

Large Filing Separator Sheet

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APPENDIX J – SAMPLE ANNUAL REPORT





Relay
Ohio

ANNUAL REPORT 2007-2008

Report provided by
Sprint[®]
Relay

The logo graphic for Sprint Relay, featuring a stylized, multi-pointed arrow or fan shape pointing to the right, with a small 'TM' trademark symbol.

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www.trudysuggs.com

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Sprint Relay
2 Easton Oval
Columbus, OH 43219
866-428-1804 (TTY)

Danny Barrett
Consumer Sales Manager
danny.d.barrett@sprint.com

Dear Public Utilities Commission of Ohio (PUCO),

On behalf of Sprint Relay, I am submitting to you the fiscal year **July 2007 to June 2008** annual report of relay trends and highlights of Relay Ohio. As you will see in various sections throughout this report, Relay Ohio continues to play an important part in the communication and independence of all deaf, hard of hearing, speech-disabled, and deafblind Ohioans—as well as relay compliance to meet the State’s requirements.

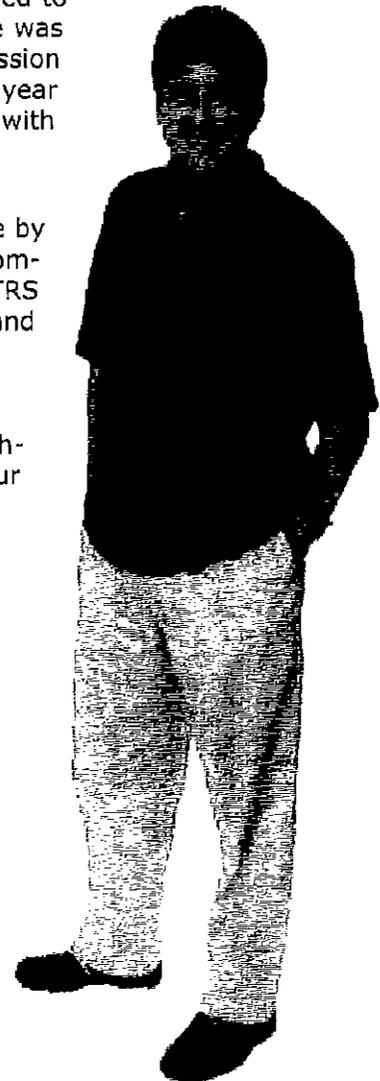
Traditional TRS session minutes continued to decline each month due to the rise in Internet-supported relay calls, video relay services, and wireless communication. Compared to July 2007 TRS total TRS session minutes to June 2008 minutes, there was a 17.5% decrease. However, on a positive note, the total CapTel session minutes climbed quickly each month, with 886,256 total minutes at year end. This reflects a **93%** increase in usage rate comparing FY 2007 with FY 2008!

Sprint demonstrated its commitment to provide the best customer care by presenting to the PUCO a proposed boilerplate of over 100 pages to complete the Federal Communications Commission-mandated TRS re-certification application. Also, as with every year, Sprint closed and completed customer comments for the FCC filing.

Sprint looks forward to maintaining our commitment to delivering high-quality relay results for the next fiscal year and thanks you for your continued support.

Sincerely,

Danny Barrett
Relay Ohio
Consumer Sales Manager



RELAY OHIO - SERVICES

What is Telecommunications Relay Service (TRS)?

Relay is a free service that provides full telephone accessibility to people who are deaf, hard of hearing, deaf-blind, and speech-disabled. This service allows hearing callers to communicate with text-telephone (TTY) users and vice-versa through specially trained communication assistants (CAs). Calls can be made to anywhere in the world, 24 hours a day, 7 days a week, 365 days a year, with no restrictions on the number, length, or type of calls. All calls are strictly confidential and no records of any conversations are maintained.

Anyone wishing to use Relay Ohio service simply dials 711 to connect with a CA. The CA then dials the requested number and relay the conversation between the two callers.

TRS Enhancements

FCC TRS Re-Certification Project

On June 22, 2007, the Federal Communications Commission (FCC) issued a Public Notice to remind TRS state programs to submit the re-certification renewal application by October 1, 2007.

The re-certification application required demonstration of evidence in the following:

- ***met or exceeded all operational, technical, and functional minimum standards;***
- ***had adequate procedures and remedies to enforce the requirements of the state program;***
- ***had informational materials available to TRS users explaining state and commission procedures for filing complaints; and***
- ***if that relay state program exceeded mandatory minimum standards, it must indicate that it in no way conflicted with federal law.***

This re-certification must be completed by relay states every five years, since current certifications expired July 26, 2008. One year prior to expiration, a state may apply for renewal. Sprint took the initiative to develop and distribute a FCC re-certification renewal boilerplate for their state customers.

Sprint responded to most of the directives, leaving the states—including Ohio—with fewer questions to answer. In addition, Sprint provided further answers and support when asked by the states.

On July 16, 2008, the Relay Ohio program has been re-certified for five more years from July 26, 2008 to July 25, 2013. Sprint is pleased to work with Relay Ohio to maintain high-quality relay services.

Relay Platform

During the second quarter of 2008, Sprint completed the implementation of its new state-of-the-art relay platform. This improved platform incorporates the latest in telephone-switching and data-transport technology. The investment and platform plan have virtually replaced the old Rockwell TRS platform with the best technology currently available for a relay application. When combined with upgraded operator terminals and a new desktop call-processing application, the results are a cutting-edge, highly flexible, easily modified combination that supports Sprint's relay services using IP-based technology.

The new relay platform was successfully completed in mid-April 2008 for all of Sprint's TRS call centers. The new significant upgrades have greatly improved the Sprint relay agents' and customers' experiences.

RELAY OHIO - OUTREACH & MARKETING

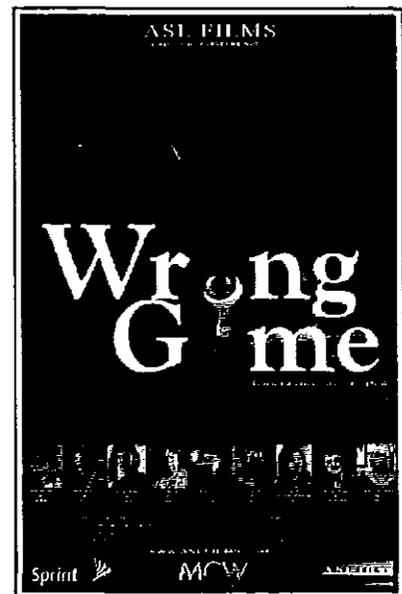
Outreach Activities

Relay Ohio, with the support of its two subcontractors, promoted relay service awareness by providing demonstrations, exhibits, presentations and materials to various groups between July 2007 and June 2008. Products included all aspects of TRS as well as video relay services (VRS), Internet Protocol (IP) relay, and wireless relay. Highlights of selected examples of outreach performed include:

- **Exhibit at the Deaf Fair with 1,300 in attendance;**
- **Workshop to Telecommunications Managers of state agencies;**
- **Training on emergency preparedness information network with 40 in attendance.**

Sponsorships were also donated to various organizations. The sponsorships were earned through ticket proceeds for a film produced by an all-deaf cast and crew. This *Wrong Game* film was shown in several cities: Akron (2), Warren, Columbus (2), and Dayton.

See appendix for a complete listing of outreach activities performed.



KIVA, Kent Student Center at Kent State University
Showtime: 7 PM on Saturday, December 1st, 2007. Opens at 5 PM to 10 PM
\$10 admission (space limited) Rated: PG-13 - Minutes: 120
Hosted by Sign Community & ASL Club
Contacts: Darrel Doudt: ddoudt@kent.edu or SMS/Text 937-499-8196
Ann Ramach: aramach@kent.edu or VP 216-267-8244
Christina Haselgo: Christina@haselgo.net or VP 339-474-0472

For Directions:
<http://filmagine.kent.edu/locations/kentbuilding.asp?Building=1040>

Public Service Announcement

From September 10 to November 5, 2007, Relay Ohio aired a television public service announcement (PSA) to promote its CapTel service. The callers inquired about the \$99 CapTel phone special and/or the CapTel service.

See appendix for the PSA airtime schedule.

Brochure

To promote Relay Ohio services, printed information was needed. A brand-new, eye-catching, all-in-one 9-page brochure was created in February 2008 to explain the myriad of relay products and services, since many consumers benefit from more than one relay service. The brochure has been well-received, and will continue to be distributed.



Relay Ohio

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

www.ohiorelay.com



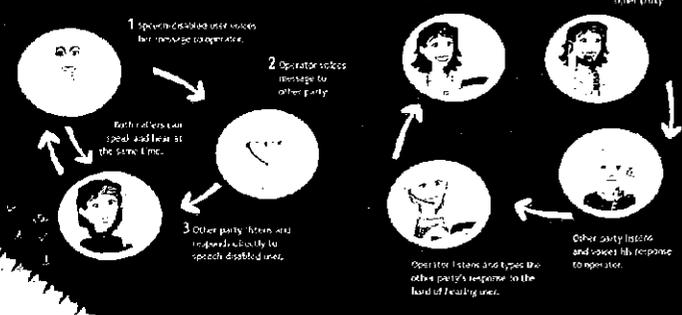
Speech to Speech
Dial 877.750.9097

Voice Carry Over
Dial 877.644.6826

Specially trained relay operators serve as the speech-disabled user's voice and repeat their responses to the called party. Our unparalleled equipment and exceptional Speech to Speech operator training ensure that speech-disabled users will be heard and understood.

There may be a delay as the Speech to Speech user will be asked to repeat his/her message to ensure that it is conveyed correctly.

Voice Carry Over (VCO) allows hard of hearing users to speak directly to hearing people. When a hearing person speaks to you, an operator serves as your "ears" and types everything said to your TTY or VCO phone.



When listening
Hard of hearing user waits the typed response.

When talking
Hard of hearing user speaks directly to the other party.

1 Speech disabled user voices her message to operator.

2 Operator voices message to other party.

Both parties can speak and hear at the same time.

3 Other party listens and responds directly to speech disabled user.

Operator listens and types the other party's response to the hard of hearing user.

Other party listens and voices his response to operator.

Federal Relay
www.federalrelay.us

Advisory Board Council

Federal Relay is available to all Federal employees (active and retired), Veterans, and U.S. Tribal Members who are Deaf, hard of hearing, deaf-blind, or have speech disabilities equal communication access. Federal Relay focuses on employment and educational opportunities for individuals with disabilities.

An advisory board meets at least three times a year in Columbus, Ohio to provide advice and guidance to the state's relay service provider in areas of outreach, education, public relations, and marketing. Also the board makes recommendations on relay relay features and service expansion areas.

