements which the provider will be required to meet. The order shall include, either implicitly or explicitly:*

- (a) the RFP and any amendments thereto;*
- (b) the provider's offer submitted in response to the RFP; and*
- (c) any additional terms and conditions deemed by the Commission to be in the public interest.*

Sprint has read, understands and will comply.

- (2) *The Commission reserves the right to negotiate with the provider or make other additions, deletions, or changes to the order, provided that no such addition, deletion, or change would, in the sole discretion of the Commission, unduly affect the evaluation criteria set forth in this RFP.*

Sprint has read, understands and will comply.

- (3) *At any time, the Commission may consider the introduction of additional technologies and corresponding services, upon a demonstration of the viability of such services on both a technological and economical basis.*

Sprint has read, understands and will comply.

- (4) *None of the rights, duties, or obligations in this Contract will be binding on the State, and the contractor will not begin performance, until all of the following conditions have been met:*

- (a) the Director of the Office of Budget and Management has certified the availability of funds, as required by Section 126.07 of the Ohio Revised Code; and*
- (b) approval of this contract is given by the Controlling Board of Ohio.*

Sprint has read, understands and will comply.

B. Term

Unless this contract is terminated, it will remain in effect for four years, plus any optional renewal periods. However, the Commission cannot commit that the Controlling Board will approve the contract beyond a biennium period. Thus, at the end of the first biennium, which is June 30, 2011, the Commission shall, absent the selected bidder's failure to meet the terms and conditions of the contract, submit the contract to the Controlling Board for its approval for the second biennium, under the terms of the original bid. If the Controlling Board fails to approve the renewal of the contract, the Commission will still try to negotiate a mutually acceptable agreement with the selected bidder that meets with the Controlling Board's approval.

Acceptance by the Commission of a bid proposal that includes only a four-year initial contract period would not preclude the Commission from later considering retaining the selected bidder for an optional renewal contract period. Any contract extension beyond the four-year initial contract period should be based upon a mutual agreement between the Commission and the selected bidder and may include terms, conditions, or prices that differ from those that apply during the four-year initial contract between the Commission and the selected bidder.

Sprint has read, understands and will comply.

C. Conflicts

In the event of a conflict in language between the documents referenced above, the provisions and requirements set forth and/or referenced in the RFP shall govern. In the event that an issue is addressed in one document that is not addressed in the other document, no conflict in language shall be deemed to occur. However, the Commission reserves the right to clarify any contractual relationship in writing and such written clarification must govern in case of conflict with the applicable requirements stated in the RFP or the provider's proposal. In all other matters not affected by the written clarification, the RFP shall govern. The Commission shall resolve conflicts pursuant to the authority granted to it by the ADA, the FCC, and the state of Ohio.

Sprint has read, understands and will comply.

D. Deviations from the RFP

The stated requirements appearing elsewhere in this RFP shall become a part of the terms and conditions of any resulting contract and Commission order. Any deviations from the RFP must be defined in the bidder's proposal and expressly approved by the Commission.

Sprint has read, understands and will comply.

E. Modification

No modification or change of any provision in the performance requirements shall be made, or construed to have been made, unless such modification is incorporated as a written amendment by order of the Commission.

Sprint has read, understands and will comply.

F. Contract and Order Variation

If any provisions of the contract or performance requirements of the order (including terms incorporated by reference) is declared or found to be illegal, unenforceable, or void, then the Commission and the provider shall be relieved of all obligations arising under such provision. If the remainder of the contract or order is capable of performance, it shall not be affected by such declaration or finding and shall be fully performed.

Sprint has read, understands and will comply.

G. Waiver

No covenant, condition, duty, obligation, or undertaking contained in or made a part of either the contract or performance requirements of the order will be waived except by the written agreement of the parties with the concurrence of the Commission. Forbearance or indulgence in any other form or manner by either party in any regard whatsoever shall not constitute a waiver of the covenant, condition, duty, obligation, or undertaking to be kept, performed, or discharged by the party to which the same may apply. Furthermore, until complete performance or satisfaction of all such covenants, conditions, duties, obligations, and undertakings, any other party shall have the right to invoke any remedy available under law or equity, notwithstanding any such forbearance or indulgence. Any consent by any party to or waiver of a failure by the other, whether express or implied, shall not constitute a consent of, waiver of, or excuse for any other different or subsequent failure.

Sprint has read, understands and will comply.

H. Entire Agreement

The contract and performance requirements of the order shall represent the entire agreement between the parties with respect to the services provided under the contract and order and supersede all prior negotiations, representations, or agreements, either written or oral, between the Commission and the provider and shall be independent of and have no effect upon any other agreements.

Sprint has read, understands and will comply.

I. Federal and Ohio Laws

- (1) This RFP and the contract are subject to the laws of the state of Ohio and, where applicable, federal law.*
- (2) The contract shall be construed according to the laws of the state of Ohio. Any legal proceedings regarding this RFP or the resultant contract shall be brought before the Commission.*

Sprint has read, understands and will comply.

J. Changes in the Scope of the Contract and the Performance Requirements

The Commission may by a written order and in response to directives issued by the FCC pertaining to TRS performance requirements make changes within the general scope of the performance requirements of the ORS. No changes in scope are to be conducted except with the approval of the Commission. If any such change causes an increase or decrease in the cost of, or the time required for, the performance of any part of the work under the contract, whether changed or not changed by any such order, an adjustment may be made in the performance requirements and shall be modified in writing according to the requirements of this RFP. To the extent such a change affects the contract, necessary amendments shall be made.

Sprint has read, understands and will comply.

K. Provider's Responsibility

Any contracts that may result from the RFP shall specify that the provider chosen by the Commission is solely responsible for fulfillment of the contract.

Sprint has read, understands and will comply.

L. Performance Assignment

The provider shall not assign the obligation to perform in accordance with the RFP and the Commission's order in whole or in part without the prior written consent of the Commission.

Sprint has read, understands and will comply.

M. Provider's Personnel

Personnel commitments identified in the provider's proposal shall be considered mandatory to the work performed under this RFP. Replacement of such personnel shall be with personnel of equal ability and qualifications.

Sprint has read, understands and will comply.

N. Force Majeure

The provider will not be liable for failure to perform its obligation in accordance with the RFP and the Commission's order if such failure arises out of causes beyond the control and without the fault or negligence of the provider. Such causes may include, but are not limited to, acts of God, fires, quarantine restriction, strikes, and freight embargoes. The provider will take all possible steps to recover from such occurrences.

Sprint has read, understands and will comply.

O. Advertising-Award

The provider agrees not to refer to awards in commercial advertising in such a manner as to state or imply that the firm or its services are endorsed or preferred by the Commission or the state of Ohio.

Sprint has read, understands and will comply.

P. Permits, licenses, Taxes, and Registrations

- (1) The provider shall procure all necessary permits and licenses and abide by all applicable laws, regulations, and ordinances of all federal, state, and local governments in which work to provide the TRS is performed.*
- (2) The provider shall pay any and all sales, use, property, or other taxes arising out of its provision of the TRS. Any taxes levied upon this transaction, and the equipment or services delivered pursuant hereto, shall be borne by the provider.*
- (3) The provider must furnish certification of authority to conduct business in the state of Ohio. Certification is obtained from the secretary of state. The provider need not be registered with the secretary of state before responding to this RFP.*

Sprint has read, understands and will comply subject to the understanding that Sprint will recognize and honor all validly and properly issued and executed tax exemption certificates delivered by Customer and statutory exemptions and will not bill Customer for any such exempted taxes. Customer will not be responsible for payment of Sprint's direct income and employment taxes. Sprint's rates and charges for products and services do not include taxes. Customer will pay all applicable taxes including, but not limited to, sales, use, gross receipts, excise, value-added, property, transaction, or other local, state, or national taxes or charges imposed or based on the provision, sale or use of Products or Services

Q. Insurance

The TRS provider shall furnish and maintain such public liability and property damage insurance sufficient to protect itself and any subcontractor from claims for damages for personal injury, including accidental death, except by persons protected by workers compensation statute, and from claims for property damages, which may arise from operations and provision of the TRS, whether such operations be those of the TRS provider or a subcontractor or anyone directly or indirectly employed by either of them. The amounts of such insurance shall be \$2 million for public liability, and \$1 million for property damage.

Unless the self-insurance option is exercised, the contractor shall furnish the Commission with certificates of insurance covering each of the several items of insurance heretofore mentioned.

The TRS provider, if it can sufficiently document to the Commission its financial ability to do so, shall have the option to meet the insurance obligations required under this section through self-insurance. In the event a bidder elects to exercise this option, it shall provide sufficient assurance to the Commission that the bidder's own organization, its parent, or an affiliate stands ready to dedicate the financial resources necessary to protect itself and any subcontractor from claims for damages for personal injury, including accidental death, except by persons protected by workers compensation statute, and from claims for property damages, which may arise from operations and provision of the TRS, whether such operations be those of the TRS provider or a subcontractor or anyone directly or indirectly employed by either of them. The amounts of such self-insurance shall be \$2 million for public liability, and \$1 million for property damage.

Sprint has read, understands and will comply.

R. Performance Bond

Upon the Commission's selection of the provider, and prior to actual commencement of service, the TRS provider must procure a performance bond necessary to guarantee uninterrupted provision of TRS. The amount of the performance bond will be \$1 million annually. The Commission may require and/or the TRS provider may request an adjustment to the amount of the bond in subsequent years.

Bidders who are financially able shall have the option to self-insure such performance bond. In the event a bidder elects to exercise this option, it shall provide sufficient assurance to the Commission that the bidder's own organization, its parent, or an affiliate stands ready to dedicate the financial resources necessary to ensure that the bidder is able to meet the obligations required by this RFP. The bidder shall further demonstrate that its organization, parent, or affiliate possesses the necessary financial resources to fund the requirements of this RFP, and that its organization, parent, or affiliate is financially sound. If assurance is provided by a parent or affiliate, the bidder shall furnish, at a minimum, an attested statement from its parent or affiliate that it will dedicate the financial and other resources necessary to perform the duties required by this RFP, in the event the bidder is unable to meet its obligations.

Sprint has read, understands and will comply.

S. Employment Practices

- (1) *The provider shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, age (except as provided by law), marital status, political affiliations, or disability. The provider must take affirmative action to ensure the employees, as well as applicants for employment, are treated without discrimination because of their race, color, religion, sex, national origin, age (except as provided by law), marital status, political affiliations, or disability. Such action shall include, but is not limited to, the following: employment, promotion, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. Bidders are strongly encouraged to employ throughout their organization persons who are communicatively disabled. Submitted bid proposals should demonstrate how this goal is or will be accomplished.*
- (2) *The provider shall, in all solicitations or advertisements for employees placed by or on behalf of the provider, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age (except as provided by law), marital status, political affiliation, or disability, except where it relates to a bona fide occupational qualification.*
- (3) *The provider shall comply with the nondiscriminatory clause contained in the Federal Executive Order 11246, as amended by Federal Executive Order 11375, relative to Equal Employment Opportunity for all persons without regard to race, color, religion, sex, or national origin, and the implementing rules and regulations prescribed by the Secretary of Labor of the United States and with 41 C.F.R. § 60. The provider shall comply with related state of Ohio laws and regulations.*

The provider shall comply with regulations issued by the Secretary of Labor of the United States, pursuant to the provisions of Executive Order 11758 and the Federal Rehabilitation Act of 1973. The provider shall comply with the Civil Rights Act of 1964, and any amendments thereto, and the rules and regulations hereunder.

Sprint has read, understands and will comply.

T. Accounting Requirements

The provider shall establish and maintain an accounting system in accordance with the applicable FCC Uniform System of Accounts or generally accepted accounting principles (GAAP). The accounting system shall maintain records pertaining to the tasks defined in the RFP and any other related costs and expenditures. The costs properly applicable to the provision of the TRS shall be readily ascertainable from such records.

Sprint has read, understands and will comply.

U. Audit Requirements

The selected provider will be subject to an independent audit when required by the Commission. However, the Commission will not require an independent audit to be performed on a regular basis, but rather will only require it if and when it makes a formal determination that, due to extraordinary circumstances, such an audit might prove useful or be necessary in order to protect the integrity of the TRS. This audit will verify the service's usage patterns and calling volumes. The cost of this audit will be borne by the successful bidder. The independent auditor shall be selected by the successful bidder, subject to approval by the Commission.

Sprint has read, understands and will comply.

V. Records Retention

Authorized Commission representatives shall have access to and the right to examine and copy the items listed below. Delivery of and access to the listed items shall be at no cost to the Commission. Specifically, the provider shall preserve and make available to the Commission the following:

- (1) All books, documents, papers, and records related to the provision of the TRS for a period of six years from the expiration or termination of the provision of the TRS.*
- (2) Records involving matters in litigation shall be kept for one year following the termination of litigation and associated appeals if the litigation has terminated within six years.*

Sprint has read, understands and will comply subject to the understanding that upon reasonable prior written notice, Sprint shall make records relating to the contract available to Customer at Sprint's business offices during normal business hours for inspection, examination or audit.

W. Independent Price Determination

By submission of a proposal, the bidder certifies the following:

- (1) The prices in the proposal have been arrived at independently, without consultation, communication, or agreement for the purpose of restricting competition, as to any matter relating to such costs with any other bidder or with any competitor.*
- (2) Unless otherwise required by law, the prices that have been quoted in the proposal have not been knowingly disclosed by the bidder to any competitor.*
- (3) No attempt has been made or will be made by the bidder to induce any other person or firm to submit or not submit a proposal for the purpose of restricting competition.*

Sprint has read, understands and will comply.

X. Offer of Gratuities

By submission of a bid, the bidder certifies that no member of or delegate of Congress, nor any elected or appointed official or employee of the state of Ohio, has or will benefit financially or materially from this procurement. This procurement and contracts arising out of such procurement may be terminated by the Commission if it is determined that gratuities of any kind were either offered to or received by any of the aforementioned officials or employees, from the bidder, his or her agent or employee in return for such procurement.

Sprint has read, understands and is not aware of any member of or delegate of Congress, nor any elected or appointed official or employee of the state of Ohio who has or will benefit financially or materially from this procurement. However, Sprint is a publicly traded company whose shareholders change daily and Sprint has no mechanism to identify whether any of the above referenced individuals are shareholders of Sprint.

Sprint respectfully requests the following be added to the resulting contract:

Warranties Disclaimed. Except as, and then only to the extent, expressly provided in the contract, products and services are provided "as is." Sprint disclaims all express or implied warranties and in particular disclaims all warranties of merchantability, fitness for a particular purpose, and warranties related to equipment, material, services, or software.

Unauthorized Access / Hacking. Sprint is not responsible for any loss, liability, damage, or expense, including attorney's fees, resulting from: (a) any third party claims alleged to arise in any way from unauthorized third party access to, or alteration, theft, or destruction of Customer's data, programs or other information through accident, wrongful means or any other cause while such information is stored on or transmitted across Sprint network transmission facilities or Customer premise equipment; and (b) the content of any information transmitted by, accessed, or received through, Sprint's provision of the products and services to Customer, including, but not limited to, claims (i) for libel, slander, invasion of privacy, infringement of copyright, and invasion or alteration of private records or data; (ii) for infringement of patents arising from the use of equipment, hardware or software not provided by Sprint; or (iii) based on transmission and uploading of information that contains viruses, worms, or other destructive media or other unlawful content.



VII. HOLD HARMLESS

The provider agrees to indemnify, defend, and hold harmless the state of Ohio, its officers, agents, and employees from the following:

- (1) Any claims or losses for service rendered by the provider, person, or firm performing or supplying services, materials, or supplies, in connection with the provision of the TRS;*
- (2) Any third party claims of losses to any person or firm injured or damaged by the acts of the provider, its officers or employees by the publication, translation, reproduction, delivery, performance, use, or disposition of any data processed in a manner not authorized by the Commission, or by federal or state regulations or statutes; and*
- (3) Any failure of the provider, its officers, or employees to observe Ohio laws, including but not limited to labor laws and minimum wages.*

Sprint has read, understands and will comply.


Sprint
Relay



VIII. TERMINATION

A. The obligation to perform resulting from this RFP shall be subject to the following termination provisions:

(1) Termination for Default

- (a) Any provider who is determined in writing by the Commission to be in breach of any of the terms and conditions of the performance requirements may, in the discretion of the Commission, be declared in default and such contract may be terminated as a result of such default. Before reaching any such written determination, the Commission will provide the provider with reasonable notice of the Commission's intention to examine whether such a determination is warranted and allow the provider a reasonable opportunity both to be heard on the matter and to cure any alleged breach before the contract can be terminated.

Sprint has read, understands and will comply.

- (b) A default in performance by a provider for which the obligation to perform may be terminated shall include, but shall not be limited to, a failure to perform according to the terms, conditions, and specifications established by the RFP and the Commission's order.

Sprint has read, understands and will comply.

- (2) Termination for Provider Bankruptcy – In the event of the filing of a petition in bankruptcy by or against the provider, the Commission shall have the right to require the termination of the obligation to perform upon the same terms and conditions as a termination for default.

Sprint has read, understands and will comply.

- (3) Termination for Unavailability of Funds – In the event that the Commission determines that funding becomes unavailable, the Commission shall have the right to terminate both the obligation to perform and the contract without penalty and upon the same terms and conditions as a termination for convenience. Availability of funds will be determined at the sole discretion of the Commission.

Sprint has read, understands and will comply.

B. Procedure for Termination

Upon delivery by certified mail to the provider of a notice of termination specifying the nature of the termination, the extent to which performance of work is terminated and the date upon which performance of work is terminated becomes effective, the provider shall:

- (1) stop work on the date and to the extent specified in the notice of termination;*
- (2) place no further orders for materials, services, or facilities, except as may be necessary for the completion of the work as is not terminated;*
- (3) terminate all orders to the extent that they relate to the performance of work terminated by the notice of termination;*
- (4) complete the performance of such part of the work as shall not have been terminated by the notice of termination; and*
- (5) take such action as may be necessary, or as the Commission may direct, for the protection and preservation of the property and which is in the possession of the provider and in which the Commission has or may acquire an interest.*

Sprint has read, understands and will comply.