Federal Relay is accessible domestically from work or home within fifty states, U.S. Territories/Possessions, Guam, Puerto Rico, the U.S. Virgin Islands, the Northern Marianas, and the District of Columbia. There is no cost for the end user to use Federal Relay and no long distance charge for calls made anywhere in the United States.

The advisory board consists of members from a variety of backgrounds, including deaf types, communication preferences and speech difficulty types from all areas of Ohio. The board welcomes interested persons to contact them about visiting a meeting and potentially becoming a member.

Type of services available through Federal Relay:

- Federal TTY
- Federal Voice Carry Over (VCO)
- Federal Hearing Carry Over (HCO)
- Federal Video Relay Service (VRS)
- Federal Relay Online (Internet Based Relay Service)
- Federal CapTel (Captioned Telephone)
- Federal Relay Conference Captioning (www.fedcc.us)

To help members have equal access to the meetings, the assistance of captioning services, sign language interpreting and tactile interpreting services are provided.

For more information, visit www.federalrelay.us or send an email to karl.a.evans@spint.com.

Contact the account manager (information found on the back of this booklet) to be referred to the current president of the advisory board.

DAYTON CALL CENTER

Sprint subcontracted with Communication Services for the Deaf (CSD) to provide TRS services to connect calls through various groups and means such as TTY, Speech-to-Speech, Voice Carry-Over, Hearing Carry-Over, Deaf/blind Pacing, ASCII, International, Directory Assistance, TTY Public Payphones, Spanish, Speech-to-Speech and Voice calls.



Relay Center

The Sprint Relay call center has provided relay services to Ohioans for 10 years, operating from our facility in Dayton.

Relay Center Staff

CSD maintained a staff of 8, 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 145+ Communication Assistants (CAs) who relay the calls for our customers.

The call center has 65 workstations, which is the maximum number of CAs online to relay calls at any one time. The center is also staffed to handle overflow traffic from other states on an as-needed basis and is the primary center for French calls as well as for most Speech-to-Speech calls. This quality measure ensures that FCC and state guidelines, and contractual obligations, are met in the event of any type of disaster.

Community Services Performed

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

- ◆ **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.**

The employees of CSD are proud of the work they do here at the Ohio relay center and feel a true sense of satisfaction in providing relay service for the deaf and hard of hearing community.

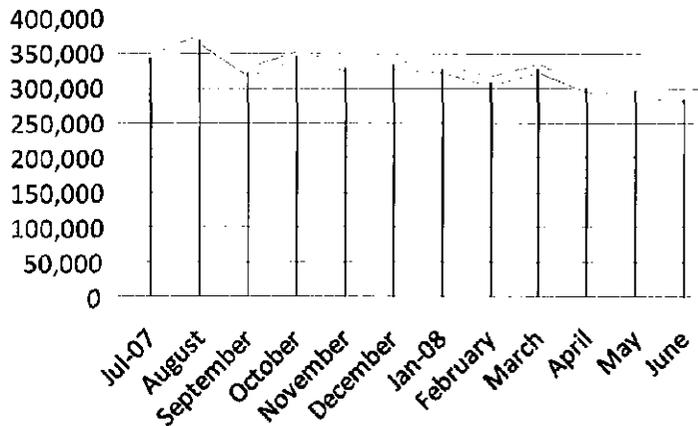
RELAY OHIO - TRS STATISTICS

The following charts indicate the trends of our annual total number of session minutes, completed/ relayed call volume, call origination, speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (e.g.: TTY, ASCII, Voice, VCO, HCO, and Telebraille) currently provided by Relay Ohio. The session minutes continue to show a drop in calls over the past several years, with this fiscal year showing an all-time low; this is a result of the latest technology such as e-mail, video relay services, wireless pagers, and other advancements.

See appendix for Relay Ohio statistics.

Total Session Minutes

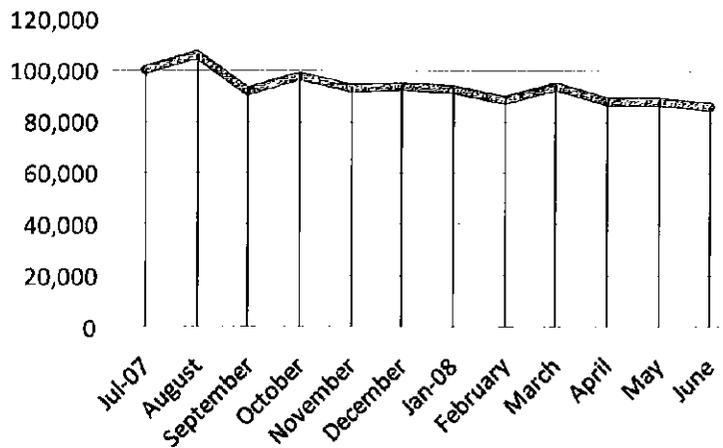
The chart indicates the total monthly session minutes processed through Relay Ohio. Session minutes totaled 3,894,280 minutes, a 17.7% drop from the previous fiscal year.



Relayed Call Volume

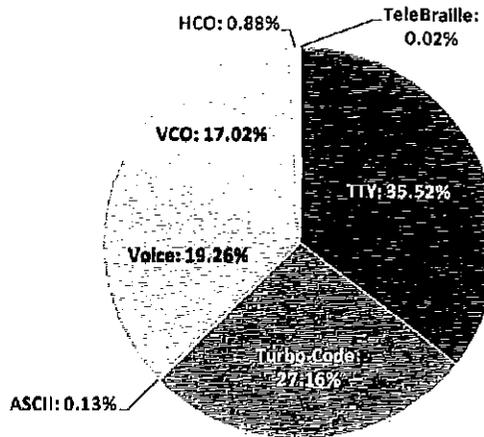
The chart depicts the total number of relayed calls processed through Relay Ohio. The relayed calls included local, intrastate (both intralata and interlata), interstate, toll-free, directory assistance, international, general assistance, and busy ring/no answer.

Relay Ohio processed 1,121,990 relay calls during this fiscal year.



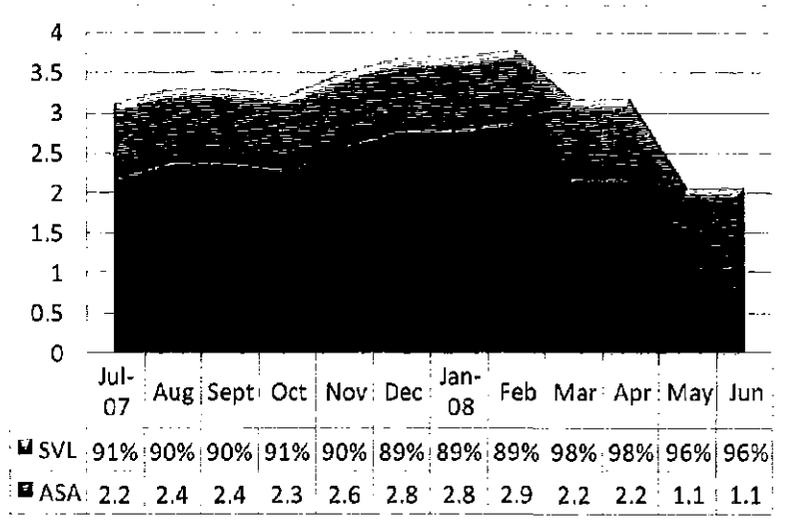
Call Origination

On average, approximately 63% of the Relay Ohio calls were originated by TTY and Turbo-Code users, followed by 19% of voice users. See the pie graph:



Average Speed of Answer and Service Level

The chart to the right illustrates that Sprint has exceeded the speed of answer requirement throughout the year. "Average Speed of Answer" (ASA) identifies the number of seconds required to answer a call. The "Service Level" (SVL), or daily requirement, is that 85% of all calls being answered within 10 seconds. The ASA from July 2007 to June 2008 was 2.3 seconds and the SVL was that 92.3% of calls were answered within 10 seconds.



Relay Ohio Customer Service

Relay Ohio Customer Service handled customer contacts such as:

- *Customer Database profiles*
- *Technical Issues*
- *Operator performance*
- *Informational materials*
- *Customer commendations*

Each request from a relay user is given full attention and every effort is made to satisfy the customer.

The following chart illustrates the number and call types that were received from customer requests, including commendations and complaints. As with every year, the Consumer Sales Manager prepares and submits the FCC Annual Consumer Contact Log Report to the PUCO.

Call Types Received						
	July 2007	Aug 2007	Sept 2007	Oct 2007	Nov 2007	Dec 2007
Commendations	6	12	5	4	7	8
Complaints	11	6	6	4	7	8
	Jan 2008	Feb 2008	Mar 2008	Apr 2008	May 2008	June 2008
Commendations	6	6	13	13	6	7
Complaints	10	11	13	11	16	14

Total Commendations: 93

Total Complaints: 117

CAPTEL

What is CapTel®?

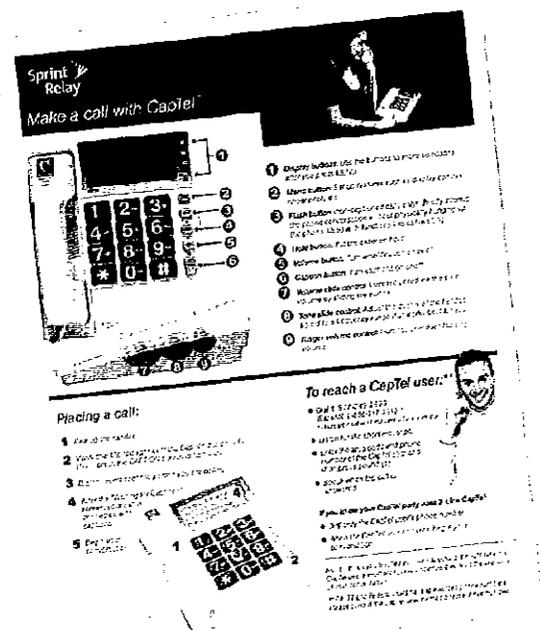
CapTel phone users place a call in the same manner they would when using a traditional phone—by dialing the number directly. The CapTel phone automatically connects to Sprint’s captioning relay service as the user dials. When the other party answers, the CapTel user can hear as well as read the other person’s spoken words on the CapTel phone display screen.

CapTel with True Caller ID and Spanish-language captions are available through Sprint in 32 states, including Federal Relay and Ohio.

CapTel® Literature

Instructions

To promote CapTel services, Sprint developed an instruction sheet explaining how to use the CapTel phone. More information on the CapTel phone and service can be found at www.sprintrelay.com/captel.htm.



ANNUAL REPORT 2007-2008

Phone: \$99 Special

In August 2007, Sprint made possible an exclusive offer for Ohio residents to try the CapTel phone risk-free for 90 days at only \$99 instead at the regular price of \$495. The \$99 CapTel rules applied to individuals who would use the CapTel phone at home and at work. Also:



Enjoy Your Telephone Conversations Again!