C. Termination Claims

- (1) After receipt of a notice of termination, the provider shall submit to the Commission any termination claim in the form and with the certification prescribed by the Commission. Such claim shall be submitted promptly, but in no event later than six months from the effective date of termination, unless one or more extensions in writing are granted by the Commission within such six-month period or authorized extension thereof. However, if the Commission determines that the facts justify such action, it may receive and act upon any such termination claim at any time after such six-month period or extension thereof.*

Sprint has read, understands and will comply.

- (2) Upon failure of the provider to submit its termination claim within the time allowed, the Commission may, subject to any review required by state procedures in effect as of the date of the initiation of the performance obligation determine, on the basis of information available to it, the amount, if any, due to the provider by reason of termination and shall thereupon cause to be paid to the provider the amount so determined.*

Sprint has read, understands and will comply.



- (3) *Subject to the provisions of the previous paragraph and subject to any review required by state procedures in effect as of the date of the initiation of the performance obligation, the provider and the Commission may agree upon the amounts to be paid to the provider by reason of the total or partial termination of the work pursuant to this RFP. The Commission order establishing the performance requirements shall be amended accordingly.*

Sprint has read, understands and will comply.

- (4) *In the event of the failure of the provider and the Commission to agree, in whole or in part, as to the amounts with respect to the costs to be paid to the provider in connection with the total or partial termination of work pursuant to this RFP, the Commission shall determine, on the basis of information available, the amount, if any, due to the provider by reason of termination.*

Sprint has read, understands and will comply.





APPENDIX A – CODE OF ETHICS

SPRINT TRS RELAY CENTERS AGREEMENT REGARDING CONFIDENTIAL CUSTOMER INFORMATION



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

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

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

I have read and understand the Sprint Relay center Agreement Regarding Confidential Customer Information. I agree to comply and understand that failure to do so will lead to company disciplinary action that may result in my termination and/or criminal prosecution. I also understand that ascertaining damages resulting from a breach of this agreement would be difficult. I agree that Sprint shall have the right to an injunction against me, enjoining any such breach without any obligation to post bond. I agree that this will be in addition to and without limiting any other remedies or rights Sprint may have against me.

EMPLOYEE SIGNATURE _____ DATE _____

MANAGER/SUPERVISOR SIGNATURE _____ DATE _____



CAPTEL CONFIDENTIALITY

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

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

A Captionist may feel the need to "vent" about a call due to problems, complaints or stress from handling the call. The Captionist may ask to speak to a Supervisor or other member of management (as long as it wasn't their call) in a private area. Clarify before the conversation you wish to "vent" about a call.

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

Confidentiality Policy

- will not disclose to any individual (outside of a member of the CapTel management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any CapTel call.
- I will not act upon any information received while processing a CapTel call.
- I will not disclose to anyone the names, schedules, or personal information of any fellow worker at CapTel Inc.
- I will not share any information about CapTel calls with anyone except a member of the CapTel Inc. management staff in order to investigate complaints, technical issues, etc.
- I will continue to hold in confidence all information related to the work and calls I have performed while at CapTel Inc. after my employment ends.
- I will never reveal my Captionist ID number in conjunction with my name unless asked by a member of the CapTel Inc. management staff.
- I will not share with anyone any technical aspect of my position at CapTel Inc. unless asked by a member of the CapTel Inc. management staff.
- I will not talk about consumers or call content with any fellow Captionists.
- I will not listen to or get involved in calls taken by fellow Captionists.

I have read the above Confidentiality Policy and understand a breach of confidentiality will result in disciplinary action up to and including termination of employment at CapTel Inc. I recognize the serious and confidential nature of my position and therefore promise to abide by these guidelines.

Employee Name _____

Date _____

– CapTel Copy –





CAPTEL CONFIDENTIALITY

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

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

A Captionist may feel the need to "vent" about a call due to problems, complaints or stress from handling the call. The Captionist may ask to speak to a Supervisor or other member of management (as long as it wasn't their call) in a private area. Clarify before the conversation you wish to "vent" about a call.

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

Confidentiality Policy

- I will not disclose to any individual (outside of a member of the CapTel management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any CapTel call.
- I will not act upon any information received while processing a CapTel call.
- I will not disclose to anyone the names, schedules, or personal information of any fellow worker at CapTel Inc.
- I will not share any information about CapTel calls with anyone except a member of the CapTel Inc. management staff in order to investigate complaints, technical issues, etc.
- I will continue to hold in confidence all information related to the work and calls I have performed while at CapTel Inc. after my employment ends.
- I will never reveal my Captionist ID number in conjunction with my name unless asked by a member of the CapTel Inc. management staff.
- I will not share with anyone any technical aspect of my position at CapTel Inc. unless asked by a member of the CapTel Inc. management staff.
- I will not talk about consumers or call content with any fellow Captionists.
- I will not listen to or get involved in calls taken by fellow Captionists.

I have read the above Confidentiality Policy and understand a breach of confidentiality will result in disciplinary action up to and including termination of employment at CapTel Inc. I recognize the serious and confidential nature of my position and therefore promise to abide by these guidelines.

Employee Name _____

Date _____

– Employee Copy –





APPENDIX B – COST PROPOSAL

RATE PER SESSION MINUTE BIDS

For the Period July 1, 2009 through June 30, 2011

- (1) **Rate per minute for TRS** provisioned in such a way that the bidder obligates itself, to ensure that up to 85 percent of all ORS calls would be processed at a relay center located in the state of Ohio.

(a) TRS rate per minute.....

(b) CapTel rate per minute.....

- (2) **Rate per minute for TRS** provisioned in such a way that the bidder does not obligate itself to ensure that any percentage of all ORS calls would be processed at a relay center located in the state of Ohio.

(a) TRS rate per minute.....

(b) CapTel rate per minute.....

All Minutes above are in “Session” minute rates as defined by this RFP. Rates are fixed and flat for the four year period of July 1, 2009 through June 30, 2013.

CapTel Relay Service is only offered in the Milwaukee and Madison CapTel Relay Centers. Sprint offers to process 85% of TRS Traffic within the State of Ohio under Option 1, but this does not include CapTel traffic. During the term of the proposed contract, if CapTel Relay Service is offered on the Sprint Network, Sprint will work with the Commission to discuss options to handle CapTel traffic in Ohio.

Currently only 45 employees are required to process Ohio Relay TRS Traffic, Sprint’s in-state center offer provides 148 jobs in Dayton, including four visually impaired employees.

Up to 10,000 minutes annually of Relay Conference Captioning (including Mobile Relay Conference Captioning), are provided at no additional cost.

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.

- ..1 Sprint offers 70% discounts on Intrastate Long Distance rates through TRS and CapTel for ORS users.
- 1 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.

- ┐ **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.

APPENDIX C – COMMUNITY SERVICE

DAYTON CALL CENTER COMMUNITY SERVICE OVERVIEW

CSD believes strongly in community involvement. Some of the ways the CSD employees gave back to the community included:

- ┐ Donated over 1,700 school supplies to St. Rita's School for the Deaf in August 2008.
- ┐ Donated 2,533 food items for the community Food Bank in November 2007.
- ┐ Donated \$1,830 to summer leadership camp at Camp Lakodia for Deaf children in need of a scholarship to attend the camp.
- ┐ Presented a Christmas tree with presents to less fortunate Deaf Families.

SPRINT COMMUNITY SERVICE OVERVIEW



Community engagement is embedded in Sprint's culture. Throughout its history, the corporation has passionately supported both local and national efforts to improve the communities where Sprint employees and customers live and work. Sprint's goal is to invest its philanthropic resources in the areas most meaningful and relevant for its business, customers and employees as efficiently and effectively as possible.

Sprint has focused its philanthropic efforts in the following areas:

UNITED WAY



Sprint supports annual United Way campaigns nationwide. Sprint raised \$2.2 million in 2006 and \$2.7 million in 2007 for United Way.

EDUCATION

Sprint is committed to building excellence in education by creating and supporting programs that increase and improve student achievement, family involvement and educator development. In 2007, Sprint, through the Sprint Foundation, contributed over \$2.5 million to education programs.

The Sprint Achievement Program

Since its creation in 2004, Sprint, through the Sprint Foundation, has provided more than \$1.6 million dollars to Kansas City-area K-12 educators through the Sprint Achievement Program. The Sprint Achievement Grant Program supports classroom-based projects that increase student achievement, provide enriched development opportunities for educators and encourage family involvement in the student's education. The grants ranged from \$500-\$5000 and filled requests for financial resources to provide enhanced learning opportunities and fill critical classroom needs. In 2007, the Sprint Achievement Program awarded 80 grants totalling over \$370,000. Some examples include:

- 
Family Treasure Bags – This grant will provide second grade parents and students weekly literature and activities to encourage nightly reading
- 
Picture Me Talking - This grant will provide tools and training for students with autism, teachers, parents and staff to maximize computers and software to enhance communication skills

Example of Community Education Program Contributions

In 2006, the Sprint Foundation provided \$80,000 to the Boys and Girls Clubs to support Project Learn Power House Homework Help in three cities to help achieve the goal of improving performance for at-risk students and to reduce drop-out rates by providing additional learning opportunities outside the classroom.

ARTS AND CULTURE

Sprint supports visual and performing arts organizations, theatre, symphonies, museums and other cultural organizations and activities that contribute to a thriving and diverse community. Of the over \$8 million in grants given by the Foundation in 2007, more than \$2.9 million supported Arts and Culture.

YOUTH DEVELOPMENT

In conjunction with Sprint's emphasis on education, the company is also working to address critical youth development needs. Sprint supports programs that build youth leadership and social skills and strengthen business, civic and economic education. In 2007, Sprint, through the Sprint Foundation, contributed over \$900,000 to youth development programs.

In addition to the Sprint Foundation, which currently focuses its efforts on youth initiatives, including K-12 education, positive youth development, arts and culture outreach, safety at school, and Internet safety, Sprint is involved in the following community activities:

THE VICTORY JUNCTION GANG CAMP

The mission of the Victory Junction Gang Camp is to enrich the lives of children with chronic medical conditions or serious illnesses by providing life-changing camping experiences that are exciting, fun, and empowering, in a safe and medically sound environment. Founded by NASCAR NEXTEL Cup Series driver Kyle Petty and his wife Pattie in honor of their late son Adam, the Victory Junction Gang Camp is a year-round facility serving children, age 7-15. Each summer, children suffering from similar medical conditions including heart, lung, kidney disease, Spina Bifida, HIV, cancer, burn survivors, neurological disorders, and a host of others, gather to kick back, relax, and have some fun. The camp offers traditional activities, including horseback riding, boating, fishing, arts and crafts and others, as well as NASCAR-related program areas.

In 2004, Sprint Nextel committed more than \$1 million to the camp and built a cell site at the camp. The commitment continues each year with in-kind donations, employee work days and Sprint Nextel products and services for camp staffers. In 2006, the Victory Junction Gang Camp received more than a million airline miles from Sprint Nextel, which aids in bringing children from across the country to camp.

Moving forward, Sprint Nextel's mission is to expose children attending the Victory Junction Gang Camp to innovative technology and to enhance communication skills in hopes of inspiring creativity and innovation.

NASCAR FOUNDATION

Established in 2006, the NASCAR Foundation was created to bring together a number of charitable organizations and initiatives within the NASCAR Family. While these organizations serve a number of initiatives – children's causes, animal welfare and rescue, nature conservancy and more – they are all united by the common thread of NASCAR. Sprint Nextel is one of the largest contributors to the NASCAR Foundation.

URBAN YOUTH RACING SCHOOL

Sprint Nextel donated \$45,000 to the Urban Youth Racing School (UYRS), a 501(c)(3) charitable organization dedicated to the education, training, and preparation of today's urban youths by exposure to the automotive and motorsports industry. The donation by Sprint Nextel and partnership with the UYRS is founded on the principles of education, equal opportunity and the ongoing commitment to the growth of the NASCAR NEXTEL Cup Series. Both organizations have a proven track record of improving upon those principles.

■ DRIVE FOR DIVERSITY

Drive for Diversity is a program created as the initial step to facilitate a long-term goal of diversifying NASCAR's participant and fan base. The program provides assistance to diverse drivers and crewmembers that want to pursue NASCAR as a career choice. Currently, Sprint sponsors six crewmembers through this initiative. The program assists individuals in finding jobs with NASCAR teams at all levels of the sport.

■ NATIONAL CENTER FOR MISSING & EXPLOITED CHILDREN: AMBER ALERT

Sprint has also joined forces with the National Center for Missing & Exploited Children (NCMEC) by supporting Team Adam, an on-site response and support system that provides assistance to local law-enforcement agencies, and by offering a FREE wireless AMBER Alert service. Issued in the most serious child abduction cases, an AMBER Alert is an emergency broadcast communication designed to instantly mobilize the entire community to assist in the search for, and safe return of, an abducted child. Official alerts are sent as text messages to active Sprint Nextel phones and wireless devices that have been signed up for the service. We were the first to develop a wireless AMBER Alert service for our customers.

■ 4NETSAFETY – INTERNET SAFETY PROGRAM

Sprint is partnering with the National Center for Missing & Exploited Children and the National Education Association's Health Information Network, leading advocates for child and Internet safety, to provide tools, resources and information that help:

- ▶ Kids to appreciate the power of the internet and the implications of the decisions that they make when connected from a computer or their wireless phone.
- ▶ Educators to teach students about internet safety.
- ▶ Parents and guardians to understand how kids are using the internet, risks associated with this behavior, how they can minimize those risks, and how to initiate conversations with kids on internet safety.

SPRINT VOLUNTEER PARTICIPATION

At Sprint, community involvement is much more than just financial support – it is also the power of our people.

Sprint seeks to develop a strong relationship within the community both through our corporate initiatives and the individual efforts of our employees. The Sprint Volunteer Program opens doors for our employees to actively volunteer in their local communities through corporate-sponsored projects, group volunteer opportunities (organized by the area Employee Community Volunteer Committees) and by providing a volunteer website which provides information and resources for volunteering.

Employees in the Kansas City area reported a total of 85,000 volunteer hours in 2007. This equates to a value of \$1.6M in our local communities based on the value of volunteer time at \$18.77/hour as set by The Independent Sector, a national coalition of nonprofits, foundations and corporate philanthropy programs. In addition, the Sprint Foundation offers a "Dollars for Doers" program that recognizes and supports employees who volunteer their time, by making grants to nonprofit organizations at which employees are actively involved.

■ **SPRINT VOLUNTEER PROGRAM INCLUDES:**

- **Corporate-sponsored projects** – United Way, March of Dimes, Walk America food drive and Christmas in October
- **Employee-directed local volunteer committees** – group projects
- **Individual volunteerism** – "Dollars for Doers" program
- **Volunteer website**

As a company, Sprint Nextel recognizes, applauds and supports employee involvement through a variety of initiatives. We are proud of the impact Sprint employees are making in the lives of people everywhere and each year, Sprint employees across the country donate hundreds of thousands of hours of their time to serve the charitable and civic needs of our community.

- └ Sprint's Kansas City Employee Community Volunteer Committee (ECVC) organized 100 different group volunteer projects for our Sprint employees. They supported 72 organizations and generated over 9,800 volunteer hours.
- └ In North Carolina, students are using refurbished Sprint Nextel computers thanks to the efforts of a Sprint business sales employee. Sprint planned to send a total of 400 used desktop computers to the non-profit Kramden Institute Inc. The Institute delivers them to deserving middle school students in and around Cary, Raleigh and Durham, N.C.
- └ 720 Sprint employees walked in the March for Babies in Kansas City and raised more than \$291,000 for the March of Dimes.
- └ Almost 250 Kansas City-based employees volunteered their time to work on 15 different community projects during the annual United Way Day of Caring. Additionally, through the annual United Way Campaign in 2007, Sprint and our employees pledged \$2.1 million to the United Way.
- └ Hundreds of Sprint employees volunteer their time as mentors through youth development programs like YouthFriends, Junior Achievement, and Big Brothers Big Sisters.
- └ Partnering with Rebuilding Together with Christmas in October, Sprint employees have refurbished more than 500 homes and community centers in over 40 cities across the country. In 2007, for the 21st year, Sprint participated in the Kansas City Christmas in October Day and continued as the number one corporation in terms of homes repaired and volunteers provided by repairing 41 homes and providing about 800 volunteers.



- L In 2007, Sprint launched a new employee volunteer program, internal website, and Dollar for Doers volunteer grant program. In the program's first year, 200 Kansas City employee volunteers qualified for a \$250 Dollars for Doers grant for the organizations they so passionately support.



APPENDIX D – INDEPENDENT QUALITY RESULTS



Sprint has engaged the Paisley Group Ltd., an independent third-party auditor to measure the quality of Sprint Relay versus that of our competitors. Areas are evaluated using a statistically significant sampling.

PURPOSE

The purpose of the quality audit is to provide Sprint with an independent, third-party comparative evaluation of relay services offered by Sprint as well as competitors including GoAmerica (formerly MCI), Hamilton and AT&T.

METHODOLOGY

Paisley auditors dial into the relay centers using the Nextalk software with a voice modem, using pre-approved scripts. An electronic stopwatch is used throughout the call to time significant events. New scripts are used for each audit so that no provider has previous knowledge of the script. Each script is designed to give the CA enough typing time and a variety of words and phrases to test speed and accuracy fairly.

The accuracy of the typing is calculated by taking the number of errors made and dividing that by the number of words typed. Words-per-minute are calculated by counting the number of characters divided by the time (in seconds), multiplied by 60 (to calculate characters per minute), divided by five (five characters per word).

One hundred and fifty (150) calls were made into each relay provider. The calls were placed over all seven days-of-the-week and were completed between the hours of 7am and 9pm.

TECHNICAL ISSUES OBSERVED

- ┐ In 2008, the auditors were unable to connect to GoAmerica at ASCII 300 speed at any time to any state or national number. All calls had to be made at TTY speed. Customer Service was contacted and they requested that auditors make a few test calls. Customer Service called back a week later and requested more test calls. No further response was received and calls continued to connect only at TTY speed.
- ┐ Connecting to Hamilton was inconsistent in 2008. Some calls connected at ASCII 300, while others would only connect at TTY speed. Occasionally there were periods of 15 to 20 minutes where no call could connect to Hamilton.
- ┐ There were no technical issues with connecting to Sprint or AT&T.

ADDITIONAL OBSERVATIONS

AT&T CAs were overzealous regarding correct spellings. Auditors noticed a trend where CAs would ask for spellings of every proper name multiple times within the same call. CAs would also request spellings of common words. This would break up the flow of the call resulting in frustration for the speakers (2008).

SPRING 2008 RESULTS						
Provider	Evaluation		Typing Speed		Typing Accuracy	
	Calls Placed	CAs Observed	WPM	Greater than 60 wpm	Average Accuracy	Greater than 95%
Sprint	150	71	79.4	98.0%	95.3%	97
Hamilton	150	74	75.0	94.0%	92.6%	76
AT&T	150	63	70.6	78.7%	97.1%	99
GoAmerica	150	94	63.4	71.3%	97.0%	93
	Connection Time		Conversation Minutes		Session Minutes	
Sprint	19.8 seconds		3:51		4:15	
Hamilton	25.2 seconds		3:52		4:31	
AT&T	16.1 seconds		3:53		5:26	
GoAmerica	18.9 seconds		4:12		5:23	

SUMMER 2007 RESULTS						
Provider	Evaluation		Typing Speed		Typing Accuracy	
	Calls Placed	CAs Observed	WPM	Greater than 60 wpm	Average Accuracy	Greater than 95%
Sprint	150	78	74.0	94.0%	96.0%	113
Hamilton	150	66	63.1	65.3%	90.1%	38
GoAmerica	150	120	61.1	62.0%	97.6%	129
	Connection Time		Conversation Minutes		Session Minutes	
Sprint	32.5 seconds		3:00		3:50	
Hamilton	15.7 seconds		3:25		4:13	
GoAmerica	33.5 seconds		3:31		4:31	

SPRING 2006 RESULTS

Provider	Evaluation		Typing Speed		Typing Accuracy	
	Calls Placed	CAs Observed	WPM	Greater than 60 wpm	Average Accuracy	Greater than 95%
Sprint	150	92	69.5	94.7%	96.1%	110
Hamilton	150	73	65.9	85.2%	93.9%	81
GoAmerica	150	125	63.3	70.0%	95.9%	115
Connection Time		Conversation Minutes		Session Minutes		
Sprint	Not observed		Not observed		Not observed	
Hamilton	Not observed		Not observed		Not observed	
GoAmerica	Not observed		Not observed		Not observed	

SPRINT NETWORK QUALITY TEST CALLS

ROUND 21

January - March 2008

CENTER	CENTER PERFORMANCE	ANNOUNCEMENT	AGENT ID NUMBER	ASKED IF USED RELAY BEFORE	TYPED GREETING VERBATIM	VOICE INFLECTION	CLOSED CALL APPROPRIATELY	VOICED TYPED MSG VERBATIM	SPELLING	TYPOS	TYPED VOICE MSG VERBATIM	
AU	99.76%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.78%	99.52%	99.24%	99.07%	69.94
CA	98.70%	97.92%	97.92%	100.00%	100.00%	100.00%	95.83%	99.87%	99.06%	98.85%	97.54%	76.83
FL	99.67%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.83%	98.98%	98.88%	99.06%	74.57
HI	98.79%	100.00%	100.00%	100.00%	100.00%	100.00%	91.67%	99.83%	99.27%	99.17%	97.93%	64.21
LU	98.95%	97.92%	97.92%	100.00%	100.00%	100.00%	97.92%	99.78%	99.47%	98.82%	97.64%	71.76
MA	98.57%	100.00%	100.00%	100.00%	100.00%	95.83%	91.67%	99.87%	99.58%	99.42%	99.33%	68.02
MN	98.64%	97.92%	100.00%	100.00%	100.00%	100.00%	93.75%	99.57%	98.92%	98.41%	97.81%	73.60
MO	99.44%	100.00%	100.00%	100.00%	100.00%	97.92%	100.00%	98.91%	99.32%	99.11%	99.14%	76.20
NJ	98.69%	100.00%	95.83%	100.00%	100.00%	100.00%	97.92%	99.57%	98.46%	98.62%	96.47%	62.42
NM	98.44%	95.83%	100.00%	100.00%	100.00%	97.92%	95.83%	99.31%	99.05%	99.31%	97.20%	71.40
NY	99.75%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.96%	99.42%	99.15%	98.94%	73.21
OH	99.51%	100.00%	100.00%	100.00%	100.00%	100.00%	97.92%	99.78%	99.37%	99.10%	98.94%	73.87
SD	98.91%	97.92%	100.00%	100.00%	100.00%	100.00%	95.83%	99.44%	99.31%	98.77%	97.79%	70.85
TOTAL	99.06%	99.04%	99.36%	100.00%	100.00%	99.36%	96.79%	99.65%	99.21%	98.99%	98.22%	



APPENDIX E – GEORGIA FCC STATE CERTIFICATION



June 14, 2007

Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room 3-C417
Washington DC 20554
Pam.Gregory@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2006 through May 31, 2007
CG DOCKET NO. 03-123

Dear Ms. Gregory,

The Georgia Public Service Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Georgia to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Georgia. The State of Georgia's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly
- Improper Use of Customer Data
- Fraudulent/Harassment Call

- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breach
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of several equal access complaints in which the carrier involved is still working to become a carrier through relay, two complaints involving calls not going through Comcast correctly, one complaint involving 611 and one complaint involving technical difficulty with a payphone.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Please feel free to contact myself at XXX-XXX-XXXX or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Georgia Relay 2007 FCC Complaint Report

6/1/06 to 5/31/07

External Complaints— Miscellaneous

Inquire Date 6/1/2006
Record ID 12540
Call Taken By Customer Service
CA Number
Responded By LaShonda/Tina
Response Date 6/1/2006
Resolution 7/15/2006

Customer stated that he is unable to place a call through the relay using his Alltel cell phone. Customer stated the CA always asks for the long distance carrier and there should not be any charges using his cell phone.

Customer Service apologized and explained that the relay was receiving an Alltel tower number instead of the customer's cell phone number. Customer Service contacted the carrier, who is working on this issue. Customer has been notified and understood. Customer Service will contact the customer when Alltel has resolved the issue. Alltel resolved the issue and customer was contacted.

External Complaints— Miscellaneous

Inquire Date 5/20/2007
Record ID 13890
Call Taken By Lead CA
CA Number
Responded By Janet
Response Date 5/20/2007
Resolution 5/20/2007

Customer has been unable to connect to her party when she dials through the relay. Customer stated that the call disconnects.

Lead CA discovered that there had been children at the terminating number that were hanging up and not connecting the TTY. Customer was notified and understood.

External Complaints-- Miscellaneous

Inquire Date 6/1/2006
Record ID 12511
Call Taken By Supervisor
CA Number 5165
Responded By LaShonda
Response Date 6/1/2006
Resolution 6/7/2006

Terminating customer, (son) stated the CA did not handle the call properly. The originator (mother) called to the relay and stated it was not the CA's fault. The terminator's Pocket VCO had been acting up.

Supervisor apologized to the terminator and stated that the CA would be counseled. After receiving clarification from the originator, the CA was not counseled.

External Complaints-- Miscellaneous

Inquire Date 6/2/2006
Record ID 12543
Call Taken By Customer Service
Rep
CA Number
Responded By LaShonda/Derek
Response Date 6/7/2006
Resolution 6/7/2006

Customer has been receiving harassing calls and requested that the calls stop. Customer stated the calls were coming through the local telephone provider, not the relay.

Customer Service directed the customer to their local provider. Customer understood.

**External Complaints--
Miscellaneous**

Customer has been having difficulties with their Bell South telephone lines and she wants someone from Customer Service to contact her.

*Inquire Date 6/12/2006
Record ID 12553
Call Taken By Supervisor
CA Number
Responded By LaShonda
Response Date 6/13/2006
Resolution 6/14/2006*

Supervisor explained that she had reached the relay and that we would have no way to assist her with repairs. Supervisor gave the appropriate telephone number for Bell South. Customer understood.

**External Complaints--
Miscellaneous**

Customer stated that when the CA attempts to dial their call through the relay, a recording is reached that states "Please unblock your number and try your call again". Customer stated that their call is then disconnected.

*Inquire Date 7/3/2006
Record ID 12595
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 7/11/2006
Resolution 7/11/2006*

Lead CA apologized and stated that this information would be forwarded to the technical department. The technical department discovered that the customer was reaching a carrier-generated recording. Customer Service has continued to attempt to contact the customer but has been unable to reach the customer.

**External Complaints--
Miscellaneous**

Customer stated that his calls through Georgia Relay say local call except for the calls to his daughter. Customer stated that those calls should be local and that he is unable to dial Bell South Fast Access toll free number through relay.

*Inquire Date 7/6/2006
Record ID 12609
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/10/2006
Resolution 7/14/2006*

Customer Service verified the information that was seen on the screen as being correct and stated that the technical department would contact Bell South in regards to the toll free number not being able to be dialed through relay. The technical department contacted Bell South and determined that the customer needed to contact Bell South directly. Customer Service contacted the customer and directed the customer to Bell South. Customer was satisfied.

**External Complaints--
Miscellaneous**

Customer stated that the CA was unable to dial a TTY to VCO call, as CA stated they could only hear a clicking noise on the line.

*Inquire Date 9/20/2006
Record ID 12804
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/20/2006
Resolution 9/20/2006*

Customer Service placed a test call directly to the TTY user with the same results. Customer Service explained that there was a problem with the TTY user's phone line and directed the customer to their provider. Customer was satisfied.

External Complaints--
Miscellaneous

Customer stated that she feels Access Integrated Network is not complying with all ADA rules for her client.

Inquire Date 9/22/2006
Record ID 12775
Call Taken By Customer Service
CA Number
Responded By Dixie/Tina
Response Date 9/22/2006
Resolution 9/22/2006

Customer Service contacted customer through e-mail to inquire if the relay could assist her client. There has been no contact from customer in regards to this issue.

External Complaints--
Miscellaneous

Customer stated that when she dialed 7-1-1 she received a recording "All circuits are busy."

Inquire Date 9/26/2006
Record ID 12806
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/26/2006
Resolution 9/26/2006

Customer Service explained this was a recording from the local provider. Customer Service suggested that the customer contact their provider in regards to this issue. Customer Service provided the customer with Georgia Relay's toll free number. Customer was satisfied.

External Complaints--
Miscellaneous

Customer has been unable to reach 7-1-1 to place a call through the relay. Customer has Bell South as their provider.

Inquire Date 10/10/2006
Record ID 12857
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/10/2006
Resolution 10/11/2006

Customer Service placed test calls and found 7-1-1 operational. Customer Service contacted Bell South to reset the translation number for 7-1-1. Carrier reset the number within 24 hours. Customer was notified and satisfied.

External Complaints--
Miscellaneous

Customer stated that he has been having problems with his long distance access account through Windstream and has been unable to place a long distance call from his home.

Inquire Date 10/21/2006
Record ID 12860
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 10/21/2006
Resolution 10/21/2006

Lead CA explained the relay and directed the customer to Windstream for help with this issue. Customer understood.

**External Complaints--
Miscellaneous**

Customer stated that they can receive relay calls, but cannot reach the relay from their land line to place a call when dialing 7-1-1.

*Inquire Date 11/6/2006
Record ID 13035
Call Taken By Lead CA
CA Number
Responded By Chris/Gary
Response Date 11/9/2006
Resolution 12/06/2006*

Lead CA gave customer the toll free number to reach the relay and directed customer to contact Bell South in regards to the 7-1-1 issue. Lead CA forwarded the information to the technical department. The technical department continues to attempt to contact Bell South's technical department. Customer understood.

**External Complaints--
Miscellaneous**

Customer placed a call to a business through the relay but was unsure what a recording meant about the number of the business changing. Customer requested a Supervisor and asked why the number had been changed.

*Inquire Date 11/21/2006
Record ID 13011
Call Taken By Lead CA
CA Number
Responded By Jodi
Response Date 11/21/2006
Resolution 11/21/2006*

Lead CA explained that the relay would not have that type of information and offered to redial to see if the new number could be discovered. Customer refused and hung up.

**External Complaints--
Miscellaneous**

Customer voiced concern that the CA did not get involved in her call. Customer stated that they had asked CA several questions. Customer was wanting to know why the caller was not understanding her.

*Inquire Date 12/11/2006
Record ID 13088
Call Taken By Operations Mgr
CA Number 5225
Responded By Tina
Response Date 12/12/2006
Resolution 12/12/2006*

Relay Manager apologized to the caller and stated that CAs are not allowed to get involved in any call and that someone from Customer Service would contact the customer. Customer Service contacted the customer and explained relay policies and answered the customer's questions about the relay. Customer was satisfied.

**External Complaints--
Miscellaneous**

Customer stated that she has been unable to reach 7-1-1. Customer's provider is Charter.

*Inquire Date 12/15/2006
Record ID 13144
Call Taken By Customer Service
CA Number
Responded By Tauna/Gary
Response Date 12/15/2006
Resolution 12/28/2006*

Supervisor forwarded the information to the technical department. The technical department worked with Charter to resolve the translation issue. Customer Service contacted the customer, who stated that everything was working fine. Customer satisfied.

**External Complaints--
Miscellaneous**

Inquire Date 12/31/2006
Record ID 13147
Call Taken By At the Workstation
CA Number
Responded By Dreka/Tina
Response Date 1/2/2007
Resolution 1/3/2007

Customer stated that she has been unable to place a relay call to South Carolina, but is able to call anywhere in Georgia without any difficulties.

Lead CA forwarded the information to Customer Service and stated that the customer would receive a follow up call. Customer Service has attempted to contact the customer, but has only reached their answering machine. A message explaining the information needed to further investigate was left. There has been no further contact from the customer.

**External Complaints--
Miscellaneous**

Inquire Date 1/11/2007
Record ID 13182
Call Taken By Customer Service
CA Number
Responded By Tina/Greg
Response Date 1/11/2007
Resolution 3/12/2007

Customer stated that she cannot reach her son through the relay. Customer stated that this has been an issue for awhile. Customer has contacted the relay several times in regards to this issue.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered an issue with the information that the relay is receiving from the customer's provider. The technical department continued to work with the provider in regards to this issue. Customer Service has spoken with customer and discovered that the issue has been resolved. Customer is satisfied.

**External Complaints--
Miscellaneous**

Inquire Date 1/19/2007
Record ID 13244
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/19/2007
Resolution 1/19/2007

Customer has been receiving harassing phone calls that are not through the relay.

Customer Service suggested the customer contact law enforcement as that is our recommendation under these circumstances.

**External Complaints--
Miscellaneous**

Inquire Date 2/1/2007
Record ID 13395
Call Taken By Supervisor
CA Number
Responded By Jody/Tina
Response Date 2/2/2007
Resolution

Customer wanted to verify their profile information as they have been unable to place long distance calls through relay using Comcast.

Supervisor stated that this information would be forwarded to Customer Service to verify the profile information. Customer Service verified that the profile was set correctly in the system. Customer Service explained why the customer is hearing a Sprint recording and directed customer to Comcast to report this issue. Customer Service has been in contact with Comcast several times in regards to this issue. Customer understood. Customer Service has continued to contact Comcast, but the technicians will not return the call.

**External Complaints--
Miscellaneous**

Customer stated that their long distance calls are not going through Comcast correctly as they receive a Sprint recording.

*Inquire Date 2/22/2007
Record ID 13392
Call Taken By Customer Service Rep
CA Number
Responded By Tina
Response Date 2/22/2007
Resolution*

Customer Service explained that Sprint is the reseller for Comcast and this is the reason for the recording. Customer Service suggested that the customer contact Comcast to report this issue. Customer Service has been in contact with Comcast several times in regards to this issue. Customer understood. Customer Service has continued to contact Comcast, but the technicians will not return the call.

**External Complaints--
Miscellaneous**

Customer stated that she was attempting to activate a credit card and that the CA disconnected her call.

*Inquire Date 3/9/2007
Record ID 13576
Call Taken By Lead CA
CA Number 5205
Responded By Jodi
Response Date 3/9/2007
Resolution 3/9/2007*

Lead CA apologized to customer and explained that the recording to activate the credit card was disconnecting the customer. Customer disconnected.

**External Complaints--
Miscellaneous**

Customer stated that he was upset about the rate increase on his recent phone bill and would like a credit on the next phone bill.

*Inquire Date 4/3/2007
Record ID 13714
Call Taken By Lead CA
CA Number
Responded By Michelle
Response Date 4/3/2007
Resolution 4/3/2007*

Lead CA explained that the customer had reached 7-1-1, not his local phone company. Customer hung up.

**External Complaints--
Miscellaneous**

Customer requested a copy of the transcript of the call, because she wanted to file a complaint against the company she had called through the relay. The representative at the company she spoke with, treated the customer very poorly and was rude.

*Inquire Date 4/17/2007
Record ID 13734
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 4/17/2007
Resolution 4/17/2007*

Customer Service explained there is no transcript kept of a relay call, due to confidentiality reasons. Customer was disappointed but understood.

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

***Inquire Date 6/12/2006
Record ID 12552
Call Taken By Program Mgr
CA Number 5068
Responded By LaShonda
Response Date 6/13/2006
Resolution 6/13/2006***

Customer stated that the CA had several typing errors and misspelled words during the course of their conversation.

Customer Service apologized and stated that the CA would be counseled and monitored frequently. CA was counseled and a typing test was given. CA's score was 53 WPM with 54% accuracy. CA was terminated. Customer understood.

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

***Inquire Date 6/21/2006
Record ID 12573
Call Taken By Customer Service
Rep
CA Number 5153
Responded By LaShonda
Response Date 6/21/2006
Resolution 6/21/2006***

Customer stated that the CA's typing was poor and that the CA did not type verbatim on the call.

Customer Service sent a letter to the customer apologizing and stating that the CA would be counseled and monitored frequently. CA was counseled and customer was satisfied. CA's last typing score was 60 WPM with 96% accuracy.

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

***Inquire Date 6/22/2006
Record ID 12575
Call Taken By Customer Service
Mgr
CA Number 5148
Responded By Diane Taylor
Response Date 6/22/2006
Resolution 6/22/2006***

Customer stated that the CA's typing speed and accuracy was poor.