CapTel - Makes it Possible

CapTel is a service that allows you to use your mobile phone in a restaurant or other public place. It provides a clear, amplified connection to your phone, so you can hear and be heard. CapTel is available in many locations across the country. For more information, visit www.capitel.com.

CapTel by UltraTec

EXCLUSIVE! WE SAVED TIME FOR YOU! ONLY \$99! 90-DAY TRIAL PERIOD!

Customers had to be first-time customers. If customers wanted to upgrade, replace, or get a second phone (i.e., for work), they would not qualify for the \$99 price.

- ◆ If customers did not want to participate in, or did not qualify for, the equipment program, they could get the \$99 CapTel phone special.

To order the \$99 CapTel phone, customers submitted an order form that Sprint developed, ordered via WCI at www.weitbrecht.com or called (800) 233-9130.

Sprint was pleased to make this special available to interested Ohio CapTel customers where possible.

CapTel - The Restaurant that Shows How CapTel

Sound great. We will meet you at the restaurant at 7 o'clock. We are looking forward to it!

Special Equipment Offer - Most Popular by Sprint When 90-Day Trial Period - No Risk Offer

YES! I was very happy with the phone at the special price of \$99. I intended to purchase the phone at the regular price of \$495.

WCI

WCI COMMUNICATIONS, INC.

WCI

WCI

Newsletter

Approximately two times year, a newsletter sharing CapTel tips, announcements, and other helpful information is available to those who sign up to receive it.

See appendix for the Summer 2008 issue.

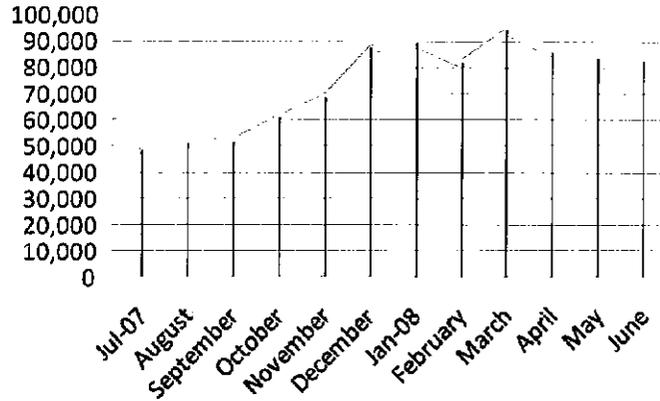
CAPTEL STATISTICS

The following charts indicate the trends of our annual total number of session minutes, call volume, and call origination. The overall total continues to show an increase since the beginning of this fiscal year.

See appendix for Relay Ohio CapTel Statistics.

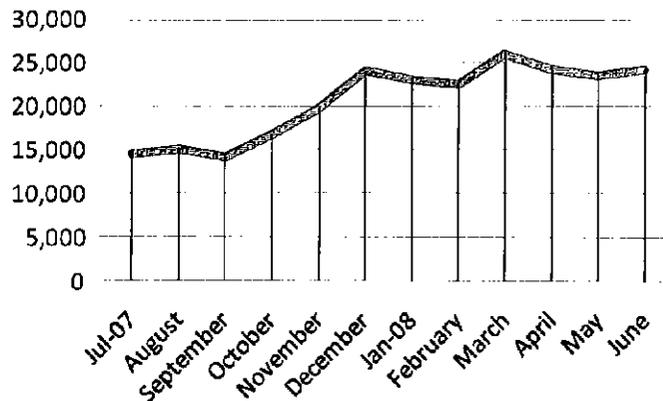
Session Minutes

This fiscal year generated a total of 886,256 CapTel session minutes. A breakdown of monthly minutes is indicated to the chart on the right:

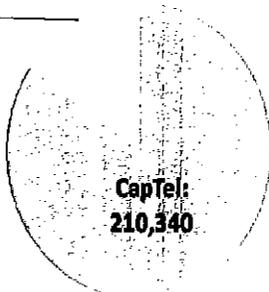


Call Volume

This fiscal year generated a total of 248,781 CapTel calls. A breakdown of monthly call volume is to the chart on the right:



Voice:
38,441



Call Origination

The chart indicates that most Relay Ohio calls are made by CapTel users:

RELAY OHIO AND SPRINT RELAY ORGANIZATIONS

Jean Cox: Communication Technology Deaf Users Representative. Also a representative for the Cleveland area.

William Kerek: Communication Technology Deaf Users Representative. Also a representative for eastern Ohio areas.

Mark Taylor: Communication Technology Deaf Users Representative. Also a representative from Boardman and Youngstown area.

Betty Timon: Late-Deafened Representative.

Frank Stephan: Communication Technology Deaf Users Representative. Also a representative for Columbus area.

Relay Ohio

The Relay Ohio Consumer Committee consists of a Board that provides feedback and advice regarding Relay Ohio and related programs. Supporting team members include:

Jeff Bohman, Ph.D.: Blind-Deaf Representative.

Chuck Williams: Deaf and Hard of Hearing Minority Representative for the Cleveland area.

Grace Grabler and Stephanie Homer: State Agencies Representatives.

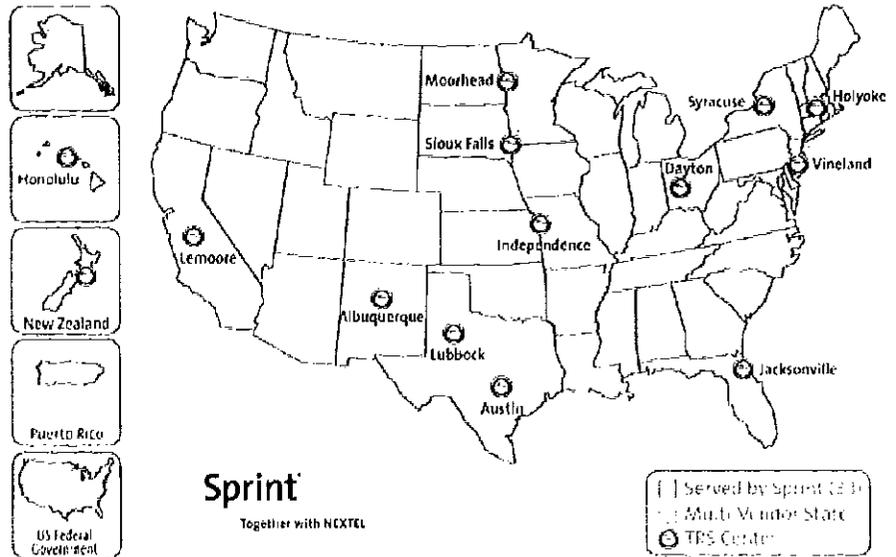
Linda Mahmood: Communication Technology Deaf Users Representative. Also serves as Ohio Association of Deaf President.

Dick Rosenberger: Hearing Users of Relay Services Representative.

Hermine Willey: CapTel, VCO and HCO Users Representative.

Sprint Relay Accounts

Sprint currently provides relay services to over 30 states, the federal government, New Zealand, and Puerto Rico. The map below indicates which states are served by Sprint TRS.



Sprint
Together with NEXTEL

Sprint Relay Organization

Sprint Government Systems

William P. White
Vice-President
Public Sector

Mike Ligas
Director of TRS

Business Service Operations / Sales & Distribution

Consumer Sales

- **Damara Paris**
Branch Manager (Interim)
- **Danny Barrett**
Consumer Sales Manager

Relay Program Management

- **John Moore**
Branch Manager
- **Angie Officer**
Senior RPM
- **Emma Danielson**
Relay Program Manger

Corporate Sales

- **Mike J. Ellis**
Branch Manager
- **Andrew Brenneman**
Corporate Sales Manager

CapTel

- **Damara Paris**
Branch Manager
- **Todd Bader**
CapTel Marketing Manager

Customer Services

- **Brian Adamson**
Supervisor

Product Innovation

- **Paul Ludwick**
Branch Manager

Appendices

OUTREACH ACTIVITIES PERFORMED




Case No. 01-2945-TP-COI

Public Utilities Commission



Beth Blackmer
180 East Broad Street
Columbus, OH 43215

Outreach Activities July 2007 - June 2008

DATE	EVENT	THEME	LOCATION	NUMBER OF ATTENDEES	Relay 711, CapTel or Both	AUDIENCE: Deaf (D), Hard of Hearing (H) or Both (B)
July-07	Outreach for Greater Cincinnati Area for Relay					
August-07	National Softball Association for the deaf in Ohio					
	CA (Ohio Association for the Deaf) Outreach					
	National Christian Association for the Deaf in Ohio					
September-07	Fall Festival for the Deaf					
	Denison University Deaf Football Game					
	Deaf Professionals Happy Hour					
10/25/07	Halloween Event held - presented about CapTel and Sprint Relay	Halloween Party	Columbus, OH	25	Both	B
10/27/07	OSU Event hosted - presented about CapTel and Sprint Relay	OSU Football	Columbus, OH	10	CapTel	B
11/3/07	Darts Tournament; event sponsored and presented about CapTel, Sprint Relay, and "Wrong Game" Movie	BuckEye Darts Tournament & "Wrong Game" Showing	Akron, OH	50	Both	B
11/7/07	Booth at Deaf Fair 2007 and demonstrated CapTel and various wireless Relay options	Deaf Fair 2007	Cleveland, OH	1300	Both	B
11/24/07	Traveled to Cincinnati & West Chester to test the "711" service for possible errors in "profile" and found all tests to result favorable	711 Service/Testing	Cincinnati & West Chester, OH	5	Relay 711	Hearing
11/28/07	Sent existing Relay reading materials to Ohio Government's Ron Johnson for redistribution to 120 departments and agencies about services that will help them better connect with citizens of Ohio in regards to telecommunications		Cincinnati, OH	120	Relay 711	Hearing
11/30/07	"Wrong Game" Showing	"Wrong Game" Showing	Warren, OH	95	CapTel	B
12/1/07	"Wrong Game" Showing	"Wrong Game" Showing	Akron, OH	105	CapTel	B
12/5/07	Telecommunication Managers of State Agencies	Workshop	Columbus, OH			
12/7/07	Consumer Advisory Group Meeting	Meeting	Columbus, OH			
12/7/07	"Wrong Game" Showing	"Wrong Game" Showing	Columbus, OH	150	CapTel	B
12/8/07	"Wrong Game" Showing	"Wrong Game" Showing	Deaf Students - Columbus OH	150 Deaf Students	CapTel	B
12/8/07	"Wrong Game" Showing	"Wrong Game" Showing	Dayton, OH	65	CapTel	B
March-08	Sent Relay OH brochures to Rehabilitation services					
3/31/08	Community Emergency Preparedness Information Network training		CSD	40	711 and CapTel	33% deaf and the rest were hearing
6/18/08	Consumer Advisory Group Meeting	ORCC Meeting	Columbus, OH	9	711 and CapTel	8 deaf and 1 hearing