Customer Service apologized and stated that the CA would be counseled and monitored frequently. CA was counseled and customer was satisfied. CA's last typing score was 68 WPM with 95% accuracy.

***Service Complaints--CA
Accuracy/Spelling/Verbatim***

***Inquire Date 7/1/2006
Record ID 12594
Call Taken By Lead CA
CA Number 5153
Responded By Diane
Response Date 7/3/2006
Resolution 7/3/2006***

Customer stated that the CA made too many typing errors during a call, making the conversation difficult to understand.

Customer Service apologized and stated that the CA would be counseled and monitored frequently. CA was counseled and customer was satisfied. CA's last typing score was 60 WPM with 96% accuracy.

Service Complaints--CA Did not Keep User Informed Customer stated that the CA did not keep her informed during the call. Customer stated that what the CA typed did not make sense.

Inquire Date 6/15/2006
Record ID 12562
Call Taken By Customer Service
CA Number 5077
Responded By LaShonda/Diane
Response Date 6/19/2006
Resolution 6/19/2006

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--CA Did not Keep User Informed Customer stated when dialing to an answering machine to leave a message she missed the name that the CA had typed. Customer requested that the CA verify the name, but the CA refused, stating she would need to redial.

Inquire Date 11/22/2006
Record ID 13022
Call Taken By Supervisor
CA Number 5193
Responded By Tina/Tauna
Response Date 11/24/2006
Resolution 11/27/2006

Supervisor apologized and stated the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--CA Did not Keep User Informed Customer stated that the CA did not keep her informed during the call.

Inquire Date 1/14/2007
Record ID 13228
Call Taken By Lead CA
CA Number 5259
Responded By Michelle
Response Date 1/14/2007
Resolution 1/14/2007

Lead CA apologized and stated the CA would be counseled. CA was counseled and customer was satisfied.

Service Complaints--CA Hung Up on Caller Customer stated that when relay calls come into the office PBX, there is no response from the CA.

Inquire Date 12/4/2006
Record ID 13061
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 12/4/2006
Resolution 12/4/2006

Customer Service was unable to get call information from the customer at that time. Customer stated they would call back at a later time, but there has been no further contact.

***Service Complaints--CA Hung
on Caller***

***Inquire Date 1/4/2007
Record ID 13187
Call Taken By Lead CA
CA Number 5111
Responded By Erin/Tina
Response Date 1/4/2007
Resolution 1/22/2007***

Customer stated that after the CA told them "One Moment Please" there was no response from the CA.

Lead CA stated that the information would be forwarded to the technical department. The technical department discovered that the CA sent information to the customer. There was no indication of a workstation problem. Customer Service has attempted several times to contact customer.

***Service Complaints--CA
Misdialed Number***

***Inquire Date 6/1/2006
Record ID 12539
Call Taken By Customer Service
CA Number 5165
Responded By LaShonda
Response Date 6/7/2006
Resolution 6/7/2006***

Customer stated that the CA dialed incorrectly through the relay that will result in her receiving a long distance bill.

Customer Service apologized and stated that the CA would be counseled. Customer Service requested a copy of their long distance bill for reimbursement and gave the customer the mailing address. There has been no further contact from the customer at this time. CA was counseled.

Service Complaints--CA Typing

***Inquire Date 6/29/2006
Record ID 12536
Call Taken By Lead CA
CA Number 5153
Responded By Diane
Response Date 6/30/2006
Resolution 7/1/2006***

Customer stated that the CA had several typing errors, which made understanding the conversation difficult.

Lead CA apologized and stated that the CA would be counseled and monitored frequently. CA was counseled and customer was satisfied. CA's last typing score was 60 WPM with 96% accuracy.

Service Complaints--CA Typing

***Inquire Date 8/7/2006
Record ID 12693
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/7/2006
Resolution 8/7/2006***

Customer stated that on a call there appeared to be a lot of garble on the screen and that the CA did not type well as there were several errors. Customer stated that she did not remember the date of the call or the CA number.

Customer Service apologized and verified that their other calls are being processed satisfactorily. Customer Service explained that CAs are monitored frequently and are required to take routine typing tests. Customer understood.

***Service Complaints--Poor Vocal
Clarity/Enunciation***

***Inquire Date 7/18/2006
Record ID 12632
Call Taken By Operations Mgr
CA Number 5028
Responded By Diane
Response Date 7/18/2006
Resolution 7/18/2006***

Customer stated that the CA was unprofessional and did not use proper language.

Assistant Operations Manager apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--Didn't
Follow Voice Mail/Recording
Procedure***

Customer stated that they requested a different CA to handle their call, because the previous CA had asked five times to repeat, sent "thank you, bye" and never processed the recording correctly.

*Inquire Date 1/16/2007
Record ID 13380
Call Taken By Lead CA
CA Number 5254
Responded By Tina
Response Date 1/16/2007
Resolution 2/9/2007*

Lead CA apologized and stated that the CA would be counseled. The information was forwarded to the technical department. The technical department discovered that the CA did not follow correct recording procedures. CA was counseled and customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving fraudulent calls through the relay.

*Inquire Date 6/1/2006
Record ID 12498
Call Taken By Supervisor
CA Number
Responded By LaShonda
Response Date 6/1/2006
Resolution 6/1/2006*

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing phone calls through the relay.

*Inquire Date 6/1/2006
Record ID 12500
Call Taken By Supervisor
CA Number
Responded By LaShonda
Response Date 6/1/2006
Resolution 6/1/2006*

Supervisor suggested that the customer contact their local telephone company or law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release call records to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer's son has been receiving prank calls and requested call information.

*Inquire Date 6/1/2006
Record ID 12501
Call Taken By Supervisor
CA Number
Responded By LaShonda
Response Date 6/1/2006
Resolution 6/1/2006*

Supervisor suggested that the customer contact their local telephone company or law enforcement. Supervisor further explained that if the customer obtains a court order, then we could release call records to the Court. Customer was still upset.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/9/2006
Record ID 12549
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 6/9/2006
Resolution 6/9/2006***

Customer has been receiving harassing phone calls and inquired what could be done about the calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/10/2006
Record ID 12550
Call Taken By Supervisor
CA Number
Responded By LaShonda
Response Date 6/13/2006
Resolution 6/13/2006***

Customer has been receiving fraudulent phone calls and requested his number blocked from relay calls.

Customer Service explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/13/2006
Record ID 12556
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 6/13/2006
Resolution 6/13/2006***

Customer has been receiving fraudulent phone calls and would like to know what to do.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/13/2006
Record ID 12557
Call Taken By Supervisor
CA Number
Responded By Kyndel/LaShonda
Response Date 6/14/2006
Resolution 6/14/2006***

Customer has been receiving harassing phone calls and requested that relay calls be blocked.

Supervisor explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/19/2006
Record ID 12569
Call Taken By Customer Service
CA Number
Responded By
LaShonda/Cassandra
Response Date 6/19/2006
Resolution 6/19/2006***

Customer has been receiving harassing phone calls and requested that the calls stop.

Customer Service explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/20/2006
Record ID 12570
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 6/20/2006
Resolution 6/20/2006***

Customer has been receiving harassing phone calls and requested relay calls be blocked.

Customer Service explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/24/2006
Record ID 12577
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 6/24/2006
Resolution 6/24/2006***

Customer has been receiving harassing phone calls and would like them to stop or block relay calls.

Customer Service explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/26/2006
Record ID 12578
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 6/26/2006
Resolution 6/26/2006***

Customer has been receiving harassing phone calls and requested their number be blocked.

Customer Service explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/27/2006
Record ID 12521
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 6/27/2006
Resolution 6/27/2006***

Customer stated an employee in their business has been receiving harassing phone calls and inquired how the relay works.

Customer Service explained the relay and how a customer would place a call through the relay. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/27/2006
Record ID 12579
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 6/27/2006
Resolution 6/27/2006***

Customer has been receiving harassing phone calls and requested their number be blocked.

Customer Service explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/29/2006
Record ID 12581
Call Taken By Lead CA
CA Number
Responded By Diane
Response Date 6/30/2006
Resolution 6/30/2006***

Customer stated that someone has been using the relay to contact her, even though she has a court order.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 6/30/2006
Record ID 12535
Call Taken By Lead CA
CA Number
Responded By Steph/Tina
Response Date 6/30/2006
Resolution 6/30/2006***

Customer has been receiving harassing phone calls through the relay and would like to know what can be done to stop the calls.

Lead CA explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA further explained that if the customer obtains a court order, then we could release call records to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving fraudulent phone calls and inquired about how to handle them. Customer stated that she is not sure which relay service has been calling.

***Inquire Date 7/7/2006
Record ID 12613
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/7/2006
Resolution 7/7/2006***

It is not known if this call was placed through Georgia Relay or another Relay provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the law enforcement. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing phone calls and requested their number be blocked.

***Inquire Date 7/12/2006
Record ID 12618
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 7/12/2006
Resolution 7/12/2006***

Supervisor explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing calls and requested their number be blocked.

***Inquire Date 7/13/2006
Record ID 12619
Call Taken By Lead CA
CA Number
Responded By Danielle
Response Date 7/13/2006
Resolution 7/13/2006***

Lead CA explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving harassing calls and requested that the calls stop.

***Inquire Date 7/17/2006
Record ID 12631
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 7/17/2006
Resolution 7/17/2006***

Assistant Operations Manager explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/27/2006
Record ID 12661
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/27/2006
Resolution 7/27/2006***

Customer has been receiving harassing phone calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 7/27/2006
Record ID 12665
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 7/27/2006
Resolution 7/27/2006***

Customer has been receiving fraudulent calls and requested their number be blocked.

Customer Service explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/2/2006
Record ID 12686
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 8/2/2006
Resolution 8/2/2006***

Customer has been receiving fraudulent calls and wondered what can be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 8/9/2006
Record ID 12701
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 8/9/2006
Resolution 8/9/2006***

Customer has been receiving fraudulent phone calls and wondered what could be done about them.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 8/31/2006
Record ID 12738
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/31/2006
Resolution 8/31/2006*

Customer has been receiving fraudulent phone calls and wondered what could be done about them.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 9/5/2006
Record ID 12785
Call Taken By Operations Mgr
CA Number
Responded By Jody
Response Date 9/5/2006
Resolution 9/5/2006*

Customer has been receiving fraudulent phone calls and wondered what to do.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 10/14/2006
Record ID 12858
Call Taken By Lead CA
CA Number
Responded By Danielle
Response Date 10/14/2006
Resolution 10/14/2006*

Customer has been receiving fraudulent phone calls and wondered what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 10/20/2006
Record ID 12861
Call Taken By Lead CA
CA Number
Responded By Steph
Response Date 10/20/2006
Resolution 10/20/2006*

Customer has been receiving harassing phone calls and wanted to know how to report this type of calling.

Lead CA explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/24/2006
Record ID 12862
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/24/2006
Resolution 10/24/2006***

Customer has been receiving fraudulent phone calls and wanted to know what to do.

Customer Service explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 10/29/2006
Record ID 12864
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 10/29/2006
Resolution 10/29/2006***

Customer has been receiving harassing phone calls and wondered what could be done.

Supervisor explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/3/2006
Record ID 12966
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 11/3/2006
Resolution 11/3/2006***

Customer has been receiving harassing phone calls and wanted their number blocked.

Supervisor explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 11/27/2006
Record ID 13018
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 11/27/2006
Resolution 11/27/2006***

Customer has been receiving harassing phone calls through AT&T and wondered what to do.

Because the customer stated the calls were coming from another Relay provider, Lead CA gave the appropriate Customer Service number for the other provider to the customer. Lead CA suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 11/30/2006
Record ID 13034
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 11/30/2006
Resolution 11/30/2006*

Customer had received a fraudulent call at their business.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 12/28/2006
Record ID 13151
Call Taken By Customer Service
CA Number
Responded By Michelle
Response Date 12/28/2006
Resolution 12/28/2006*

Customer has been receiving harassing phone calls and wondered what could be done about it.

Supervisor explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 1/1/2007
Record ID 13190
Call Taken By Supervisor
CA Number
Responded By Mattie
Response Date 1/1/2007
Resolution 1/1/2007*

Customer has been receiving harassing calls through the relay.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 1/10/2007
Record ID 13218
Call Taken By Customer Service
CA Number
Responded By Michelle
Response Date 1/10/2007
Resolution 1/10/2007*

Customer has been receiving harassing calls and wanted their number blocked.

Supervisor explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/15/2007
Record ID 13232
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/15/2007
Resolution 1/15/2007***

Customer has been receiving harassing calls through another relay.

Because the customer stated the calls were coming from another Relay Service provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/18/2007
Record ID 13240
Call Taken By Lead CA
CA Number
Responded By Rick
Response Date 1/18/2007
Resolution 1/18/2007***

Customer has been receiving harassing phone calls and wanted their number blocked from the relay.

Lead CA explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 1/22/2007
Record ID 13250
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 1/22/2007
Resolution 1/22/2007***

Customer has been receiving fraudulent calls and wanted to know what to do about them.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 2/7/2007
Record ID 13382
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 2/7/2007
Resolution 2/7/2007***

Customer has receiving harassing phone calls and wanted to know what to do about them.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 2/9/2007
Record ID 13383
Call Taken By Customer Service
Rep
CA Number
Responded By Tina
Response Date 2/9/2007
Resolution 2/9/2007*

Customer is receiving fraudulent calls and wanted to know what to do. Customer is not sure if the call was through Georgia Relay or another provider.

It is not known if this call was placed through Hamilton Relay or another Relay provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 2/15/2007
Record ID 13385
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/15/2007
Resolution 2/15/2007*

Customer has been receiving fraudulent calls and wondered what to do.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 2/19/2007
Record ID 13386
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 2/19/2007
Resolution 2/19/2007*

Customer has been receiving harassing calls and wondered what to do about them.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 5/21/2007
Record ID 13891
Call Taken By Customer Service
CA Number
Responded By Michelle
Response Date 5/21/2007
Resolution 5/21/2007*

Customer has been receiving harassing phone calls through the relay and inquired what to do.

It is not known if this call was placed through Georgia Relay or another Relay provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the law enforcement. Customer understood.

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 6/23/2006
Record ID 12533
Call Taken By Supervisor
CA Number 5005
Responded By Tomeika/Diane
Response Date 6/27/2006
Resolution 7/7/2006***

Customer stated that the CA followed the incorrect call procedure after sending Ring 1, 2 and then there was no response.

Supervisor apologized and stated that the technical department would investigate. The technical department discovered that the CA's workstation experienced technical difficulty and the CA was unable to send information. Customer Service has attempted several times to notify the customer but there has been no answer.

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 8/5/2006
Record ID 12692
Call Taken By Lead CA
CA Number 5204
Responded By Tina
Response Date 8/9/2006
Resolution 8/9/2006***

Customer stated that the CA let the phone ring only five times. Customer was frustrated that the CA did not follow the procedure.

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 9/9/2006
Record ID 12801
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 9/12/2006
Resolution 9/12/2006***

Customer has been having difficulties receiving calls. Customer has an automatic VCO connection in his profile. Customer does not receive typing from the CAs. Customer stated that most of the CAs seem to be unable to do this call correctly.

Lead CA explained how to answer a call and what could happen if the call received is not through the relay. Lead CA also stated that she would forward this information to the Relay Manager so that the CAs could be counseled. Customer Service contacted the customer to do test calls and update their profile. CAs were counseled and customer was satisfied.

***Service Complaints--Didn't
Follow Policy/Procedure***

***Inquire Date 12/16/2006
Record ID 13109
Call Taken By Lead CA
CA Number 5221
Responded By Diane/Tina
Response Date 12/18/2006
Resolution 12/18/2006***

Customer stated that she did not like the way the CA was processing the call, as the CA interrupted her typing on the call.

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--Didn't
Follow Policy/Procedure***

Customer stated that the CA did not place the call correctly for her when she attempted to use her pre-paid calling through the relay. Customer stated CA also did not inform her of the number of minutes left on her card.

***Inquire Date 2/11/2007
Record ID 13384
Call Taken By At the Workstation
CA Number 5243
Responded By Tina
Response Date 2/13/2007
Resolution 2/13/2007***

Supervisor apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--Didn't
Follow Policy/Procedure***

Customer stated that they are being charged incorrectly through the relay for a number that was misdialed by the CAs.

***Inquire Date 3/2/2007
Record ID 13544
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/2/2007
Resolution 3/15/2007***

Lead CA apologized and requested a copy of the bill for reimbursement. Reimbursement was made. All CAs have been counseled on proper billing procedures.

***Service Complaints--Didn't
Follow Policy/Procedure***

Customer stated that the CA asked them for the number to dial three times and customer ended up disconnecting and calling back to place their call.

***Inquire Date 4/23/2007
Record ID 13795
Call Taken By Supervisor
CA Number 5200
Responded By Tina
Response Date 4/24/2007
Resolution 4/24/2007***

Supervisor apologized and assisted the customer with their call. CA was counseled and customer was satisfied.

***Service Complaints--
Miscellaneous***

Customer has been unable to place long distance call through the relay since the Georgia Relay contract renewal.

***Inquire Date 6/1/2006
Record ID 12541
Call Taken By Lead CA
CA Number
Responded By LaShonda Price
Response Date 6/2/2006
Resolution 7/7/2006***

Lead CA apologized and stated that Customer Service would contact the customer in regards to this issue. Customer Service has attempted to contact customer several times but there has been no answer.

***Service Complaints--
Miscellaneous***

Customer had several concerns about the relay and the confidentiality rules the CAs must follow. Customer also had concerns about the amount of training a CA receives.

***Inquire Date 7/13/2006
Record ID 12623
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/13/2006
Resolution 7/13/2006***

Customer Service answered customer's questions and explained the confidentiality guidelines the CAs must follow. Customer was satisfied.

***Service Complaints--
Miscellaneous***

Customer stated that CA typed to her son's TTY that she had an emergency and her son rushed to her house. Customer stated that she wished the CA would not type things that are not true.