PSA AIRTIME SCHEDULE

Relay Ohio TV Buy—5 weeks	# Spots	10-Sep	17-Sep	24-Sep	01-Oct	08-Oct	15-Oct	22-Oct	29-Oct	05-Nov
Cleveland-Akron Market										
WOIO CBS 19										
5a-7a Local News ROS M-F 5a-7a	30	5	5			5	5		5	5
Game Shows M-F 9a-11a	18	3	3			3	3		3	3
Action News at Noon M-F 12p-12:30p	18	3	3			3	3		3	3
Young & the Restless M-F 12:30p-1:30p	18	3	3			3	3		3	3
Early News ROS M-F 4p-7p	25	5	4			4	4		4	4
Video Billboards (:05s) M-Su 5a-1a	36	6	6			6	6		6	6
Action News Sunday AM Su 7a-9a	6	1	1			1	1		1	1
CBS Nes Sunday Morning Su 9a-10:30a	6	1	1			1	1		1	1
	157									
WKYC NBC 3										
CH3 News Today M-F 6a-7a	4	2	2							
CH3 News Today M-F 6a-7a	4					2	2			
CH3 News Sa-Su 9a-10:30a Sa-Su 9a-10:30a	5	1	1			1	1		1	
Today Show M-F 9a-10a	10	2	2			2	2		2	
CH3 News Today (:05 Billboard) M-F 12p-12:30p	5								5	
CH3 News Today Sat. (:05 Billboard) SaSu 12p-12:30p	4		2						2	
CH3 News Today Sat. Sat 12p-12:30p	2	1	1							
CH3 News Today Sat. Sat 12p-12:30p	3					1	1		1	
M-F 10a-3p Rotator M-F 10a-3p	15	3	3			3	3		3	
Rachel Ray M-F 3p-4p	10	2	2			2	2		2	
Dr. Phil M-F 5p-6p	2	2								
Dr. Phil M-F 5p-6p	6					2	2		2	
CH3 News 6p-6:30p M-F 6p-6:30p	10	2	2			2	2		2	
CH3 News Sunrise M-F 5a-2a	25	5	5			5	5		5	
	105									
Market Totals	262									

RELAY OHIO STATISTICS

TRAFFIC REPORT

FY July 2007 - June 2008



From: **Sprint** Emma Danielson
2055 W. Iles Avenue, Suite D
Springfield, IL 62704

TO: **Beth Blackmer**
Public Utilities Commission of Ohio
180 E. Broad Street, Columbus, OH 43215

TOTAL CALL VOLUME	2007						2008						TOTAL
	Jul-2007	Aug	Sept	Oct	Nov	Dec	Jan-2008	Feb	Mar	April	May	June	
TTY- Baudot	26,883	26,772	23,580	24,123	22,513	22,549	23,148	20,911	23,794	25,202	24,794	23,361	287,550
Turbo Code	22,883	24,719	21,511	23,240	21,529	20,251	19,850	19,945	18,910	11,205	10,282	9,965	224,290
ASCII	172	125	125	166	162	90	92	110	57	12	9	18	1,138
Voice	14,415	15,419	12,883	13,645	13,574	14,365	13,052	12,535	13,908	11,442	11,240	10,477	156,955
VCO	10,590	11,423	9,941	10,839	10,596	11,205	10,680	10,343	11,256	12,391	13,704	13,659	136,627
HCO	272	519	380	508	569	717	794	712	504	553	743	724	6,995
Deaf/Blind ASCII	-	-	-	-	-	-	-	-	-	-	-	-	-
Deaf/Blind Baudot	-	-	-	-	-	-	-	4	9	21	44	84	162
Speech-to-Speech	160	195	257	175	135	142	125	119	187	249	222	231	2,197
Spanish Calls	127	57	72	114	41	61	23	8	6	11	6	14	540
TOTAL	75,422	79,229	68,749	72,810	69,119	69,380	67,764	64,687	68,631	61,086	61,044	58,533	816,454
PERCENTAGE OF CALLS													AVERAGE
TTY	35.67%	33.90%	34.46%	33.26%	32.65%	32.64%	34.23%	32.39%	34.77%	41.43%	40.77%	40.08%	35.52%
Turbo Code	30.46%	31.30%	31.44%	32.05%	31.23%	29.17%	29.36%	30.89%	27.63%	18.42%	16.91%	17.10%	27.16%
ASCII	0.23%	0.16%	0.18%	0.23%	0.23%	0.13%	0.14%	0.17%	0.08%	0.02%	0.01%	0.03%	0.13%
Voice	19.19%	19.52%	18.83%	18.62%	19.69%	20.60%	19.30%	19.42%	20.32%	18.81%	18.46%	17.97%	19.26%
VCO	14.09%	14.46%	14.53%	14.95%	15.37%	16.22%	15.80%	16.02%	16.45%	20.37%	22.53%	23.43%	17.02%
HCO	0.36%	0.66%	0.56%	0.70%	0.83%	1.04%	1.17%	1.10%	0.74%	0.91%	1.22%	1.24%	0.88%
Deaf/Blind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Deaf/Blind Baudot	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.01%	0.03%	0.07%	0.14%	0.02%



FY July 2007 - June 2008

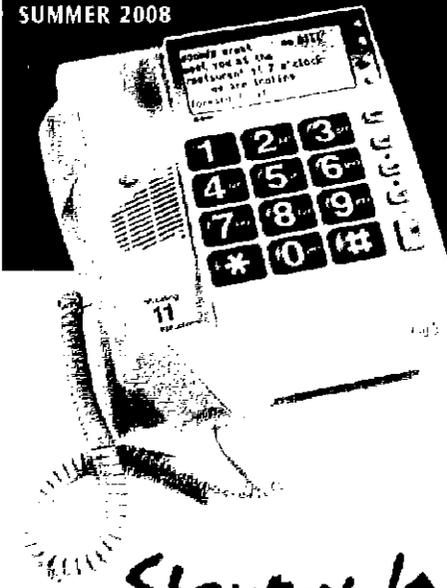
From: **Sprint** **Emma Danielson**
 2055 W. Iles Avenue, Suite D
 Springfield, IL 62704

TO: **Beth Blackmer**
 Public Utilities Commission of Ohio
 180 E. Broad Street, Columbus, OH 43215

	2007					2008					TOTAL		
TOTAL NUMBERS OF COMPLETED RELATED CALLS													
Local	48,582	51,154	43,907	47,816	45,361	46,202	44,913	43,592	45,037	37,585	38,877	36,631	529,657
Intrastate (Intralata)	437	402	307	325	346	316	375	379	392	249	247	193	3,968
Intrastate (Interlata)	1,612	1,449	1,218	1,003	987	1,102	892	807	1,919	875	613	676	13,153
Interstate Calls	2,294	2,570	2,679	2,413	2,684	2,423	2,209	1,899	1,061	1,195	964	968	23,379
Toll Free	4,861	5,082	4,478	5,648	5,141	4,565	5,002	4,210	4,323	4,317	4,133	4,022	55,782
Directory Assistance	224	294	212	206	175	227	205	192	184	185	304	201	2,610
900 (Attempted)	-	-	-	-	-	-	-	-	-	-	-	-	-
International	20	14	11	36	20	23	9	15	8	22	27	35	240
Marine (Attempted)	-	-	-	-	-	-	-	-	-	-	-	-	-
Other Calls	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL COMPLETED	58,030	60,955	52,812	57,447	54,714	54,858	53,605	51,094	52,944	44,429	45,165	42,726	628,789
Busy Ring No Answer	17,105	18,012	15,608	15,074	14,229	14,220	14,011	13,466	15,494	16,397	15,682	15,563	184,841
TOTAL OUTBOUND	75,135	78,977	68,420	72,521	68,943	69,078	67,616	64,560	68,438	60,826	60,827	58,289	813,630
General Assistance	25,365	27,630	23,758	25,644	24,465	25,077	25,015	23,769	25,566	27,041	27,257	27,773	308,360
TOTAL Related Calls	100,500	106,607	92,178	98,165	93,408	94,155	92,631	88,329	94,004	87,867	88,064	86,052	1,121,990
MINUTES OF SERVICE													
Total Conversation Minutes	240,289.10	261,709.99	226,076.25	245,025.80	233,367.74	237,316.27	236,316.33	221,918.84	228,818.78	202,014.33	203,514.95	192,433.57	2,728,802.05
Total Session Minutes	343,412.93	370,839.09	322,426.14	347,234.23	331,086.15	333,764.61	328,519.78	309,400.91	327,137.13	300,773.52	296,301.40	283,363.63	3,894,279.52
Less Interstate	18,737.20	22,644.32	22,938.04	20,545.89	23,449.07	21,547.40	20,023.00	18,397.11	9,752.50	10,899.37	8,427.00	8,124.28	205,485.18
Less International	128.62	113.18	78.79	287.52	165.98	157.59	88.54	206.54	43.77	180.37	121.78	173.77	1,746.55
Less 800 Toll-Free	26,895.23	28,821.77	24,720.27	30,673.31	27,629.81	25,320.39	27,779.88	24,747.70	24,702.78	23,986.56	22,704.45	21,228.67	309,212.82
Less Directory Session	37.18	91.19	38.63	38.19	12.45	18.79	25.81	25.36	37.38	53.58	165.47	78.00	622.03
Less 900 Assistance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	
NUMBER OF CALLS TO RELAY													
Offered	74,992	80,548	69,572	74,221	71,769	72,658	70,760	67,730	72,278	69,407	69,632	69,816	863,383
Answered	74,729	79,661	69,210	74,030	71,006	72,483	70,627	67,465	72,072	69,407	69,632	68,300	858,622
In Queue	74,992	80,548	69,572	74,221	71,769	72,658	70,670	67,730	72,278	69,407	69,632	69,816	863,293
Abandoned in Queue	263	887	362	191	763	175	122	94	32	12	-	798	3,699
AVERAGE NUMBER OF CALLS - STS not included													
Weekend	2,331	2,496	2,274	2,342	2,241	2,342	2,089	2,121	2,370	2,186	2,109	2,055	2,246
Weekday	3,615	3,767	3,472	3,454	3,431	3,368	3,301	3,398	3,348	3,199	3,134	3,218	3,392
AVERAGE NUMBER OF CALLS IN SESSION MINUTES													
Session Minutes	4.59	4.65	4.65	4.69	4.66	4.60	4.65	4.58	4.54	4.33	4.26	4.16	4.53
Conversation Minutes	3.21	3.28	3.26	3.30	3.28	3.27	3.34	3.28	3.17	2.91	2.92	2.83	3.17
Avg. Length of Completed Calls	5.91	6.08	6.10	6.04	6.05	6.08	6.12	6.05	6.21	6.87	6.63	6.69	6.24
AVERAGE SPEED OF ANSWER													
Service Level	91.0%	90.0%	90.0%	91.0%	90.0%	89.0%	89.0%	89.0%	98.0%	98.0%	96.0%	96.0%	92.3%
ASA	2.2	2.4	2.4	2.3	2.6	2.8	2.8	2.9	2.2	2.2	1.1	1.1	2.3
CUSTOMER CONTACTS													
Complaints	11	6	6	4	7	8	10	11	13	11	16	14	117
Commendations	6	12	5	4	7	8	6	6	13	13	6	7	93
Total	17	18	11	8	14	16	16	17	26	24	22	21	210

ANNUAL REPORT 2007-2008

SUMMER 2008



CapTel NEWS

NEWS & HELPFUL TIPS FOR PEOPLE WHO USE CAPTEL

"The captioning is just great - reviewing the conversation clears up any misunderstandings that might have occurred."

- A. DeMarco, Arizona

Stormy Weather

Using CapTel after a Power Disruption

Preventing and Fixing Weather-Related CapTel Power Outages

During the summer months, the warmer weather brings chances for stormy weather, lightning and power outages. If you've experienced problems with your CapTel after a power surge or nearby lightning strike, follow this simple tip to reset your CapTel phone: Disconnect the AC power adapter and the phone line for one minute, then reconnect. Be sure to check your menu settings after resetting your CapTel phone. If you are still experiencing problems after resetting your CapTel phone, please call CapTel customer service at 1-888-269-7477 or email at CapTel@CapTelMail.com.

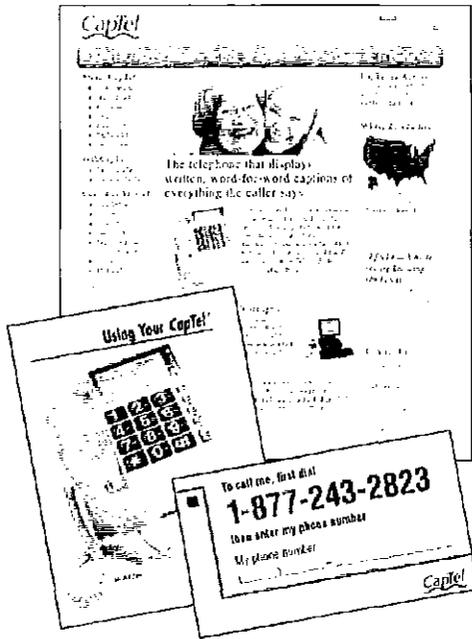
If you live in an area that experiences frequent power surges or electrical storms, it's a good idea to plug the CapTel's AC adapter into a surge protector that you can get inexpensively at most hardware or computer stores. This will help prevent future CapTel power disruptions.



IN THIS ISSUE

- Stormy Weather: Using CapTel after a Power Disruption
- Use of Hearing Aids and Assistive Listening Devices
- CapTel Web Site - Better Than Ever
- CapTel Service - Captioning Support is Always Free, No Hidden Charges
- 2-Line Mode: Benefits & Requirements

CapTel Web Site – More Information, New Format



The *CapTel* web site has a new look! The site has been redesigned, making it even easier to find information you need about *CapTel*, such as:

- FAQ's
- *CapTel* USB Information
- User Testimonials
- Spanish-language Resources
- Tips for Using 2-Line *CapTel*
- Access User Guides and Manuals
- Links to Web*CapTel*

You can also download materials such as past issues of the *CapTel* newsletter, the most current *CapTel* user manual, and Call Me Cards to print and share with friends. The site's online Help Center is a great resource when *CapTel* customer service isn't available, such as after hours and weekends. The Help Center provides helpful tips and instructions for using your *CapTel* phone. It has answers for using Calling Cards, telephone line requirements, traveling and moving with your *CapTel*, and helpful conversation tips.

You can even register your Long Distance Provider on the web site – just fill out the form online and click Submit! Also sign up to receive the *CapTel* Newsletter electronically.

Please visit <http://www.captionedtelephone.com>

*"This has been the best service
I could ever dream of
for my 86 year old aunt. We finally can have
real conversations again..."*

J. Merritt-Morgan, Illinois

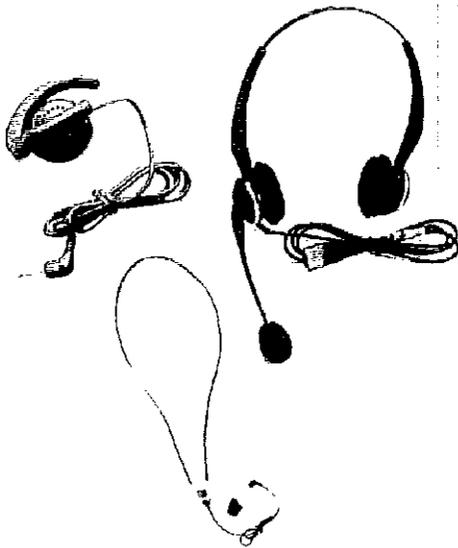
Use of Hearing Aids and Assistive Listening Devices

*For optimal hearing and "hands-free" convenience, you can use
CapTel with headsets, neck loops, and other assistive devices —*

The *CapTel* phone is compatible with hearing aids. If you wear a hearing aid, you may wish to experiment with how/where you hold the *CapTel* handset near your ear to find the best hearing position. Adjust the Tone Slide to match your hearing needs.

You can also use an assistive listening device with the 2.5 mm and 3.5 mm audio jacks included on your *CapTel* phone. These jacks are compatible with many types of assistive listening devices, such as neckloops, cochlear implant patch cords and headsets.

The 2.5 mm and 3.5 mm audio jacks are located on the front edge of the *CapTel* phone under a gray rubber cover. If you would like to use an assistive listening device, but your *CapTel* phone does not have audio jacks, please contact the provider of your *CapTel* phone.



2-Line Tips

2-Line Mode: Benefits & Requirements

While many people enjoy *CapTel* using just one telephone line, there are advantages to switching to 2-Line *CapTel* (using two telephone lines with your *CapTel* phone instead of just one). With 2-Line *CapTel*, anyone who calls you just dials your number directly, and you will get captions of the call. They will not have to dial the 800 captioning service first to reach you as with a 1-Line setup. You can also enjoy calling features like Call Waiting or automatic dial-back when *CapTel* is in 2-Line mode. You can also turn captions on or off at any point during a call.

When using *CapTel* in 2-Line Mode, it is important that your *CapTel* is set up correctly in order for it to work properly.

If you Choose to Use 2-Line *CapTel*

- Contact your phone service provider to install a second separate phone line with a separate telephone number and jack (if you don't already have two lines). You cannot have one phone line with two extensions, or two lines wired into one phone jack.
- The second line must be a standard analog line (or DSL with an analog filter).
- You can keep your home phone number as the primary number.
- The second line only needs basic/minimum service. You do not need Caller-ID, long distance service, or call-waiting on the second line.

Using 2-Line *CapTel* is an optional service and is not required for your *CapTel* phone to work properly. You can always use your *CapTel* phone with just one standard analog telephone line.

Common Questions when Setting up the *CapTel* in 2-Line Mode

PROBLEM ➤ Having two extensions of the same phone line connected to the *CapTel*.

SOLUTION ➤ You must have two separate phone lines, install a second line with a separate phone number.

PROBLEM ➤ Two lines plugged into the *CapTel* but 2-Line mode is off in menu.

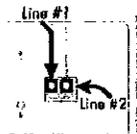
SOLUTION ➤ Check the *CapTel* menu settings to make sure 2-Line Mode is turned on.

PROBLEM ➤ Both lines need to be free in order to receive/make calls – another call, FAX or dial-up Internet can't be tying up second line.

SOLUTION ➤ Make sure the second line is not being used by a fax, modem, etc. before placing a call.

PROBLEM ➤ Both lines are physically wired on a single cord.

SOLUTION ➤ The wall plate needs to have two separate modular jacks, with each jack wired for a single line. Two phone cords connect the jacks on the wall plate to the corresponding jacks on the underside of the *CapTel*.



PROBLEM ➤ After you dial a number, you either see nothing on the *CapTel* screen, or "Waiting for Captions" appears on the display screen but nothing seems to be happening.

SOLUTION ➤ Turn 2-Line Mode in the MENU to OFF if you are using only one telephone line with the *CapTel*. Check the second line to make sure it's functioning and available for use, if using two lines. Check all menu settings to make sure they are correct for your setup.

Encourage people who call you via long distance to register their long distance provider, too!

Registering Your Long Distance Provider

Make sure captioned long distance calls are billed under your existing calling plan.

ONLINE AT: www.captionedtelephone.com/carrierchoice.phtml

BY VOICE/CAPTEL/TTY: 1-888-269-7477

BY MAIL: Please send us a brief note with your name, telephone number for the *CapTel* phone and preferred long distance provider.



CapTel Service – Always Free

...But Remember to Register Your Long Distance Service!

CapTel Service is provided at no charge to the CapTel user and the people who call you. There are no monthly fees or hidden service charges. Long Distance charges are incurred if you make Long Distance calls with CapTel, so it's important to register your Long Distance Carrier of Choice with CapTel Customer Service so your long distance captioned calls will be billed correctly. If you do not register with CapTel customer service, long distance calls will be billed to your state relay default carrier. Remind your callers to register with us as well. Remember, you can register online at <http://www.captionedtelephone.com>.

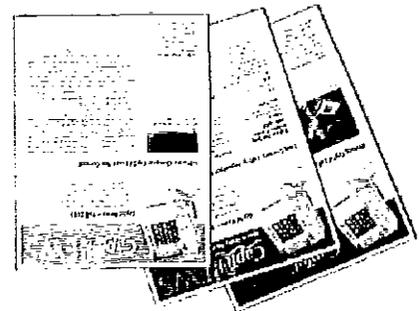
There are never any charges for using the CapTel Service.

CapTel Customer Service
 Ultratec, Inc.
 450 Science Drive,
 Madison, WI 53711

1-800-269-7477 (CapTel/Voice/TTY)
 1-866-670-9134 (Español)
 CapTel@CapTelMail.com
 www.captionedtelephone.com

If you are not already receiving this newsletter directly, you may send us your email address to get the latest CapTel newsletter electronically! Visit our website (www.captionedtelephone.com) and click on "Contact Customer Service" to sign up!

00/00 001205606



Past issues of CapTel News...
 You can view past issues of the CapTel newsletter on our website at www.captionedtelephone.com. They contain helpful tips and articles that can help make using your CapTel phone even easier. You can also contact CapTel Customer Service to request past issues.