***Inquire Date 9/12/2006
Record ID 12779
Call Taken By Customer Service
Rep
CA Number 5222
Responded By Tina
Response Date 9/14/2006
Resolution 9/14/2006***

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the CA dialed her son's number but was never able to connect. Customer Service notified the customer of the findings and explained that the CA was not able to type to him since there had been no connection. CA was counseled to call for a Supervisor when difficulties on a call occur. Customer understood.

***Service Complaints--
Miscellaneous***

Customer stated that he got the impression that the Supervisor did not have time to assist him when he asked for the Supervisor.

***Inquire Date 9/14/2006
Record ID 12803
Call Taken By Customer Service
CA Number
Responded By Tina/Deborah
Response Date 9/14/2006
Resolution 9/14/2006***

Customer Service apologized and stated that the Supervisor would be counseled. CA and Supervisor stated that they were unable to understand what the customer was requesting and did not understand that the customer wanted the Supervisor to continue voicing their call. Supervisor was counseled and customer was satisfied.

***Service Complaints--
Miscellaneous***

Customer stated each time she attempts to contact her mother, it takes too long for the CAs to connect to VCO and her mother hangs up before the connection is made.

***Inquire Date 1/29/2007
Record ID 13181
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 1/31/2007
Resolution 1/31/2007***

Lead CA apologized and suggested a profile for her mother with an automatic VCO connection. Profile was implemented and customer was satisfied.

***Service Complaints--
Miscellaneous***

Customer stated that the CA does not switch back and forth soon enough to hear all of the other party's conversation.

***Inquire Date 3/18/2007
Record ID 13619
Call Taken By At the Workstation
CA Number 5047
Responded By Sabrina
Response Date 3/18/2007
Resolution 3/18/2007***

Supervisor apologized and stated the CA would be counseled. CA was counseled and customer was counseled on how to use the relay more efficiently.

***Service Complaints--
Miscellaneous***

Customer stated that the CA had typed "shouting" and her party was not "shouting". Customer stated that her caller became upset and hung up on the call.

***Inquire Date 4/17/2007
Record ID 13841
Call Taken By Customer Service
CA Number 5102
Responded By Tina
Response Date 4/26/2007
Resolution 4/26/2007***

Supervisor apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--
Miscellaneous***

Customer stated that the quality of service that they had received lately had been poor.

***Inquire Date 5/27/2007
Record ID 13892
Call Taken By Lead CA
CA Number
Responded By Jackie
Response Date 5/27/2007
Resolution 5/27/2007***

Lead CA apologized and stated that the information would be forwarded to the Relay Managers. Frequent monitoring and retraining for the CAs has been conducted. Customer was satisfied.

***Service Complaints--
Ringling/No Answer***

Customer stated that he was unable to reach the relay when he called the relay.

***Inquire Date 6/13/2006
Record ID 12558
Call Taken By Customer Service
CA Number
Responded By LaShonda
Response Date 6/13/2006
Resolution 6/13/2006***

Customer Service apologized and stated that the relay had been very busy today and asked the customer to please try their call again. Customer understood. Georgia Relay answered 99% in 10 seconds on that day.

**Technical Complaints--Connect
ne (TTY/Voice)**

Inquire Date 11/13/2006
Record ID 13037
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 11/14/2006
Resolution 1/3/2007

Customer stated that there are delays after he contacts the relay and that there seems to be a longer wait for the CA.

Lead CA apologized and stated that Customer Service would contact him in regards to this issue. Lead CA offered a profile for quicker connection, but customer refused. Customer Service contacted the customer and left a message, but there has been no response.

**Technical Complaints--Connect
Time (TTY/Voice)**

Inquire Date 2/21/2007
Record ID 13389
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/21/2007
Resolution 2/21/2007

Customer stated they have been attempting to place a call several times through the relay and have been unable to reach the CA. Customer also had questions about calling features and printed materials available through the relay.

Customer Service apologized and stated the relay has been busy and to please try their call again. Customer Service answered questions about the relay and printed materials available. Customer understood. Calls were answered at 99% within 10 seconds for the day.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 2/28/2007
Record ID 13396
Call Taken By At the Workstation
CA Number
Responded By Michelle
Response Date 2/28/2007
Resolution 2/28/2007

Customer stated that when she calls her mom she always receives a busy signal.

CA called for Supervisor. Supervisor attempted the call and reached a busy signal on the first attempt. Supervisor attempted the call again and reached the answering machine. Customer was able to leave a message. Customer was satisfied.

**Technical Complaints--Busy
Signal/Blockage**

Inquire Date 4/22/2007
Record ID 13713
Call Taken By Lead CA
CA Number
Responded By Rick/Tina
Response Date 4/23/2007
Resolution 5/30/2007

Customer has been unable to call her mother through the relay as she keeps reaching a fast busy signal.

Lead CA forwarded the complaint to Customer Service. Customer Service returned several calls to the customer and left messages stating that more information was needed to investigate the calls. There has been no return call from the customer.

**Technical Complaints--711
Problems**

Customer stated that her friend is unable to reach the relay when dialing 7-1-1 or the 800 number.

*Inquire Date 6/1/2006
Record ID 12538
Call Taken By Customer Service
CA Number
Responded By LaShonda/Sam
Response Date 6/1/2006
Resolution 7/15/2006*

Customer Service apologized to the customer and placed test calls to the toll free numbers and to 7-1-1 that went through fine. Customer Service stated that she would have the Outreach Coordinator set up a home visit to come and check on the customer's equipment. Customer was satisfied. Information was forwarded to Outreach Coordinator, who has attempted several times to reach the customer but there has been no response from customer.

**Technical Complaints--711
Problems**

Customer was unable to dial 711 from their office PBX.

*Inquire Date 8/7/2006
Record ID 12696
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 8/7/2006
Resolution 8/7/2006*

Customer Service gave the customer the toll free number to reach the relay and offered to speak to the telephone administrator to set up the translation number in their office PBX. Customer refused and was satisfied with the toll free number.

**Technical Complaints--711
Problems**

Customer stated that 7-1-1 did not work and they had used the toll free number to reach the relay.

*Inquire Date 8/22/2006
Record ID 12723
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 8/22/2006
Resolution 8/22/2006*

Assistant Operations Manager placed a test call and discovered that 7-1-1 was working correctly. Assistant Operations Manager explained why 7-1-1 does not always work from an office PBX. Customer understood and did not wish to make any changes at their office.

**Technical Complaints--711
Problems**

Customer stated that he could not reach the relay through 7-1-1 and wanted the relay to know. Customer declined to give any other information other than their name.

*Inquire Date 8/29/2006
Record ID 12737
Call Taken By Lead CA
CA Number
Responded By Jody
Response Date 8/31/2006
Resolution 8/31/2006*

Lead CA placed a test call and discovered that 711 was working correctly. Customer had refused to give contact information and had hung up.

**Technical Complaints--711
Problems**

*Inquire Date 9/2/2006
Record ID 12777
Call Taken By Supervisor
CA Number
Responded By Jody/Tina
Response Date 9/7/2006
Resolution 10/6/2006*

Customer has been unable to dial 7-1-1 from her cell phone to place a test call to her son's TTY.

Supervisor offered the customer the toll free number and stated that Customer Service would contact them in regards to their cell phone being unable to dial 7-1-1. Customer was satisfied. Customer Service has attempted to contact customer several times, but there has been no answer.

**Technical Complaints--711
Problems**

*Inquire Date 10/26/2006
Record ID 12863
Call Taken By Lead CA
CA Number
Responded By Steph
Response Date 10/26/2006
Resolution 10/26/2006*

Customer stated that he was unable to reach 7-1-1 and wondered how he was going to get his relay call through. Customer refused to give contact information.

Lead CA apologized and stated that relay could contact their provider in regards to this issue. Customer declined the assistance.

**Technical Complaints--711
Problems**

*Inquire Date 11/1/2006
Record ID 12962
Call Taken By Customer Service
CA Number
Responded By Michelle
Response Date 11/1/2006
Resolution 11/1/2006*

Customer stated that 7-1-1 was not working on her cell phone and wanted the toll free number to reach the relay.

Supervisor gave both the TTY and Voice toll free numbers and requested contact information so technical department could work with cell phone provider. Customer declined to give contact information and appreciated the toll free number. Customer was satisfied.

**Technical Complaints--711
Problems**

*Inquire Date 11/17/2006
Record ID 12995
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 11/17/2006
Resolution 11/17/2006*

Customer stated that they were unable to place a 7-1-1 relay call through the office PBX.

Assistant Operations Manager gave the customer the toll free number. Assistant Operations Manager offered to speak to the telephone administrator of the office in regards to this issue and the customer refused. Customer was satisfied.

Technical Complaints--711 Problems

*Inquire Date 2/20/2007
Record ID 13387
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 2/20/2007
Resolution 2/20/2007*

Customer stated that 7-1-1 is not working in the office and wondered how to reach the relay.

Lead CA explained about setting 7-1-1 up in the office PBX system and if the telephone administrator needed help with programming to contact the relay. Lead CA gave customer the toll free number to reach the relay. Customer was satisfied.

Technical Complaints--711 Problems

*Inquire Date 2/20/2007
Record ID 13388
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 2/20/2007
Resolution 2/20/2007*

Customer stated that they are unable to dial 7-1-1 from their office and wondered how to reach the relay.

Lead CA explained how to set 7-1-1 up in the office PBX system and if the telephone administrator needed help with programming, to contact the relay. Lead CA gave customer the toll free number to reach the relay. Customer was satisfied.

Technical Complaints--Miscellaneous

*Inquire Date 7/31/2006
Record ID 12684
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 7/31/2006
Resolution 8/3/2006*

Customer has been having difficulties with VCO connections.

Customer Service apologized to customer and stated that a profile would be set up with an automatic connection. Profile was implemented and customer was satisfied.

Technical Complaints--Miscellaneous

*Inquire Date 8/31/2006
Record ID 12764
Call Taken By Operations Mgr
CA Number
Responded By Sam/Tina
Response Date 9/1/2006
Resolution 9/2/2006*

Customer stated that each time he attempts to dial the Georgia Council for the Hearing Impaired through the relay, he receives a recording that states their number is blocked from anyone being able to reach them with that number.

Georgia Relay Outreach Coordinator stated that this information would be forwarded to Customer Service. Customer Service placed test calls through the relay to the number that was provided and was able to reach the Georgia Council. Customer Service informed Georgia Relay Outreach Coordinator to contact the customer with the result and suggested that perhaps the customer check to see if he has the number programmed in his blocked list.

**Technical Complaints--
Miscellaneous**

Inquire Date 10/17/2006
Record ID 12859
Call Taken By Operations Mgr
CA Number
Responded By Diane
Response Date 10/17/2006
Resolution 10/17/2006

Inmate was unable to reach the relay and wanted to place a call through the relay.

Assistant Operations Manager explained that the relay would need to speak with the prison telephone administrator. Inmate stated that he would ask him to contact the relay. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 11/2/2006
Record ID 12963
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 11/12/2006
Resolution 11/12/2006

Customer stated that when she dials 7-1-1 she gets a recording that states "unable to complete your call as dialed". Customer also stated that when using the toll free number the CA states the she is having technical difficulties and is unable to place a call.

Supervisor explained that when a customer's number shows as a toll free number to the relay it creates an error at the workstation. This may cause a delay in processing the call. Supervisor apologized and stated that the CA should be able to place a call even with this error and asked the customer to attempt their call again. Customer was satisfied. Customer did not know the CA number so that the CA could be counseled.

**Technical Complaints--
Miscellaneous**

Inquire Date 1/2/2007
Record ID 13196
Call Taken By Operations Mgr
CA Number
Responded By Tina
Response Date 1/5/2007
Resolution 1/5/2007

Customer stated that they were able to place a call dialing 711, but were unable to reach the relay when dialing the 800 number.

Assistant Operation Manager stated that the information would be forwarded to the technical department. The technical department placed test calls and discovered that the 800 number was operational. Further investigation found that the customer was coming in on the 800 number, but disconnected immediately. Customer Service notified the customer of the findings. Customer was satisfied.

**Technical Complaints--
Miscellaneous**

Inquire Date 1/19/2007
Record ID 13188
Call Taken By Customer Service
CA Number
Responded By Tina/Greg
Response Date 1/19/2007
Resolution 2/9/2007

Customer stated each time she attempts to use her pre-paid calling card through the relay that her brother who is hard of hearing, hangs up and states that he does not accept collect calls.

Customer Service forwarded the information to the technical department. The technical department discovered that the calls were going through correctly. Customer Service placed test calls with the customer and offered a profile with an Automatic VCO connection. Customer also purchased a Hamilton Calling Card. Profile was implemented and customer was satisfied.

**Technical Complaints--
Miscellaneous**

*Inquire Date 3/2/2007
Record ID 13564
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 3/2/2007
Resolution 3/2/2007*

Customer stated that he is unable to place a local call as it is blocked.

Supervisor stated that if call is local then CA should not receive a blocked message and suggested that the customer attempt to redial the call again. The customer was instructed to call back immediately if problems arose. Customer was satisfied and there has been no return call from the customer.

**Technical Complaints--
Miscellaneous**

*Inquire Date 4/23/2007
Record ID 13840
Call Taken By Supervisor
CA Number
Responded By Tina
Response Date 4/24/2007
Resolution*

Customer requested 611 for telephone repair service to be dialed through the relay.

Supervisor apologized and explained that 611 is not able to be dialed through the relay. At that time, Georgia Relay did not have access to the state's 611 listing for all local telephone companies. Georgia Relay has since been working to attain this information and once compiled, will have this information available for all CAs.

**Technical Complaints--
Miscellaneous**

*Inquire Date 5/25/2007
Record ID 13884
Call Taken By Supervisor
CA Number
Responded By Tina
Response Date 5/29/2007
Resolution 5/29/2007*

Customer stated she has been unable to dial toll free call through the relay.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the relay had technical difficulties. Customer was notified and asked to try their call again. Customer was satisfied.

**Technical Complaints—Line
Disconnected**

*Inquire Date 5/11/2007
Record ID 13885
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 5/11/2007
Resolution*

Customer stated that in the middle of the call the relay hangs up and no typing is received.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the ANI is identifying as a payphone call. Customer Service has attempted to contact the customer to obtain provider information to resolve this issue. Customer Service has been unable to reach the customer at this time.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 6/22/2006
Record ID 12574
Call Taken By Lead CA
CA Number
Responded By Jodi/Tina
Response Date 6/23/2006
Resolution

Customer stated that she is unable to place long distance calls through the relay as they are being blocked by AT&T. Customer stated that their long distance provider is Ellijay Telephone Company.

Customer Service explained that Ellijay Telephone Company was not a participating carrier through the relay. The technical department is working with the carrier to become a participating carrier. Customer Service offered to set up a profile, but customer refused. Customer will be notified when EllijayTelephone Company has become a participating carrier through the relay. Customer understood. ETC offered a temporary solution to its customers using Qwest as a reseller. Customer chose this option and a profile has been set up and implemented. ETC is still not a participating carrier as of 5/31/2007.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 7/2/2006
Record ID 12682
Call Taken By Lead CA
CA Number
Responded By Steph/Tina
Response Date 7/3/2006
Resolution

Customer requested a profile with ETC as their long distance carrier. Customer stated they are able to reach the relay using the toll free number but not 711. When the customer dials 711, she reaches an AT&T recording.

Lead CA explained that ETC was not a participating carrier through the relay. The technical department worked with ETC to correct the 711 translation issue and continues to work with the carrier to become a participating carrier through the relay. Customer was notified that a profile could be set up for Qwest at this time. Customer refused. Customer will be notified when ETC has become a participating carrier. ETC offered a temporary solution to its customers using Qwest as a reseller. Customer did not choose this option. ETC is still not a participating carrier as of 5/31/2007.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 7/28/2006
Record ID 12683
Call Taken By Customer Service
CA Number
Responded By Tina/Greg
Response Date 7/31/2006
Resolution

Customer requested a profile with Alltel as their long distance provider.

Customer Service explained that Alltel is not a participating provider in the state of Georgia. The technical department has been in contact with Alltel and discovered that they have been working on this issue for two years. Carrier technician stated that they do not have access to the correct tandems to allow this connection. Relay Technical department will continue to contact the carrier to work on this issue. Customer will be notified when Alltel becomes a participating carrier through the relay. Customer understood. Alltel is still not a participating carrier as of 5/31/2007.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 8/18/2006
Record ID 12767
Call Taken By Supervisor
CA Number
Responded By Brenda/Tina
Response Date 8/18/2006
Resolution

Customer requested Com South as their long distance provider.

Supervisor explained that Com South was not a participating carrier through the relay. Supervisor offered to set up a profile with a different carrier. Customer refused. Customer Service forwarded the information about Com South to the technical department. The technical department continues to work with Com South. Customer will be contacted when Com South becomes a participating carrier through the relay. Com South is still not a participating carrier as of 5/31/2007.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

*Inquire Date 9/7/2006
Record ID 12792
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 9/7/2006
Resolution 9/15/2006*

Customer requested a VCO profile for her mother, through the relay. Customer's mother has Chickamauga Telephone as their long distance provider.

Customer Service explained how to place a call and set up the profile for the customer's mother. Customer Service explained that Chickamauga was not a participating provider with the relay, but relay would contact the provider. Customer Service worked with the carrier to become a participating provider through the relay. Customer Service updated the profile and notified the customer that Chickamauga Telephone is now a participating carrier through the relay. Customer was satisfied.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

*Inquire Date 10/2/2006
Record ID 12854
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 10/2/2006
Resolution*

Customer has been receiving a recording when attempting to place a long distance call through the relay. Customer's carrier is Nuvox.

Customer Service explained why the customer could be hearing the recording and that Nuvox is not a participating carrier through the relay. Customer Service held a conference call with the customer and carrier. Letter of authorization information was acquired and sent. Customer refused a profile with a different carrier. There has been no further contact from the carrier. Nuvox is still not a participating carrier as of 5/31/2007.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

*Inquire Date 11/20/2006
Record ID 13010
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 11/20/2006
Resolution 11/20/2006*

Customer stated that they were unsure why their call went through AT&T when they have Time Warner.