9/11/06

"I don't know how I could manage without my CapTel phone. It's been a blessing."

PRSR1 STD
 U.S. Postage
 PAID
 Permit No. 47
 Madison, WI

450 Science Drive • Madison, WI 53711
Ultratec.

RELAY OHIO STATISTICS CAPTEL TRAFFIC REPORT



From: Sprint Emma Danielson
2055 W. Iles Avenue, Suite D
Springfield, IL 62704

To: Beth Blackmer
Ohio Public Utilities Commission of Ohio
180 E. Broad Street
Columbus, OH 43215

Ohio Contract Calls for Session Minutes

	Jul-2007	Aug	Sept	Oct	Nov	Dec	Jan-2008	Feb	Mar	April	May	June	Average
Spanish Billable Minutes	0	0	0	0	0	0	0	0	0	0	0	0	0.00
Average Per Call Length Per User	2.24	2.29	2.40	2.50	2.55	2.71	2.87	3.81	2.71	4.15	3.99	5.19	3.12

CapTel Traffic Patterns

	Jul-2007	Aug	Sept	Oct	Nov	Dec	Jan-2008	Feb	Mar	April	May	June	Total
Call In	11,707	12,391	11,790	14,219	16,957	19,882	19,609	19,091	22,371	20,987	20,282	21,054	210,340
Voice In	2,863	2,645	2,401	2,521	2,892	4,223	3,585	3,528	3,714	3,285	3,426	3,358	38,441
Total Calls	14,570	15,036	14,191	16,740	19,849	24,105	23,194	22,619	26,085	24,272	23,708	24,412	248,781

Total Session Min

	Jul-2007	Aug	Sept	Oct	Nov	Dec	Jan-2008	Feb	Mar	April	May	June	Total
900 Calls	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
Answering Machine	400.76	385.94	313.81	387.57	346.25	334.56	334.43	311.92	447.52	378.92	395.96	430.80	4,468
General Assistance	497.75	489.42	438.41	582.19	757.62	1,063.00	982.51	887.46	1,055.15	944.04	866.99	842.04	9,407
In 2 Line	2,683.04	2,382.76	2,341.95	3,433.07	4,305.83	5,001.06	6,413.87	5,937.86	7,644.27	7,299.58	6,748.85	7,622.73	61,815
International	19.35	9.21	37.31	5.70	29.99	21.81	63.13	81.70	48.33	206.79	180.31	143.89	848
Interstate	13,736.95	14,750.72	15,477.56	16,194.95	15,267.24	19,771.88	18,700.54	17,010.94	19,979.22	18,978.65	18,230.46	16,365.65	204,465
Intrastate	26,744.49	29,099.64	28,197.22	33,966.81	41,777.77	55,182.45	54,078.71	50,892.84	57,244.43	50,938.41	50,344.33	50,064.99	528,552
Others	299.58	448.85	604.46	680.30	826.50	989.32	793.04	710.46	826.40	937.19	766.19	1,107.17	8,989
Toll Free	4,212.55	3,455.55	4,393.85	5,591.99	5,413.36	5,553.06	7,892.77	6,203.32	6,861.96	6,115.80	5,955.58	6,062.19	67,712
Total Session Min	48,594.47	51,022.09	51,804.57	60,862.58	68,724.56	87,917.14	89,259.00	82,036.62	94,107.28	85,799.38	83,488.67	82,639.46	886,256

Number of Calls by Each Traffic Pattern

	Jul-2007	Aug	Sept	Oct	Nov	Dec	Jan-2008	Feb	Mar	April	May	June	Total
900 Call	0	0	0	0	0	0	0	0	0	0	0	0	0
Answering Machine	298	284	261	294	279	253	293	270	334	295	308	341	3,510
General Assistance	1,434	1,384	1,297	1,816	2,301	3,017	2,812	2,658	3,146	2,820	2,725	2,620	28,030
2 Line	777	764	760	1,094	1,190	1,189	1,447	1,506	1,888	1,867	1,770	1,948	16,200
International	10	5	5	10	15	13	9	9	16	24	14	5	136
Inter-state	2,519	2,238	2,020	1,948	2,187	2,867	2,569	2,280	2,540	2,448	2,293	2,305	28,214
Intra-state	8,765	9,525	8,856	10,324	12,465	15,282	14,562	14,515	16,407	15,187	15,163	15,504	156,545
Others	154	233	350	492	506	473	422	427	648	647	493	662	5,507
Toll Free	613	603	641	762	906	1,011	1,090	954	1,106	984	942	1,027	10,639
Total	14,570	15,036	14,191	16,740	19,849	24,105	23,194	22,619	26,085	24,272	23,708	24,412	248,781



APPENDIX K – RESUMES

MAGGIE SCHOOLAR

1711 Romeria Drive Austin, Texas 78757 • (512)797-6810 • Maggie.Schoolar@Sprint.com

EXPERIENCE

SPRINT RELAY

Acting Branch Director (2008 – Present)

Manage and direct sales organization that encompasses nationwide and international relay sales business with Federal and State Government agencies.

Sr. Public Sector Account Manager (2001 – Present)

Acquisition and retention of domestic and international government and private sector contracts to provide Telecommunication Relay Services (TRS). Responsible for all aspects of business from establishing strategies to overseeing ongoing account support. Currently responsible for service and contracts for Texas, Florida, Illinois, Indiana, Ohio, Hawaii, Oklahoma, Alabama, Arkansas, Mississippi, Tennessee and New Zealand.

Proposal Manager (2000 – 2001)

Responsible for the development and production of Sprint Relay responses for government Requests for Proposals (RFPs) and for unsolicited bids offering TRS. Developed proposal management system and tools for a more effective process.

Relay Texas Supervisor (1990-2000)

Member of the management team who launched Relay Texas, Sprint's first TRS. Oversaw a team of communication assistants, center payroll and scheduling. Completed rotational assignments as needed in Training, Human Resources and Center Management. Participated in the development of center and product quality and productivity tools and processes. Coordinated annual fund raiser "Sprint 5K", contributing over \$150,000 to support Camp Sign and the local community.

TEXAS PUBLIC UTILITIES COMMISSION

Relay Texas Advisory Board Member (1988-1989)

Served on the Advisory Board that established Relay Texas. Provided feedback and guidance from the Communication Assistance perspective on the establishment of policies and procedures.

TRAVIS COUNTY SERVICES FOR THE DEAF

Relay Agent (1988-1990)

Provided direct communication support for the local community. Worked with developer of the first automated TRS system and consulted with Services for the Deaf in San Antonio on the establishment of their local TRS program.

Freelance Sign Language Interpreter – (1985-1987)

Provided interpreting support for in-office, community and educational assignments.

EDUCATION/TRAINING

UNIVERSITY OF TEXAS

Austin, Texas

Bachelor of Arts – May 1987

Major- Sociology with emphasis on Criminology and Primate Behavior

SPRINT UNIVERSITY OF EXCELLENCE

Branch Manager Training – Graduated October 2004





HONORS/AWARDS

Bauble Head Sales Award 2007 • "Maggie Scholar Appreciation Day" Relay Texas 2005 • Sprint Diamond Award 2004 • Sprint President's Club 2004 • Sprint President's Club 2003 • Salt Lake City Olympic Torch Carrier 2002 • GSD Eagle Award 2001 • Big Dog Team Award 2000 • Sprint Distinguished Contributor (1993, 1995, 1996) Sprint Relay 5K Fundraising Award 1997



C. EMMA DANIELSON

1132 W. Lawrence Avenue, Springfield, IL 62704 _ 217.698.8218 _ emma.danielson@sprint.com



EXPERIENCE

Sprint Nextel

Relay Program Manager, Sprint Relay Services – 2007 – Current

Manage invoicing and billing issues for six relay service contracts. Coordinate and produce the monthly, FCC annual, FCC recertification reports and audits for relay state administrators. Work with customers on any issues related with their relay experience.

Sprint Nextel

Account Manager, Telecommunications Relay Service - 2004 – 2006

Managed and oversaw telecommunications relay service contracts with the state of Illinois and Minnesota, including services for video relay services and Captel. Partnered with Illinois Telecommunications Access Corporation on service awareness, outreach, quality, and equipment distribution.

Lexington Vocational Center

Pre-Employment Specialist – 2003 – 2004 (P/T)

Counsel people with disabilities on career direction, job searches, and interview preparation. Collaborate with specialists to deliver comprehensive solutions and action plans for clients who face challenging employment issues.

DIAL – Disabled Information Awareness & Living, Inc.

Outreach Specialist – 2002 – 2004 (P/T)

Coach and train individuals, primarily those who are deaf or hard of hearing, on various life skills. Develop and facilitate educational/support sessions on functional skills for consumers. Advise on service development and delivery for consumers with disabilities.

AT&T

Human Resources Manager, Consumer Services Business Unit – 1999 to 2001

Managed employee research projects including, survey structure, data reporting requirements, and quality reviews. Presented results and recommendations to HR leadership. Organized and oversaw the executive education and college internship programs.

Directed the employee trend surveys (gauging employee morale) for 19,000 employees. Results and analyses utilized to drive employee morale.

Oversaw "People Valued Added" surveys (measuring management effectiveness: leadership and communication). Results linked to executive compensation.

Managed the selection processes, implementation, and measurement for 200 executive education participants and 30 college internship participants.

Enhanced the efficiency and quality of the college internship program by creating project plans, clarifying roles and responsibilities for managers and interns.

Trained 25 human resource managers on compliance and procedures as a member of the EO/AA development team.

AT&T

Account Manager, Accessible Communications Services Business Unit – 1996 to 1999

Managed \$8 million in AT&T Relay Service (accessible telecommunications services) contracts with Pennsylvania, Delaware, and Vermont.

Successfully retained all contracts and exceeded goals in increased service usage.

Established and maintained on-going relationships with relay user communities, relay service advisory boards, and state utility commissions to gauge and improve service quality, compliance, and technical performance.

Recruited, trained, and supervised 12 relay service outreach representatives in Vermont, Delaware, and Pennsylvania to improve consumer relations and increase service usage.

AT&T

Consumer Relations Manager – 1994 to 1996

Developed community relations initiatives for New Jersey and Delaware AT&T Relay Service customers.

Planned and delivered relay service educational presentations at schools, hospitals, businesses, and human service organizations.

Served as AT&T liaison for national and state consumer advocates on relay service issues.

Delivered consumer diversity training for relay service communication assistants.

Represented AT&T at local and national events including state conventions and trade shows.

AT&T

Call Center Service Manager – 1993 to 1994

Conducted relay service analyses and coached communication assistants in developing and delivering service improvements.