Supervisor explained that Time Warner was not a participating carrier with the relay at that time. Customer refused to give contact information and disconnected. Time Warner is now a participating provider with the relay.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

*Inquire Date 12/1/2006
Record ID 13054
Call Taken By Operations Mgr
CA Number
Responded By Diane/Tina
Response Date 12/1/2006
Resolution*

Customer stated he is being billed incorrectly for the calls that he places through the relay. Customer stated his carrier is Ringgold Telephone Company.

Assistant Operations Manager explained that this carrier was not a participating provider with the relay and asked customer to mail in a copy of their bill for possible reimbursement for incorrect billing through relay. Customer was satisfied and bill was mailed. Customer Service discovered calls should have been local and customer was billed long distance. Customer Service mailed reimbursement for charges to the customer. The technical department continues to contact Ringgold Telephone Company to become a participating provider. Ringgold Telephone Company is still not a participating carrier as of 5/31/2007.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 1/3/2007
Record ID 13197
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 1/3/2007
Resolution

Customer wanted to set up a profile for Windstream as their long distance provider.

Customer Service explained that Windstream is not a participating provider through the relay, but has been contacted by the relay. Customer understood and profile information was set up. Windstream is still not a participating carrier as of 5/31/2007.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 2/18/2007
Record ID 13391
Call Taken By Lead CA
CA Number
Responded By Tina
Response Date 2/19/2007
Resolution

Customer requested IDT as her mother's long distance provider.

Lead CA stated that Customer Service would contact them about setting up their profile. Customer Service left a message explaining IDT was not a participating provider with the relay at this time and if the customer had any other profile requests to please contact the relay. IDT is still not a participating carrier as of 5/31/2007.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 2/21/2007
Record ID 13394
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 2/21/2007
Resolution 5/30/2007

Customer requested an automatic HCO profile with Coastal Long Distance as their provider.

Customer Service explained that Coastal Long Distance was not a participating provider with the relay. Customer Service contacted the provider and suggested that the customer also contact the provider. Customer Service set up the profile and a letter of authorization was sent to the provider. Customer understood. Coastal Long Distance has sent their letter of authorization and the technical department is setting up testing to ensure that it is working.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 2/23/2007
Record ID 13393
Call Taken By Operations Mgr
CA Number
Responded By Barb/Tina
Response Date 2/26/2007
Resolution

Customer requested Windstream/Alltel as their long distance provider through the relay.

Customer Service explained to customer that Windstream/Alltel is not a participating provider. Customer Service suggested that the customer contact the provider, as will Customer Service. Customer understood. Windstream/Alltel is still not a participating carrier as of 5/31/2007.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 3/8/2007
Record ID 13574
Call Taken By Lead CA
CA Number
Responded By Rick/Tina
Response Date 3/8/2007
Resolution

Customer wanted to verify that their profile showed Charter as his carrier.

Customer Service explained that Charter is not a participating provider through the relay. Customer Service suggested that the customer contact Charter and offered a different carrier for their profile. Customer understood but declined at this time. Customer Service also has contacted the carrier. Charter is still not a participating carrier as of 5/31/2007.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 3/12/2007
Record ID 13543
Call Taken By Customer Service
CA Number
Responded By Tina/JoAnne
Response Date 3/12/2007
Resolution

Customer requested Media-Com as their long distance provider.

Customer Service explained that Media-Com was not a participating provider through the relay. Customer Service suggested that the customer contact Media-Com and offered a different carrier for their profile. Customer understood but refused at this time. Customer Service has contacted carrier. Media-Com is still not a participating carrier as of 5/31/2007.

**Technical Complaints--Carrier
Choice not Available/Other
Equal Access**

Inquire Date 3/13/2007
Record ID 13545
Call Taken By Customer Service
CA Number
Responded By Tina
Response Date 3/13/2007
Resolution

Customer requested Altell as their long distance provider.

Customer Service explained that the carrier was not a participating provider through the relay. Customer Service suggested that the customer contact Altell and offered a different carrier for their profile. Customer understood but declined at this time. Customer Service has contacted the carrier. Altell is still not a participating carrier as of 5/31/2007.



APPENDIX F – SPRINT OHIO LOCATIONS



Address	Number of Employees
1000 Hebron rd, Heath, OH 43056	7
1065c N Court st, Medina, OH 44256	7
11370 Enterprise Park dr, Sharonville, OH 45241	6
120 N Broadway st, Akron, OH 44304	17
143 Crocker Park blvd, Westlake, OH 44145	7
1500 Polaris Pkwy, Suite 2264, Columbus, OH 43240	8
1718 Indian Wood cir, Maumee, OH 43537	14
1727 Stringtown rd, Grove City, OH 43123	8
1898 Buchholzer blvd, Akron, OH 44310	9
2 Easton Oval, Columbus, OH 43219	54
2035 N Bechtle ave, Springfield, OH 45504	7
2177 Baltimore Reynoldsburg rd, (Aka Sr256), Reynoldsburg, OH 43068	8
22839 Chagrin blvd, Beachwood, OH 44122	14
2367 S Hamilton rd, Columbus, OH 43232	23
2448 W Dorothy ln, Moraine, OH 45439	2
24543 Cedar rd, Lyndhurst, OH 44122	8
25363 Lorain rd, North Olmsted, OH 44070	18
2580 Brice rd, Reynoldsburg, OH 43068	4
261 N Springboro Pike rd, Miamisburg, OH 45449	23
2658 Niles Cortland rd, Howland, OH 44484	12
2730 N Fairfield rd, Beavercreek, OH 45431	12
2733 Madison rd, Cincinnati, OH 45209	9
3000 Corporate Exchange dr, Columbus, OH 43231	5
3103 W Market st, Fairlawn, OH 44333-3301	19
3149 Princeton rd, Hamilton, OH 45011	6
3619 Fishinger blvd, Columbus, OH 43026	9
3849 Chester ave, Cleveland, OH 44114	6
3918 Townsfair way, Bldg F102, Columbus, OH 43219	25
4037 Fenlon st, Columbus, OH 43219	6
430 Boardman Poland rd, Boardman, OH 44512	19
4470 Belden Village Mall, Canton, OH 44718	20
4605 Duke dr, Suite 200, Mason, OH 45040	91
5001 Monroe st, Toledo, OH 43623	7
5043 Tuttle Crossing blvd, Dublin, OH 43016	6
5051 N High st, Columbus, OH 43214	5

Address	Number of Employees
5333 Monroe st, Suite 33, Toledo, OH 43623	8
5350 Airport hwy, Suite 110, Village Plaza, Toledo, OH 43615	26
5410 Transportation Blvd, Garfield Heights, OH 44125	10
56 Furnace st, Akron, OH 44308	1
5705 Deerfield Village dr, Cincinnati, OH 45040	8
6001 E Royalton rd, Broadview Heights, OH 44147	111
6087 Parkcenter cir, Dublin, OH 43017	6
6135 Glenway ave, Cincinnati, OH 45211	10
616 Tillotson st, Elyria, OH 44035	11
625 Lexington ave, Unit 6, Mansfield, OH 44907	12
6341 Pearl rd, Cleveland, OH 44130	7
6595 Proprietors rd, Worthington, OH 43085	7
6614 Sawmill rd, Columbus, OH 43235	21
6791 Strip ave NW, Canton, OH 44720	7
7401 Market st, Southern Park Mall, Youngstown, OH 44512	7
7501 Mentor ave, Mentor, OH 44060	13
7682 Voice of America Centre dr, Westchester, OH 45069	7
773-777 Brooksedge blvd, Westerville, OH 43081	36
80 W Kemper rd, Suite 102, Princeton Plaza, Springdale, OH 45246	21
8078 E Broad st, Columbus, OH 43068	4
8170 Washington Village dr, Dayton, OH 45458	4
8223 Old Troy Pike, Huber Heights, OH 45424	16
9457 Colerain ave, Cincinnati, OH 45251	9
OH Remote Worksite, Athens, OH 45701	46
TBD Montgomery rd @ Kenwood rd, Sycamore Township, OH 45236	16
Grand Total	925



APPENDIX G – SPRINT FINANCIALS





News Release

Sprint Nextel
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SPRINT NEXTEL REPORTS THIRD QUARTER 2008 RESULTS

Free Cash Flow of \$1.1 billion in the quarter*

Cash balance of \$4.1 billion at the end of the quarter

Building momentum around Now Network™ and customer experience

- *Care Quality – first-call resolution improvement throughout the year*
- *Ready Now – a revolution in the wireless retail experience to drive data usage*
- *One Click – a simple, customizable user interface for easy access to applications*
- *WiMAX 4G – launch of a new era of high-speed mobile internet access*

Positioned to stabilize fourth quarter gross adds

The company's third quarter earnings conference call will be held at 8 a.m. EST today. Participants may dial 866-297-0891 in the US or Canada and provide the following ID 69374133 or may listen via the Internet at www.sprint.com/investor.

OVERLAND PARK, Kan. – Nov. 7, 2008 -- Sprint Nextel Corp. (NYSE: S) today reported third quarter 2008 financial results, which included consolidated net operating revenues of \$8.8 billion and a diluted loss per share of 11 cents. Adjusted EPS before Amortization*, which removes the effects of special items and non-cash amortization expense, was zero cents. The company reported Free Cash Flow* for the quarter of \$1.1 billion.

During the quarter, the company retired approximately \$1 billion in principal of debt and incurred a \$694 million financing obligation related to the close of its tower transaction. As of Sept. 30, 2008, the company had \$4.1 billion of cash and cash equivalents. In November

2008, the company renegotiated the terms of its revolving credit facility, providing greater flexibility regarding its financial covenants.

"During tough economic times, we tightly managed our business to generate and retain cash and maintain substantial liquidity while continuing to reduce debt. At the same time, we made advancements in improving operations and delivering on the promise of the Now Network," said Dan Hesse, Sprint Nextel CEO. "Customer care metrics have improved steadily throughout the year, and external surveys are confirming we're providing a better customer experience."

Hesse added, "Our Ready Now program revolutionizes the wireless data customer experience by personalizing and teaching customers how to take advantage of the capabilities of our Now Network; our One Click handsets allow customers easy access to applications, and we launched our fourth generation WiMAX service in Baltimore, which generated excellent reviews for a new era of high-speed mobile Internet access. All of this positions us to invite new customers to join us as we begin to focus on stabilizing gross adds in the fourth quarter."

CONSOLIDATED RESULTS

TABLE No. 1 Selected Unaudited Financial Data (dollars in millions, except per share data)

Financial Data	Quarter Ended September 30,		% Δ	Year-to-Date September 30,		% Δ
	2008	2007		2008	2007	
Net operating revenues	\$ 8,816	\$ 10,044	(12)%	\$ 27,205	\$ 30,299	(10)%
Adjusted operating (loss) income*	(233)	658	NM	(475)	1,542	NM
Adjusted OIBDA*	1,824	2,880	(37)%	5,929	8,345	(29)%
Net (loss) income	(326)	64	NM	(1,175)	(128)	NM
Adjusted earnings per share before amortization*	\$ 0.00	\$ 0.23	(100)%	\$ 0.10	\$ 0.67	(85)%
Diluted (loss) earnings per common share	\$ (0.11)	\$ 0.02	NM	\$ (0.41)	\$ (0.04)	NM
Capex	\$ 485	\$ 1,176	(59)%	\$ 2,491	\$ 4,449	(44)%
Free cash flow*	\$ 1,059	\$ 1,291	(18)%	\$ 1,240	\$ 1,971	(37)%

- Consolidated net operating revenues of \$8.8 billion for the quarter were 3% lower than in the second quarter, primarily due to a lower contribution from Wireless.
- Adjusted OIBDA* of \$1.8 billion reflects a sequential decline in net operating revenues due to subscriber losses and higher cost of service, partially offset by continued improvement in SG&A expenses. Third quarter Adjusted OIBDA* includes \$65 million in non-cash compensation expense, as well as \$75 million in operating expenses associated with the company's WiMAX efforts.
- The company made capital investments of \$485 million in the quarter, down from \$646 million in the second quarter. The decline reflects lower spending in both Wireless and Wireline segments. The company recorded \$134 million in capital expenditures in the quarter related to the deployment of WiMAX.
- For the quarter, Free Cash Flow* was \$1.1 billion, compared to \$1.3 billion in the third quarter of 2007 and \$11 million in the second quarter of 2008. The sequential improvement reflects working capital benefit and reduced capital expenditures.
- Net Debt* at the end of the period was \$18.4 billion, consisting of total debt of \$22.6 billion, offset by cash and marketable securities of \$4.2 billion. The company used

cash in the third quarter to extinguish \$485 million in principal of affiliate debt due 2012. The company also repaid \$500 million of its revolving credit facility in August 2008. In addition, the company incurred a \$694 million financing obligation related to the close of its tower transaction, which includes net cash proceeds of \$645 million with an additional \$20 million to be received 90 days after the closing of the transaction, subject to adjustments.

- In November 2008, the company renegotiated the terms of its revolving credit facility and increased the ratio of total indebtedness to trailing four quarters earnings before interest, taxes, depreciation and amortization and certain other non-recurring charges from no more than 3.5 to 1.0 to no more than 4.25 to 1.0. The company also paid down \$1 billion of outstanding debt and decreased the current borrowing capacity of the credit facility from \$6 billion to \$4.5 billion, of which \$1.3 billion is available.
- In the quarter, the company recorded cash expenditures of \$187 million related to intangible asset investments, including \$178 million associated with re-banding efforts and \$9 million for the purchases of FCC licenses.
- On Nov. 4, the Federal Communications Commission approved plans to combine Sprint's WIMAX business and assets with Clearwire Corp.

WIRELESS RESULTS

TABLE No. 2 Selected Unaudited Financial Data (dollars in millions)

Financial Data	Quarter Ended September 30,		%	Year-to-Date September 30,		%
	2008	2007		2008	2007	
Net operating revenues	\$ 7,536	\$ 8,698	(13)%	\$ 23,235	\$ 26,203	(11)%
Adjusted operating (loss) income*	(250)	514	NM	(645)	1,261	NM
Adjusted OIBDA*	1,646	2,603	(37)%	5,315	7,669	(31)%
Adjusted OIBDA margin*	23.4%	32.4%		24.5%	31.6%	
Capex ¹	\$ 217	\$ 813	(73)%	\$ 1,528	\$ 3,587	(57)%

¹Capex includes re-banding capital, but excludes other re-banding costs related to FCC licenses.

Wireless Customers

- The company served 50.5 million customers at the end of the period, compared to 54.0 million at the end of the third quarter of 2007. The credit mix of acquisitions has improved for four consecutive quarters, and prime customers represent almost 83% of the post-paid base.
- For the quarter, total wireless customers declined by a net 1.3 million including losses of 1.1 million post-paid customers and 329,000 prepaid users, which was slightly offset by a 130,000 increase in the number of wholesale and affiliate subscribers.
- At the end of the third quarter, the company served 37.8 million post-paid subscribers, 3.9 million prepaid subscribers and 8.8 million wholesale and affiliate subscribers.
- Subscribers by network platform include 35.4 million on CDMA, 13.5 million on iDEN and 1.6 million Power Source users who utilize both networks.
- More than 9% of post-paid customers upgraded their handsets during the third quarter, resulting in increased contract renewals.
- In the third quarter, the company launched Ready Now as part of an ongoing plan to familiarize customers with their handsets and service while encouraging data adoption. The company added to its device and service capabilities with the launch of the Palm® Treo™ 800w, Katana Eclipse by Sanyo, Motorola Renegade™ V950,

M320 and M220 by Samsung, the nationwide introduction of Sprint AIRAVE™ by Samsung, and Touch Diamond™ by HTC.

- In the fourth quarter, the device lineup is expanding further to include the award-winning Samsung Rant, Samsung Highnote and LG Lotus™ featuring the easy-to-use One Click interactive user interface, HTC Touch Pro, and Motorola i576. Additionally, the company will launch the BlackBerry® Curve™ 8350i - the newest Nextel Direct Connect-capable BlackBerry smartphone. In 2009, Sprint plans to launch a total of eight new Nextel Direct Connect handsets as part of its new device portfolio, with five launching during the first half of the year.

Wireless Churn

- Wireless post-paid churn was just under 2.15%, compared to 2.0% in the second quarter and 2.3% in the year-ago period.
- Boost churn in the third quarter was 8.2%, compared to 7.4% in the second quarter of 2008, reflecting higher churn for both traditional Boost Pay-as-you-go subscribers and for Boost Unlimited.

Wireless Service Revenues

- Wireless service revenues for the quarter of \$6.8 billion declined 13% year-over-year and 3% sequentially. The year-over-year decline was due to fewer subscribers and lower ARPU, while the sequential decline was due primarily to fewer wireless subscribers. Wholesale, affiliate, and other revenues were down sequentially and compared to the year-ago period due to pricing pressures.
- Wireless post-paid ARPU in the quarter was stable at \$56 compared to the first and second quarters of 2008, as growth in data substantially offset voice declines. Wireless post-paid ARPU declined by nearly 6% compared to the year-ago period, reflecting continued pressure on voice MRC and overage revenues, partially offset by data revenue growth.
- Data revenues contributed approximately \$13.50 to overall post-paid ARPU in the third quarter, led by growth in CDMA data ARPU. CDMA data ARPU increased more than \$1 from second quarter, to about \$16.50, now representing almost 29% of total CDMA ARPU. The increase was driven by strong take rates on bundled data services, such as those included with Simply Everything™, as well as continued growth in data cards.
- Prepaid ARPU in the quarter was approximately \$31 compared to \$30 in the year-ago period and in the second quarter of 2008. The sequential and year-over-year increase reflects a growing contribution from Boost Unlimited subscribers, offset by lower ARPU of traditional prepaid users.

Wireless Operating Expenses and Adjusted OIBDA*

- Total operating expenses, after normalizing for special items, were \$7.8 billion in the third quarter, compared to \$8.2 billion in the year-ago period and \$7.9 billion in the second quarter of 2008.
- Adjusted OIBDA* of \$1.6 billion in the quarter compares to \$2.6 billion in the third quarter of 2007 and \$1.9 billion in the second quarter. The sequential and year-over-year decline in Adjusted OIBDA* is due to fewer wireless subscribers and lower ARPU, partially offset by lower SG&A expense.
- Cost of services increased 5% year-over-year and 3% sequentially. The increases are due mainly to higher roaming and premium services costs.
- Equipment subsidy of nearly \$700 million (equipment revenue of approximately \$500 million less cost of products of nearly \$1.2 billion) was down 1% from the second quarter and up 29% from the third quarter of 2007. The year-over-year increase in subsidy is primarily due to the increase in the average cost per handset sold as the

company continued to sell a greater number of higher-priced units, partially offset by a decrease in the number of handsets sold.

- SG&A expenses declined 11% from the third quarter of 2007 and 2% from the second quarter of 2008. The year-over-year improvement is due to lower selling, bad debt and labor expenses. On a sequential basis, higher marketing spending was offset by lower customer care, labor and bad debt expenses.
- Bad debt expense was at its lowest level since the second quarter of 2006 due to the continued increase in the credit quality of our subscribers and improved collection efforts.

Wireless Capital Spending

Wireless capital investments were \$217 million in the third quarter, compared to \$393 million spent in the second quarter of 2008 and \$813 million spent in the third quarter of 2007. Lower spending levels reflect reduced capacity needs and the conclusion of several network investment initiatives. At the end of the quarter, Sprint continues to lead the competition in 3G data network reliability, and CDMA and iDEN network performance continues at best-ever levels.

WIRELINE RESULTS

Financial Data	Quarter Ended September 30,		%	Year-to-Date September 30,		%
	2008	2007		2008	2007	
Net operating revenues	\$ 1,576	\$ 1,612	(2)%	\$ 4,811	\$ 4,844	(1)%
Adjusted operating income*	120	158	(24)%	436	362	20%
Adjusted OIBDA*	263	290	(9)%	849	754	13%
Adjusted OIBDA margin*	16.7%	18.0%		17.6%	15.6%	
Capex	\$ 81	\$ 138	(41)%	\$ 342	\$ 427	(20)%

- Wireline revenues of \$1.6 billion for the quarter were slightly lower sequentially and year-over-year as legacy voice and data declines offset Internet revenue growth.
- Internet revenues increased 37% from the year-ago period and 5% sequentially due to strong enterprise demand for Global MPLS services and the increasing base of cable subscribers who utilize our VoIP services. Internet revenues as a percent of Wireline revenue have increased from 25% to 35% year-over-year. At the end of the third quarter, the company supported more than 4 million users of cable partner VoIP services. These services are currently available to more than 30 million MSO households.
- Legacy voice revenues declined 4% sequentially and 13% year-over-year. Compared to the second quarter, declines in retail business voice, consumer and wholesale were partially offset by growth in demand from the Wireless segment.
- Legacy data revenues are being impacted in part by customer transitions to IP services. These legacy services declined 22% compared to the third quarter of 2007 and 8% quarter-over-quarter.
- Adjusted OIBDA* was \$263 million compared to \$299 million reported for the second quarter of 2008. Total operating expenses, after normalizing for special items, were \$1.5 billion in the third quarter, nearly flat to the year-ago period and the second quarter of 2008.
- Wireline capital investment in the quarter was \$81 million and was primarily deployed to support IP growth.

Forecast

Sprint Nextel expects continued pressure on post-paid subscribers in the fourth quarter; however, we expect that gross adds will stabilize and that churn rate will be consistent with the third quarter. We also expect slight downward pressure on post-paid ARPU in the fourth quarter. Consistent with recent periods, the company expects revenue pressures leading to lower Adjusted OIBDA*. The company now expects full-year capital expenditures to be in the range of \$3 billion to \$3.3 billion. The company expects to continue to generate positive Free Cash Flow*.

*FINANCIAL MEASURES

Sprint Nextel provides financial measures generated using generally accepted accounting principles (GAAP) and using adjustments to GAAP (non-GAAP). The non-GAAP financial measures reflect industry conventions, or standard measures of liquidity, profitability or performance commonly used by the investment community for comparability purposes. These non-GAAP measures are not measurements under accounting principles generally accepted in the United States. These measurements should be considered in addition to, but not as a substitute for, the information contained in our financial statements prepared in accordance with GAAP. We have defined below each of the non-GAAP measures we use, but these measures may not be synonymous to similar measurement terms used by other companies.

Sprint Nextel provides reconciliations of these non-GAAP measures in its financial reporting. Because Sprint Nextel does not predict special items that might occur in the future, and our forecasts are developed at a level of detail different than that used to prepare GAAP-based financial measures, Sprint Nextel does not provide reconciliations to GAAP of its forward-looking financial measures.

The measures used in this release include the following:

Adjusted Earnings (Loss) per Share (EPS) is defined as net income (loss) before special items, net of tax and the diluted EPS calculated thereon. **Adjusted EPS before Amortization** is defined as net income (loss) before special items and amortization, net of tax, and the diluted EPS calculated thereon. These non-GAAP measures should be used in addition to, but not as a substitute for, the analysis provided in the statement of operations. We believe that these measures are useful because they allow investors to evaluate our performance for different periods on a more comparable basis by excluding items that relate to acquired amortizable intangible assets and not to the ongoing operations of our businesses.

Adjusted Operating Income (Loss) is defined as operating income (loss) before special items. This non-GAAP measure should be used in addition to, but not as a substitute for, the analysis provided in the statement of operations. We believe this measure is useful because it allows investors to evaluate our operating results for different periods on a more comparable basis by excluding special items.

Adjusted OIBDA is defined as operating income before depreciation, amortization, severance, exit costs and asset impairments, gains or losses on asset dispositions and exchanges and other special items. **Adjusted OIBDA Margin** represents Adjusted OIBDA divided by non-equipment net operating revenues adjusted for certain non-recurring revenue adjustments for Wireless and Adjusted OIBDA divided by net operating revenues for Wireline. These non-GAAP measures should be used in addition to, but not as a substitute for, the analysis provided in the statement of operations. We believe that

Adjusted OIBDA and Adjusted OIBDA Margin provide useful information to investors because they are an indicator of the strength and performance of our ongoing business operations, including our ability to fund discretionary spending such as capital expenditures, spectrum acquisitions and other investments and our ability to incur and service debt. While depreciation and amortization are considered operating costs under generally accepted accounting principles, these expenses primarily represent non-cash current period allocation of costs associated with long-lived assets acquired or constructed in prior periods. Adjusted OIBDA and Adjusted OIBDA Margin are calculations commonly used as a basis for investors, analysts and credit rating agencies to evaluate and compare the periodic and future operating performance and value of companies within the telecommunications industry.

Free Cash Flow is defined as the change in cash and cash equivalents less the change in debt, investment in certain securities, proceeds from common stock and other financing activities, net. This non-GAAP measure should be used in addition to, but not as a substitute for, the analysis provided in the statement of cash flows. We believe that Free Cash Flow provides useful information to investors, analysts and our management about the cash generated by our core operations after interest and dividends and our ability to fund scheduled debt maturities and other financing activities, including discretionary refinancing and retirement of debt and purchase or sale of investments.

Net Debt is consolidated debt, including current maturities, less cash and cash equivalents, current marketable securities and restricted cash. This non-GAAP measure should be used in addition to, but not as a substitute for, the analysis provided in the balance sheet and statement of cash flows. We believe that Net Debt provides useful information to investors, analysts and credit rating agencies about the capacity of the company to reduce the debt load and improve its capital structure.

SAFE HARBOR

This news release includes "forward-looking statements" within the meaning of the securities laws. The statements in this news release regarding the business outlook, expected performance and forward-looking guidance, as well as other statements that are not historical facts, are forward-looking statements. The words "estimate," "project," "forecast," "intend," "expect," "believe," "target," "providing guidance" and similar expressions are intended to identify forward-looking statements. Forward-looking statements are estimates and projections reflecting management's judgment based on currently available information and involve a number of risks and uncertainties that could cause actual results to differ materially from those suggested by the forward-looking statements. With respect to these forward-looking statements, management has made assumptions regarding, among other things, customer and network usage, customer growth and retention, pricing, operating costs, the timing of various events and the economic and regulatory environment.

Future performance cannot be assured. Actual results may differ materially from those in the forward-looking statements. Some factors that could cause actual results to differ include:

- the effects of vigorous competition, including the impact of competition on the price we are able to charge customers for services and equipment we provide and our ability to attract new customers and retain existing customers; the overall demand for our service offerings, including the impact of decisions of new subscribers between our post-paid and prepaid services offerings and between our two network platforms; and the impact of new, emerging and competing technologies on our business;

- the impact of overall wireless market penetration on our ability to attract and retain customers with good credit standing and the intensified competition among wireless carriers for those customers;
- the uncertainties related to the implementation of our business strategies including investments in our networks, our systems, and other businesses, including current investments and additional investments that will be required in connection with the planned deployment of a next generation wireless broadband network;
- the costs and business risks associated with providing new services and entering new geographic markets, including in connection with the planned deployment of a next generation wireless broadband network;
- uncertainty regarding satisfaction of the conditions to completion of the transaction with Clearwire Corporation, including approval by Clearwire's stockholders and satisfaction of the other conditions to closing;
- the impact of recent downgrades and potential further downgrades in the ratings afforded our debt securities by ratings agencies;
- the impact of difficulties we may encounter in implementing actions designed to maintain compliance with our financial covenants, including the success of actions involving third parties;
- the effects of mergers and consolidations and new entrants in the communications industry and unexpected announcements or developments from others in the communications industry;
- unexpected results of litigation filed against us or our suppliers or vendors;
- the impact of third parties not meeting our business requirements, including a significant adverse change in the ability or willingness of such parties to provide handset devices or infrastructure equipment for our code division multiple access, or CDMA, network, or Motorola, Inc's ability or willingness to provide related handset devices, infrastructure equipment and software applications, or to develop new technologies or features, for our integrated Digital Enhanced Network, or IDEN, network;
- the impact of adverse network performance;
- the costs and/or potential customer impacts of compliance with regulatory mandates, particularly requirements related to the reconfiguration of the 800 megahertz, or MHz, band used to operate our IDEN network, as contemplated by the Federal Communications Commission's, or FCC's, Report and Order released in August 2004 as supplemented by subsequent memoranda;
- equipment failure, natural disasters, terrorist acts, or other breaches of network or information technology security;
- one or more of the markets in which we compete being impacted by changes in political, economic or other factors such as monetary policy, legal and regulatory changes or other external factors over which we have no control; and
- other risks referenced from time to time in this report and other filings of ours with the Securities and Exchange Commission, or SEC, including in our annual report on Form 10-K for the year ended December 31, 2007 in Part I, Item 1A, "Risk Factors."

Sprint Nextel believes these forward-looking statements are reasonable; however, you should not place undue reliance on forward-looking statements, which are based on current expectations and speak only as of the date of this release. Sprint Nextel is not obligated to publicly release any revisions to forward-looking statements to reflect events after the date of this release.

Participants in Solicitation

Sprint, Clearwire and their respective directors and executive officers and other members of management and employees may be deemed to be participants in the solicitation of proxies in respect of the proposed transactions. Information concerning Sprint's participants is set forth in the proxy statement dated March 27, 2008 for Sprint's 2008 annual meeting of shareholders as filed with the SEC on Schedule 14A. Information concerning Clearwire's participants is set forth in the proxy statement dated April 29, 2008 for Clearwire's annual meeting of stockholders as filed with

the SEC on Schedule 14A. Additional information regarding the interests of participants of Sprint and Clearwire in the solicitation of proxies in respect of the proposed transactions is included in the Registration Statement on Form S-4 (File No. 333-153128), and the proxy statement/prospectus contained therein, filed with the SEC. Those documents are available free of charge at the websites of the SEC and Clearwire.

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 51 million customers at the end of the third quarter 2008; industry-leading mobile data services; instant national and international walkie-talkie capabilities; and a global Tier 1 Internet backbone. For more information, visit www.sprint.com.

Sprint Nextel Corporation
CONSOLIDATED STATEMENTS OF OPERATIONS (Unaudited)
(Millions, except per Share Data)

TABLE NO. 4

	Quarter Ended		Year To Date	
	September 30, 2008	September 30, 2007	September 30, 2008	September 30, 2007
Net Operating Revenues	\$ 8,816	\$ 10,044	\$ 27,205	\$ 30,299
Operating Expenses				
Cost of services	3,043	3,005	8,968	9,044
Cost of products	1,181	1,217	3,656	3,910
Selling, general and administrative	2,768	3,077	8,782	9,443
Severance, exit costs and asset impairments ⁽¹⁾	13	125	323	384
Gain from asset dispositions and exchanges, net ⁽¹⁾	(41)	-	(15)	-
Depreciation	1,488	1,441	4,449	4,203
Amortization	569	781	1,955	2,600
Total operating expenses	9,021	9,646	28,118	29,584
Operating (Loss) Income	(205)	398	(913)	715
Interest expense	(338)	(367)	(1,029)	(1,099)
Interest income	20	66	78	123
Other, net	8	-	(17)	13
Loss before Income Taxes	(515)	97	(1,881)	(248)
Income tax benefit	189	(33)	706	120
Net (Loss) Income	\$ (326)	\$ 64	\$ (1,175)	\$ (128)
Diluted (Loss) Earnings Per Common Share	\$ (0.11)	\$ 0.02	\$ (0.41)	\$ (0.04)
Weighted Average Common Shares	2,855	2,860	2,852	2,876
Basic (Loss) Earnings Per Common Share	\$ (0.11)	\$ 0.02	\$ (0.41)	\$ (0.04)
Basic weighted average common shares	2,855	2,845	2,852	2,876
Effective Tax Rate	36.7%	34.0%	37.5%	48.4%

	Quarter Ended		Quarter Ended		Year To Date	
	June 30, 2008	June 30, 2007	September 30, 2008	September 30, 2007	September 30, 2008	September 30, 2007
Operating (Loss) Income	\$ (210)	\$ 316	\$ (205)	\$ 398	\$ (913)	\$ 715
Special items before taxes						
Merger and integration expense ⁽²⁾	44	163	-	135	130	397
Severance, exit costs and asset impairments ⁽¹⁾	93	85	13	125	323	384
Loss (gain) from asset dispositions and exchanges, net ⁽¹⁾	12	-	(41)	-	(15)	-
Contingencies and other ⁽³⁾	-	5	-	-	-	-
Adjusted Operating (Loss) Income*	(61)	569	(233)	658	(475)	1,5
Depreciation and amortization	2,157	2,313	2,057	2,222	6,404	6,81
Adjusted OIBDA*	2,096	2,882	1,824	2,880	5,929	8,345
Capital expenditures ⁽⁴⁾	646	1,666	485	1,176	2,491	4,449
Adjusted OIBDA* less Capex	\$ 1,450	\$ 1,216	\$ 1,339	\$ 1,704	\$ 3,438	\$ 3,896
Operating (Loss) Income Margin ⁽⁵⁾	-2.4%	3.3%	-2.5%	4.2%	-3.6%	2.5%
Adjusted OIBDA Margin*	24.4%	30.1%	21.9%	30.7%	23.1%	29.4%

See accompanying Notes to Financial Data (Unaudited)

Sprint Nextel Corporation
RECONCILIATIONS OF EARNINGS PER SHARE (Unaudited)
(Millions, except per Share Data)

TABLE NO. 5

	Quarter Ended		Quarter Ended		Year To Date	
	June 30, 2008	June 30, 2007	September 30, 2008	September 30, 2007	September 30, 2008	September 30, 2007
Net (Loss) Income	\$ (344)	\$ 19	\$ (326)	\$ 64	\$ (1,175)	\$ (128)
Special items (net of taxes)						
Merger and integration expense ⁽²⁾	27	100	-	84	80	244
Severance, exit costs and asset impairments ⁽²⁾	56	52	8	78	199	239
Loss (gain) from asset dispositions and exchanges, net ⁽¹⁾	8	-	(25)	-	(9)	-
Contingencies and other ⁽³⁾	-	12	-	-	-	37
Net gains on investment activities and equity in earnings	-	(11)	-	(4)	-	(15)
Tax audit settlement	-	-	-	(19)	-	(19)
Gain on early retirement of debt	-	-	-	(3)	-	(5)
Adjusted Net (Loss) Income*	<u>\$ (253)</u>	<u>\$ 172</u>	<u>\$ (343)</u>	<u>\$ 200</u>	<u>\$ (905)</u>	<u>\$ 353</u>
Amortization (net of taxes)	416	547	344	472	1,181	1,570
Adjusted Net Income before Amortization*	<u>\$ 163</u>	<u>\$ 719</u>	<u>\$ 1</u>	<u>\$ 672</u>	<u>\$ 276</u>	<u>\$ 1,923</u>
Diluted (Loss) Earnings Per Common Share	\$ (0.12)	\$ 0.01	\$ (0.11)	\$ 0.02	(0.41)	(0.04)
Special items (net of taxes)	0.03	0.05	(0.01)	0.05	0.09	0.16
Adjusted (Loss) Earnings Per Share*	<u>\$ (0.09)</u>	<u>\$ 0.06</u>	<u>\$ (0.12)</u>	<u>\$ 0.07</u>	<u>\$ (0.32)</u>	<u>\$ 0.12</u>
Amortization (net of taxes)	0.15	0.19	0.12	0.16	0.42	0.55
Adjusted Earnings Per Share before Amortization*	<u>\$ 0.06</u>	<u>\$ 0.25</u>	<u>\$ 0.00</u>	<u>\$ 0.23</u>	<u>\$ 0.10</u>	<u>\$ 0.67</u>

See accompanying Notes to Financial Data (Unaudited)

Sprint Nextel Corporation

NON-GAAP WIRELESS STATEMENTS OF OPERATIONS AND STATISTICS (Unaudited)

(Millions, except subscriber counts and metrics)