Managed all aspects of customer feedback processes and provided on-going customer service training in technology, quality, and problem resolution skills.

AT&T

Service Outreach Manager – 1991 to 1993

Increased relay call volumes through marketing and education initiatives.

Created and delivered relay service presentations at corporations, schools, service organizations and hospitals resulting in increased awareness and usage.

Represented AT&T at local and national marketing events, including trade shows and state conventions.

EDUCATION

Pennsylvania State University

Bachelor of Science, Business Management, 1990

Rutgers University

Human Resources Management Certification, 2002

Rutgers University

Equal Employment Opportunity (EEO) Certification, 2003

Rutgers University

Completed four courses towards a Master's degree in adult education and professional training and development, 1998

Fluent in American Sign Language (ASL)

SUMMARY

Proven track record in planning, development, delivery, and measurement of services for diverse employees and customers. Extensive training delivery experience, primarily in accessible telecommunication services and technology. Successfully managed numerous multifaceted projects and deadlines concurrently. Thrives on balance of working independently and partnering with others. Self motivated and well organized.



12657 Alcosta Blvd
San Ramon, CA 94583

925.904.4101

John E. Moore



❖ **Career** TRS Branch Manager – Sprint Relay

❖ **Professional Highlights**

- Recruiting and hiring of managers who successfully advanced within the TRS organization
- 20 plus years customer care with internal and external customers
- Strong relationship with CTI organization
- Designed, developed, and managed Marketing Collateral for TRS contracts
- Managed Telecommunications Relay Service (TRS) and CapTel contracts
- Extensive knowledge of Sprint's Human Resources policies.
- Lead, develop, supervise and evaluate team of 15 Relay Program Managers.
- 3 Years TRS call center management experience.

❖ **Experience** 2007 – Current Sprint Relay San Ramon, CA
Relay Program Management - Branch Manager

- Manage team of 15 Relay Program Managers covering 30 States and New Zealand.
- Developed and manage the "Subject Matter Expert" to ensure compliance amongst the TRS contracts.
- Provide strong support to Sales, TRS billing, Engineering, Product Innovations and Operations.
- Ensure a strong customer relationship with the Sprint TRS contracts.

2002–2006 Sprint Relay Pleasanton, CA
Western Customer Relations Manager –Government System Division

- Manage a Regional Account Management Team who is deaf and hard of hearing – 17 State Accounts Plus New Zealand Relay
- Lead product wide contract compliance
- Conduct performance reviews and TRS Training
- Support sales with revenue opportunities



1997- 2002 Sprint Relay Concord, NH

Account Manager

- Managed California and New Hampshire Accounts
- Developed and implemented marketing plans in CA. Annual Acct. \$7 million as a secondary provider
- Implemented Relay Ambassador Programs in NH and CA

1996-1997 Relay America Riverbank, CA

Operations Manager

- Responsible for implementation of a Relay Center (600 Employees)
- Managed team of 13 Supervisors and 5 Customer Services representatives at the Relay Center
- Developed and conducted work performance reviews
- Responsible for daily operations reports and performances

1995-1996 Sprint Relay Sacramento, CA

Account Manager

- Managed Sprint largest TRS Account - \$20 million.
- Sprint's representative to DDTPAC and CRSAC
- First Account Manager to sell speech to speech services
- Handled customer relations issues

❖ **Education** San Jose State University San Jose, CA

- B.A., Social Science

❖ **Interest** Chairman – Northeast Deaf and Hard of Hearing Services, Inc.
Concord, NH.

Vice Chairman – Norcal Center on Deafness, Sacramento, CA.

❖ **Awards** 2004 – Eagle Award – Sprint's Government Systems Division
2002 – Sprint Life Cycle Team Award
2001 – Sprint Life Cycle Team Award – California
1999 – Fourth Quarter Sprint's Values Excellence Award



Dennis A. Selznick

7007 College Blvd, Ste 500, Overland Park, KS 66211 • dennis.a.selznick@sprint.com
Phone: 913-663-7278

EXPERIENCE

Sprint, Overland Park, Kansas
Product Innovation Manager – Jan 2006 to Present

I oversee the development and enhancement of services provided to hearing impaired individuals by Sprint's captioned telephone vendor. I research and develop new products to help deaf and hard of hearing users communicate through the telephone. I set up systems to measure, analyze and improve the captioned telephone service quality.

Sprint, St. Louis, Missouri
Sales Account Manager for Missouri and Tennessee – July 2003 to Jan 2006

I managed the relay services contract between Sprint and the state Public Service/Utility Commission. I focused primarily on CapTel sales, both local and nationwide. I researched the target audience, created publications, performed demonstrations, gave workshops, and presented about CapTel relay services to the public. In my first post-trial year of CapTel sales, the number of users quadrupled from 50 test users to over 200 users even after extensive screening and delays imposed on the product by the state.

California State University Northridge, Northridge, California
Network Administrator and Computer Security Specialist – Feb 1998 to June 2003

I performed research, development, and implementation of various software and hardware solutions and features for the staff members of the National Center on Deafness. I trained computer technicians in daily duties of a helpdesk center. I directed the operation, maintenance, and repair for all computers, networks, and technical devices on site and at remote locations. I wrote manuals, policies, and procedures for staff and student computer usage.

EDUCATION

California State University, Northridge, 2003
Bachelor of Science in Business Administration
Focus in Information Systems

AFFILIATIONS and AWARDS

Current board member of the Kansas Commission for the Deaf and Hard of Hearing (KCDHH)
California State University Northridge Alumni Association
Alexander Graham Bell Association
2005 Sprint Relay Outstanding Contributor of the Year





David Nichols

1321 Rutherford Lane # 120 • 512-873-1080 • David.Nichols1@sprint.com

EDUCATION

High School Diploma
2 Years of Business Management Courses from Austin Community College
Extensive Telephony Based Training
Project Management Training

EXPERIENCE

Sprint Relay, Austin, TX
Product Innovation Manager – 2007 to Present

- Research and design new TRS, STS and IP products and feature enhancements.
- Launched Sprint IP access through Googletalk.
- Developed numbering and emergency services for Sprint IP.
- FCC and Industry representative for Sprint IP products.

Sprint Relay, Austin, TX
Senior Network Operations Specialist – 1996 to 2007

- Coordinated launch and transition to new TRS platform
- Interface between customer and development team for new TRS products and technologies.
- Managed maintenance methods and procedures for Telecommunications Relay Service product.

AFFILIATIONS

Sprint Representative in E-911 and numbering initiative for Internet-based products.






Sprint
Relay





Paul W. Ludwick

5454 W. 110th St., Overland Park, KS 66211 • 913-345-7795 • Paul.W.Ludwick@mail.sprint.com

EDUCATION

Park University, Parkville, MO
BS, Management/Computer Information Systems, 2002
Magna Cum Laude

Penn Technical Institute, Pittsburgh, PA
AAS, Specialized Electronics Technology, 1981

EXPERIENCE

Sprint Corporation, Overland Park, KS
Group Manager, TRS Business Development, Government System Division – 2003 to Present

- Formed TRS Business Development Team. (6-Business Development Managers; 3-Program Managers)
- Led vendor relationships/negotiations, business development, product/project/program management, marketing, and formulated/executed federal regulatory policy and activities for the Sprint TRS product.
- Led the launch of 3 new Sprint branded products by handling all aspects of vendor/partner negotiations and logistics with internal Sprint groups (finance, network, marketing, etc.)
 - Sprint Video Relay Service in 2003.
 - Sprint CapTel product in 2004.
 - Sprint Relay Wireless in 2004.
- Led strategic, product, and business development planning process. Results incorporated into GSD Plan.
- Matrix managed product support teams including Operations, Engineering, Regulatory, and Billing.
- Awarded 3 patents for innovative applications of video conferencing and network telecom technology.

Manager, TRS Product Management, Government Systems Division, OP, KS 1997- 2003

- Led the launch of Sprint Relay Online.
- Elected to FCC Interstate TRS Fund Advisory Council in 1999. Elected Vice Chair in 2001.
- Appointed by FCC Chairman Kennard to FCC Consumer Advisory Committee in 2001.
- Five patent applications related to innovative applications of technology.

Supervisor, Software Development, Technology Services Overland Park, KS (Oct 1996-Nov 1997)

- Led team of 9 software architects/developers responsible for network provisioning/management systems.
- Led object oriented design and software development for Connection Manager Project.

Development Team Leader/Senior Network Design Engineer, Technology Services, OP,KS 1993 - 1996

- Led engineering development and support team for call center products.
- Led the development of two industry accepted/practiced network architectures.
- Designed and led development/implementation of all product related features, capabilities, and projects.
- Developed/managed annual capital and expense budgets for development and implementation activities.

Network Design Engineer, Technology Services, Overland Park, KS 1991 - 1993)

- Designed and developed product features and functionality.
- Technical consultant for product stakeholders, customers, and telecom industry.

Senior Switching System Technician, Technology Services, Austin TX, 1990 - 1991

- Interface between customer and development team for new TRS product.
- Pioneered maintenance methods and procedures for Telecommunications Relay Service product.





Rockwell International, Chicago IL & Dallas, TX
Program Manager, Project Engineer, Installation Supervisor, Test and Acceptance Engineer,
1981 - 1990



AFFILIATIONS

Elected to FCC Interstate TRS Fund Advisory Council in 2000. Elected Vice Chair in 2001. Re-elected 2003.

Appointed to Olathe, KS Public Housing Board in 2001. Elected Chairman in March 2005.



Todd M. Bader

32149 Clear Springs Drive, Winchester, CA 92596 • 800-971-0133 • todd.m.bader@sprint.com

EDUCATION

American Jewish University, Los Angeles, CA
Master of Business Administration, 1996

University of Arizona, Tucson, AZ
Bachelor of Arts, 1989

EXPERIENCE

Sprint Corporation, Salem, Oregon
CapTel Marketing Manager, Eastern Region, April 2008 to present
Responsibility includes marketing and outreach support of all CapTel products and services in 15 eastern states and Federal Relay.

Sprint Corporation, Pleasanton, California
Consumer Sales Manager, June 2007 –April 2008
Responsibility included outreach, sales and marketing of Sprint Relay products and services in California, Nevada and Arizona.

Sprint Corporation, Pleasanton, California
Government Account Manager, April 2003 – June 2007
Primary duties included oversight of all outreach and marketing ventures for California Relay Service, Relay Hawaii, and Relay Nevada.

Deaf and Disabled Telecommunications Program (DDTP), Oakland, California
Field Advisor – California Telephone Access Program (CTAP), October 2000 – April 2003
Provided in-house presentations, technical assistance, installation and training of specialized telephone equipment for people with visual, hearing, speech and/or mobility challenges.