TABLE No. 6

	Quarter Ended		Year To Date	
	September 30, 2008	September 30, 2007	September 30, 2008	September 30, 2007
Net Operating Revenues				
Service	\$ 6,803	\$ 7,778	\$ 20,931	\$ 23,491
Equipment	492	662	1,558	1,919
Wholesale, affiliate and other	241	258	746	793
Total Net Operating Revenues	7,536	8,698	23,235	26,203
Operating Expenses				
Cost of services	2,268	2,166	6,589	6,420
Costs of products	1,181	1,195	3,622	3,833
Selling, general and administrative	2,441	2,734	7,709	8,281
Merger and Integration expense ⁽²⁾	-	76	101	257
Severance, exit costs and asset impairments ⁽¹⁾	5	119	256	345
Gain from asset dispositions and exchanges, net ⁽¹⁾	(35)	-	(12)	-
Contingencies and other ⁽³⁾	-	-	-	23
Depreciation	1,327	1,308	4,006	3,809
Amortization	569	781	1,954	2,599
Total operating expenses	7,756	8,379	24,225	25,567
Operating (Loss) Income	\$ (220)	\$ 319	\$ (990)	\$ 636

NON GAAP RECONCILIATION

	Quarter Ended		Quarter Ended		Year To Date	
	June 30, 2008	June 30, 2007	September 30, 2008	September 30, 2007	September 30, 2008	September 30, 2007
Operating (Loss) Income	\$ (262)	\$ 282	\$ (220)	\$ 319	\$ (990)	\$ 636
Special items before taxes						
Merger and Integration expense ⁽²⁾	35	122	-	76	101	257
Severance, exit costs and asset impairments ⁽¹⁾	72	85	5	119	256	345
Loss (gain) from asset dispositions and exchanges, net ⁽¹⁾	13	-	(35)	-	(12)	-
Contingencies and other ⁽³⁾	-	5	-	-	-	23
Adjusted Operating (Loss) Income*	(142)	494	(250)	514	(645)	1,261
Depreciation and amortization	2,010	2,177	1,896	2,089	5,960	6,408
Adjusted OIBDA*	1,868	2,671	1,646	2,603	5,315	7,669
Capital expenditures ⁽⁴⁾	393	1,371	217	813	1,528	3,587
Adjusted OIBDA* less Capex	\$ 1,475	\$ 1,300	\$ 1,429	\$ 1,790	\$ 3,787	\$ 4,082
Operating (Loss) Income Margin ⁽⁵⁾	-3.6%	3.4%	-3.1%	4.0%	-4.6%	2.6%
Adjusted OIBDA Margin*	25.7%	32.7%	23.4%	32.4%	24.5%	31.6%

Operating Statistics	Quarter Ended		Quarter Ended		Year To Date	
	June 30, 2008	June 30, 2007	September 30, 2008	September 30, 2007	September 30, 2008	September 30, 2007
Direct Post-Paid Subscribers						
Service revenue (in millions)	\$ 6,614	\$ 7,497	\$ 6,423	\$ 7,354	\$ 19,770	\$ 22,279
ARPU	\$ 56	\$ 60	\$ 56	\$ 59	\$ 56	\$ 60
Churn	2.0%	2.0%	2.15%	2.3%	2.2%	2.2%
Net (losses) additions (in thousands)	(776)	16	(1,122)	(337)	(2,968)	(541)
End of period subscribers (in thousands)	38,905	41,601	37,783	41,434	37,783	41,434
Hours per subscriber	16	16	16	16	15	16
Direct Prepaid Subscribers						
Service revenue (in millions)	\$ 391	\$ 401	\$ 380	\$ 414	\$ 1,161	\$ 1,212
ARPU	\$ 30	\$ 31	\$ 31	\$ 30	\$ 30	\$ 31
Churn	7.4%	6.8%	8.2%	6.2%	8.5%	6.6%
Net (losses) additions (in thousands)	(138)	169	(329)	67	(667)	511
End of period subscribers (in thousands)	4,240	4,456	3,911	4,523	3,911	4,523
Hours per subscriber	13	7	14	8	13	7
Wholesale Subscribers ⁽⁶⁾						
Net (losses) additions (in thousands)	(10)	155	108	194	265	816
End of period subscribers (in thousands)	7,831	6,980	7,939	7,174	7,939	7,174
Affiliate Subscribers						
Net additions (in thousands)	23	33	22	16	61	95
End of period subscribers (in thousands)	883	978	905	824	905	824
Total Subscribers						
Net (losses) additions (in thousands)	(901)	373	(1,321)	(60)	(3,309)	881
End of period subscribers (in thousands)	51,859	54,015	50,538	53,955	50,538	53,955

See accompanying Notes to Financial Data (Unaudited)

Sprint Nextel Corporation
WIRELINE STATEMENTS OF OPERATIONS AND STATISTICS (Unaudited)
(Millions)

TABLE NO. 7

	Quarter Ended		Year To Date	
	September 30, 2008	September 30, 2007	September 30, 2008	September 30, 2007
Net Operating Revenues				
Voice	\$ 755	\$ 868	\$ 2,365	\$ 2,676
Data	231	297	750	918
Internet	556	407	1,580	1,122
Other	34	40	116	128
Total Operating Revenues	1,576	1,612	4,811	4,844
Operating Expenses				
Costs of services and products	1,070	1,095	3,218	3,343
Selling, general and administrative	243	227	744	770
Severance, exit costs and asset impairments ⁽¹⁾	4	3	60	35
Gain from asset dispositions and exchanges, net ⁽¹⁾	(4)	-	(2)	-
Depreciation	143	132	413	392
Total operating expenses	1,456	1,457	4,433	4,540
Operating Income	\$ 120	\$ 155	\$ 378	\$ 304

NON GAAP RECONCILIATION

	Quarter Ended		Quarter Ended		Year To Date	
	June 30, 2008	June 30, 2007	September 30, 2008	September 30, 2007	September 30, 2008	September 30, 2007
Operating Income	\$ 143	\$ 126	\$ 120	\$ 155	\$ 378	\$ 304
Special items before taxes						
Severance, exit costs and asset impairments ⁽¹⁾	20	-	4	3	60	35
Gain from asset dispositions and exchanges, net ⁽¹⁾	(3)	-	(4)	-	(2)	-
Contingencies and other ⁽³⁾	-	-	-	-	-	23
Adjusted Operating Income*	160	126	120	158	436	362
Depreciation	139	133	143	132	413	392
Adjusted OIBDA*	299	259	263	290	849	754
Capital expenditures ⁽⁴⁾	113	145	81	138	342	427
Adjusted OIBDA* less Capex	\$ 186	\$ 114	\$ 182	\$ 152	\$ 507	\$ 327
Operating Income Margin	8.9%	7.7%	7.6%	9.6%	7.9%	6.3%
Adjusted OIBDA Margin*	18.6%	15.9%	16.7%	18.0%	17.6%	15.6%

Operating Statistics

	Quarter Ended		Quarter Ended		Year To Date	
	2Q 2008	2Q 2007	3Q 2008	3Q 2007	2008	2007
YOY Voice only minutes volume growth (does not include minutes associated with Cable VOIP)	-9%	6%	-9%	4%	-8%	4%

See accompanying Notes to Financial Data (Unaudited)

Sprint Nextel Corporation

CONDENSED CONSOLIDATED CASH FLOW INFORMATION (Unaudited) (Millions)

TABLE NO. 8

For the Year to Date Period Ended	September 30, 2008	September 30, 2007
Operating Activities		
Net loss	\$ (1,175)	\$ (128)
Depreciation and amortization	6,404	6,803
Provision for losses on accounts receivable	559	645
Share-based compensation expense	207	197
Deferred income taxes	(747)	(159)
Other, net	(147)	(210)
Net cash provided by operating activities	<u>5,101</u>	<u>7,148</u>
Investing Activities		
Capital expenditures	(3,272)	(4,651)
Expenditures relating to FCC licenses	(655)	(462)
Acquisitions, net of cash acquired	-	(287)
Decrease in marketable securities, net	113	9
Proceeds from sale of investments and assets	76	157
Cash collateral for securities loan agreements	-	866
Other investing activities	(10)	(6)
Net cash used in investing activities	<u>(3,748)</u>	<u>(4,374)</u>
Financing Activities		
Borrowings under credit facility	2,500	750
Repayments under credit facility	(500)	-
Proceeds from issuance of debt securities	-	750
Proceeds from financing obligation	645	-
Proceeds from issuance of commercial paper	681	4,837
Maturities of commercial paper	(1,060)	(4,951)
Purchase, retirements and payments of debt and capital leases	(1,797)	(1,386)
Payments of securities loan agreements	-	(866)
Purchase of common shares	-	(1,833)
Dividends paid	-	(215)
Proceeds from issuance of common shares, net	48	337
Net cash provided by (used in) financing activities	<u>517</u>	<u>(2,577)</u>
Change in Cash and Cash Equivalents	<u>1,870</u>	<u>197</u>
Cash and Cash Equivalents, beginning of period	<u>2,246</u>	<u>2,046</u>
Cash and Cash Equivalents, end of period	<u>\$ 4,116</u>	<u>\$ 2,243</u>

FREE CASH FLOW (NON GAAP) (Millions)

TABLE NO. 9

	Quarter Ended		Quarter Ended		Year-to-Date	
	June 30, 2008	June 30, 2007	September 30, 2008	September 30, 2007	September 30, 2008	September 30, 2007
Adjusted OIBDA*	\$ 2,096	\$ 2,882	\$ 1,824	\$ 2,880	\$ 5,929	\$ 8,345
Adjust for special items	(149)	(253)	28	(260)	(438)	(827)
Other operating activities, net ⁽⁷⁾	(868)	(659)	63	94	(390)	(370)
Cash from Operating Activities (GAAP)	<u>1,079</u>	<u>1,970</u>	<u>1,915</u>	<u>2,714</u>	<u>5,101</u>	<u>7,148</u>
Capital expenditures	(899)	(1,577)	(703)	(1,261)	(3,272)	(4,651)
Expenditures relating to FCC licenses	(194)	(151)	(187)	(204)	(655)	(462)
Proceeds from sales of investments and assets	30	15	38	115	76	157
Dividends paid	-	(72)	-	(71)	-	(215)
Other investing activities, net	(5)	(2)	(4)	(2)	(10)	(6)
Free Cash Flow*	<u>11</u>	<u>183</u>	<u>1,059</u>	<u>1,291</u>	<u>1,240</u>	<u>1,971</u>
Purchase of common shares	-	(1,101)	-	(432)	-	(1,833)
Increase (decrease) in debt, net	(1,306)	748	(393)	(775)	469	-
Acquisitions, net of cash acquired	-	-	-	(287)	-	(287)
Proceeds from issuance of common shares, net	17	243	22	25	48	337
Decrease (increase) in marketable securities, net	69	5	(41)	(3)	113	9
Change in Cash and Cash Equivalents (GAAP)	<u>\$ (1,209)</u>	<u>\$ 78</u>	<u>\$ 647</u>	<u>\$ (181)</u>	<u>\$ 1,870</u>	<u>\$ 197</u>

See accompanying Notes to Financial Data (Unaudited)

Sprint Nextel Corporation

CONSOLIDATED BALANCE SHEETS

(Millions)

TABLE NO. 10

	(Unaudited)	
	September 30, 2008	December 31, 2007
Assets		
Current assets		
Cash and cash equivalents	\$ 4,116	\$ 2,246
Marketable securities	75	194
Accounts and notes receivable, net	3,452	4,196
Device and accessory inventory	682	938
Deferred tax assets	181	447
Prepaid expenses and other current assets	760	640
Total current assets	<u>9,266</u>	<u>8,661</u>
Investments	137	165
Property, plant and equipment, net	24,773	26,636
Goodwill	977	978
FCC licenses and other	21,990	21,123
Customer relationships, net	2,396	4,203
Other definite lived intangible assets, net	1,695	1,835
Other assets	627	694
Total	<u>\$ 61,861</u>	<u>\$ 64,295</u>
Liabilities and Shareholders' Equity		
Current liabilities		
Accounts payable	\$ 2,582	\$ 3,481
Accrued expenses and other current liabilities	3,849	3,960
Current portion of long-term debt and capital lease obligations	1,617	1,661
Total current liabilities	<u>8,048</u>	<u>9,102</u>
Long-term debt and capital lease obligations	21,023	20,469
Deferred tax liabilities	7,846	8,742
Other liabilities	3,785	3,847
Total liabilities	<u>40,702</u>	<u>42,160</u>
Shareholders' equity		
Common shares	5,902	5,902
Paid-in capital	46,843	46,693
Treasury shares, at cost	(1,970)	(2,161)
Accumulated deficit	(29,509)	(28,188)
Accumulated other comprehensive loss	(107)	(111)
Total shareholders' equity	<u>21,159</u>	<u>22,135</u>
Total	<u>\$ 61,861</u>	<u>\$ 64,295</u>

NET DEBT (NON-GAAP) (Unaudited)

(Millions)

TABLE NO. 11

	September 30, 2008	December 31, 2007
Total Debt	\$ 22,640	\$ 22,130
Less: Cash and cash equivalents	(4,116)	(2,246)
Less: Marketable securities	(75)	(194)
Net Debt*	<u>\$ 18,449</u>	<u>\$ 19,690</u>

See accompanying Notes to Financial Data (Unaudited)

Sprint Nextel Corporation

Schedule of Debt (Unaudited)

(Millions)

TABLE NO. 12

			September 30, 2008
<u>ISSUER</u>	<u>COUPON</u>	<u>MATURITY</u>	<u>PRINCIPAL</u>
Sprint Nextel Corporation			
Floating Rate Notes due 2010	4.169%	06/28/2010	750
Bank Credit Facility	4.038%	12/19/2010	2,000
Export Development Canada Facility	4.601%	03/30/2012	750
6% Notes due 2016	6.000%	12/01/2016	2,000
9.25% Debentures due 2022	9.250%	04/15/2022	200
Sprint Nextel Corporation subtotal			5,700
Sprint Capital Corporation			
6.375% Notes due 2009	6.375%	05/01/2009	600
7.625% Notes due 2011	7.625%	01/30/2011	1,650
8.375% Notes due 2012	8.375%	03/15/2012	2,000
6.9% Notes due 2019	6.900%	05/01/2019	1,729
6.875% Notes due 2028	6.875%	11/15/2028	2,475
8.75% Notes due 2032	8.750%	03/15/2032	2,000
Sprint Capital Corporation subtotal			10,454
Nextel Communications Inc.			
5.25% Convertible Senior Notes due 2010	5.250%	01/15/2010	607
6.875% Senior Serial Redeemable Notes due 2013	6.875%	10/31/2013	1,473
5.95% Senior Serial Redeemable Notes due 2014	5.950%	03/15/2014	1,170
7.375% Senior Serial Redeemable Notes due 2015	7.375%	08/01/2015	2,137
Nextel Communications Inc. subtotal			5,387
Tower financing obligation	9.500%	01/01/2028	694
Capital lease obligations and other			90
TOTAL PRINCIPAL			22,325
Premiums, discounts, variable interest entity and other adjustments			315
TOTAL DEBT			\$ 22,640

See accompanying Notes to Financial Data (Unaudited)

Sprint Nextel Corporation

NOTES TO FINANCIAL DATA (Unaudited)

- (1) In the third quarter 2008, severance, exit costs and asset impairment charges and gains from asset dispositions and exchanges were a net \$28 million credit. In the year-to-date period 2008, we recorded severance, exit costs and asset impairment charges and gains from asset dispositions and exchanges of \$308 million pre-tax (\$190 million, net of tax) primarily related to the work force reductions and continued organizational realignment initiatives. In the third quarter 2007 and year-to-date period 2007, we recorded severance, exit costs and asset impairment charges of \$125 million pre-tax (\$78 million, net of tax) and \$384 million pre-tax (\$239 million, net of tax), respectively. These costs consist of workforce reductions, realignment initiatives and exit and asset impairment costs associated with lease termination charges and write-off of network costs. Severance, exit costs and asset impairment charges and gains or losses from asset dispositions and exchanges are allocated to the appropriate segment results.
- (2) In the third quarter 2008, merger and integration costs were not material. In the year-to-date period 2008, we recorded merger and integration costs of \$130 million pre-tax (\$80 million, net of tax). In the third quarter 2007 and year-to-date period 2007, we recorded merger and integration costs of \$135 million pre-tax (\$84 million, net of tax) and \$397 million pre-tax (\$244 million, net of tax), respectively. All merger costs are related to the Sprint-Nextel merger and/or the PCS Affiliates and Nextel Partners' acquisitions and are generally non-recurring in nature. Merger and integration expenses which are solely and directly attributable to the Wireless segment have been allocated to that segment. These expenses are classified as selling, general and administrative, cost of products, or equipment revenues as appropriate on our consolidated statement of operations. Merger and integration expenses that are not solely and directly attributable to the Wireless segment are included in the Corporate segment and are classified as selling, general and administrative expenses on our consolidated statement of operations.
- (3) Contingencies and other includes charges associated with legal contingencies and net costs associated with the exit of a non-core line of business.
- (4) Capital expenditures is an accrual based amount that includes the changes in unpaid capital expenditures and excludes capitalized interest. Consolidated capital expenditures of \$485 million for the third quarter 2008 includes \$185 million reduction in accrued capital expenditures less \$33 million of capitalized interest. Wireless segment capital expenditures of \$217 million for the third quarter 2008 includes \$158 million reduction in accrued capital expenditures less \$11 million of capitalized interest. Wireline segment capital expenditures of \$81 million for the third quarter 2008 includes \$7 million reduction in accrued capital expenditures less \$2 million of capitalized interest.

Consolidated capital expenditures of \$2.5 billion for the year-to-date period 2008 includes \$674 million reduction in accrued capital expenditures less \$107 million of capitalized interest. Wireless segment capital expenditures of \$1.5 billion for the year-to-date period 2008 includes \$487 million reduction in accrued capital expenditures less \$50 million of capitalized interest. Wireline segment capital expenditures of \$342 million for the year-to-date period includes \$72 million reduction in accrued capital expenditures less \$5 million of capitalized interest. Cash paid for capital expenditures can be found in the statements of cash flows on Table No. 8 and free cash flows on Table No. 9.

- (5) Operating (loss) income margin excludes equipment revenues.
- (6) Certain wholesale devices are activated on the network prior to selling the device to the end customer, which resulted in approximately 210,000 additions during the third quarter 2008. As of September 30, 2008, these subscribers for which devices are not in the hands of an end user customer represented approximately 3% of the total wholesale subscriber base.
- (7) Other operating activities, net includes the change in working capital, change in deferred income taxes, miscellaneous operating activities and non-operating items in net loss.

See accompanying Notes to Financial Data (Unaudited)