TMB & Company International, Phoenix, Arizona
Marketing and Advertising, January 1993 – October 2000
Duties included marketing consultation, distribution and sales of fundraising and promotional products. Performed seminars and workshops in the areas of telecommunication, fundraising, nonprofit management, and the Americans with Disabilities Act.

Hebrew Seminary of the Deaf, Skokie, Illinois
Assistant Development Director, January 1993 – June 1995
Implemented an outreach and recruitment plan, developed public relations and information packets and planned fundraising strategies to attract deaf and hard of hearing students to the agency's new five-year educational program.

Accommodation Ideas, North Hollywood, California
ADA Network Trainer and Community Relations, April 1992 – September 1994
Coordinated and provided information on assistive technology. Provided, training, property surveys and compliance checks to assist businesses with the Americans with Disabilities Act (ADA) requirements. Coordinated seminars, workshops, panel discussions and professional networking and training.

Greater Los Angeles Council on Deafness (GLAD), Los Angeles, California
Employment Development Department Coordinator, May 1990 – April 1992
Performed job development and placement duties, focusing on client recruitment, skills assessments, job training and counseling. Supervised 2 employees and coordinated monthly report to the Chief Executive Officer.





AFFILIATIONS

Member of the National Association of the Deaf (NAD)
Member of the Hearing Loss Association of America. (HLAA)
Member of the Alexander Graham Bell (AGBell)
Member of Association of Late-Deafened Adults (ALDA)
Member of California Association of the Deaf (CAD)

AWARDS & RECOGNITION

Sprint Corporation, Western CRM of the Year 2006
Sprint Corporation, Outstanding Contributor of the Year 2003



Damara Paris

525 Taggart Road NW, STE 130, PMB 3, Salem, Oregon 97304 • (800) 750-5894 •
damara.g.paris@sprint.com

EDUCATION

Masters of Business Management degree with an emphasis in Global Marketing – currently
Bachelor of Science Degree w/Honors: Business Management – June 2002
RID (nationally) Certified as an Interpreter of American Sign Language with a Certificate of
Transliteration – June 1992.
Associates Degree: Interpreter Training Program – 1989

EXPERIENCE

SPRINT - NEXTEL

CapTel Branch Manager – February 2008 to Present

Responsibilities include the implementation of a CapTel Marketing branch, overseeing the marketing of all CapTel related products. Develop parameters, goals and measureable outcomes for the branch. Administer an annual budget and supervise all CapTel branch employees.

SPRINT - NEXTEL

Relay Program Manager—February 2007 to January 2008

Managed the contract requirements (including TRS statistical reports and FCC required complaint logs) for Oregon, Utah, Colorado, Oklahoma and New Mexico and administered the outreach directives for Oregon 711 and CapTel services. Primarily responsible for coordinating all responses regarding the invoice issues for all State TRS contracts, and coordinated the FCC Certification Renewal project for all State contracts.

SPRINT-NEXTEL

Oregon Account Manager—May 2006 to January 2007

Managed all aspects of the Oregon TRS contact requirements, including statistical reports and outreach directives. One of the participants of the Relay Program Management trial, which later became a branch of Sprint Relay services.

Oregon Public Utility Commission

Program Manager— February 1998 to April 2006

Managed three telecommunication assistance programs, including Oregon Telecommunications Relay Service. Established objectives and designed program performance measures to accomplish the goals of legislators and the agency. Developed short and long range goals, operating policies, program evaluations and ensured that the agency was complying with FCC regulations. Drafted and presented formal testimony for public hearings and legislative sessions. Oversaw a biennial budget of 9.5 million and supervised five employees.

Northwest Human Services

Program Manager— June 1994 to September 1997

Responsibilities included oversight of a non-profit program that provided counseling and vocational rehabilitation services to deaf, hard of hearing and deaf-blind individuals with mental health disorders. Successfully obtained over \$800,000 in new grant funding in the course of three years. Administered an annual budget of \$250,000 and supervised five employees.



AFFILIATIONS

National Chair for the Deaf Women United (DWU) 2009 Conference
Founder and current Treasurer of Deaf Women of Oregon and SW Washington (DWOV)
Member of the National Association of the Deaf (NAD)
Member of the Oregon Association of the Deaf (OAD)
Past President (2002-2006) and Member of the Intertribal Deaf Council (IDC)

AWARDS & RECOGNITION

Sprint People's Choice Award 2007
OAD Woman of the Year Award 2007
Sprint Outstanding Contributor of the Year 2006
Randall McClelland Memorial Award (NAD) 2006
Successful Alumni Profile, 150th Anniversary Edition, Western Oregon University 2006 Issue
Deaf Success Magazine, Summer 2003 issue
OAD Women of the Year Award 2001
Oregon Leadership Program Recognition 2000
Outstanding Leadership Award, Northwest Human Services (NWHS) 1997
Mainstream Magazine's Best and Brightest College Graduate 1992



JAMES SKJEVELAND

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Email: skjevelandjim@aol.com



EXECUTIVE PROFILE

Uniquely qualified for positions as Chief Operations Officer, Call Center Operations Executive or Call Center Strategic Planning

Accomplished senior manager supported by impressive career in the building and leading of high performance customer-driven teams involved in high-volume call center operations. Consistently contribute to improved productivity, greater profits and increased sales through exceptional capacity to identify / implement improvements in processes, technology and service standards. Proven ability to lead high-visibility partnership agreements, administer budgets and streamline overall operations within high-volume, fast-paced environments; experienced managing through corporate change and customer growth. Skilled in responding to large volume of customer contacts and consolidating and/or leading multi-location operations into efficient business units. Proven ability to lead high-performance teams through focused leadership and strength in gaining buy-in for new procedures, processes and objectives. Hold reputation for strong work ethic, high energy level, approachability and consistent commitment to both personal and corporate success.

QUALIFICATIONS INVENTORY

**Relationship Building / Customer Service / Productivity Improvement / P&L Management
Program Development / Staff Training / Expense Management / Budgeting / Quality Control
Call Routing / Skill Level Routing & Matching**

CAREER & ACHIEVEMENT SUMMARY

COMMUNICATION SERVICE FOR THE DEAF, INC. (CSD) 1995 to Present
(Non-profit service agency providing services to individuals including independent living, interpreting services and chemical dependency. Largest Telecommunications Relay Service provider in the country)

SENIOR VICE PRESIDENT, CONTACT CENTER OPERATIONS (7.2003 to Present)

Overview: Hold executive oversight and P&L authority for 11 contact centers, 2000 employees and processing of 1.8M calls per month; annual revenues of \$65M. Oversee Telecommunications Relay Service (TRS) comprised of nine call centers and two Multi-Media Contact Centers (MMCC) as well as outreach, marketing and sales of these products. Manage relationship with Sprint for TRS services, with 80 Answering Service clients, activities of customer service call center services for Go America (major wireless provider) and America Online TTY support. Selected to assume additional responsibility for 9 other call centers providing Video Relay services, with 100 employees and more than 500 contractors and 8 interpreter agencies providing services. Direct all contact center strategy, planning and annual goals, regularly meet with Sprint Representatives (\$50M account), meet with potential new customers and direct activities of 12 direct reports. Serve as key decision maker for numerous technology initiatives including introductions and upgrades.

Key Achievements

- **Slashed operating costs by \$4M per year** while retaining profitability and successfully addressing Federal funding cutbacks and operational costs exceeding new reimbursement amounts (from 17.04 to 7.75 per minute) by reengineering staff levels, reducing hours of operation and eliminating unreimbursable expenses in centers.
- **Consistently impacted revenue growth during tenure;** first year in position augmented profitability by \$1M through combination of cost controls, operational budget planning and labor organization.
- **Reduced operational costs successively including 2-4% in Relay operations** while turning around \$120K annual loss in Answering Services to profitable segment with \$75K in revenue.



- **Increased wages for front-line employees** without increasing call center costs by evaluating costs vs. benefits of low attrition rate, loyalty and service motivation.
- **Boosted overall productivity, efficiency and performance** by implementing 3PIP (Pay for Performance Incentive Plan) focused on employee efficiency, productivity, attendance and quality service.
- **Led implementation of two new platforms** including the planning of new implementation within the call centers that support Sprint; trained over 1500 operators for new platform rollout over six months.
- **Driving force behind new product development designed for contact center outsourcing**; served as key decision maker and selected contact center switch as well as software in CRM, workforce management and quality.
- **Orchestrated in building and move of Minnesota call center** and oversaw building of additional call centers in Cayce, SC and Honolulu, HI. Additionally managed negotiations and transition of call center in Holyoke, MA including buyout of assets and transition of 140 employees into CSD.
- **Retain strong relationship with Sprint**, enabling them to gain CSD business on favorable quality and pricing issues; increased profits with relation to Sprint account by 15% while maintaining minimum price increases.
- **Played instrumental role in securing position as leading Relay Service Provider**, increasing number of states served, from 18 to 31 (2nd provider manages only six states) through a joint effort between CSD and Sprint as well as performance improvements and increased brand awareness through publicity and public speaking events.
- **Improved internal and interdepartmental communications** and ultimate turnaround time for new plans/implementation by fostering environment of pay for performance management plan and measurable accountability with respect to standards and expectations.

VICE PRESIDENT RELAY OPERATIONS (7.2001 to 6.2003)

Promoted to division to maintain operational excellence in CDC call centers while minimizing operational costs and turnaround around attrition rate. Accountable for the overall operations of 8 call centers and 4 business products with \$45M in annual revenues. Functionally responsible for products including Closed Captioning, Call Center in Stockton CA and Text Interpreting. Manage 10 direct reports, staff of 1200 and administered operational budgets.

Key Achievements

- **Succeeded in reducing attrition rate from 144% to just 3-5% per month** by implementing more employee-focused programs, encouraging front-line worker feedback/suggestions and implementing process changes.
- **Guided call centers out of "break even" point** to realize generation of \$6M in profit centers for the organization by expanding services provided and gaining corporate headquarters support for major improvements and implementations.
- **Orchestrated opening and implementation of two new call centers** as well as roll-out of two new products; call centers opened on time and under budgets for contracts held and were constructed, staffed and operational within 3-5 months of contract compliance expectations.
- **Played pivotal role in assisting Sprint with both growth** and solid market leadership position over ATT; instrumental in helping Sprint gain new business with State of Alaska for TRS services by authoring response to RFP and developing favorable pricing. *Product is one of most profitable sates for CSD.*

DIRECTOR OF OPERATIONS (12.1997 to 3.2000)

Accountable to lead operations of six inbound/outbound call centers throughout tenure comprised of 1200+ employees. Provided support for development of tools required for opening of call centers including day-to-day management of call center activities, with focus on controlling payroll, reducing excess costs and optimizing potential. Provided critical feedback to V.P. of Relay Operations with respect to call center challenges and recommend best practices to be replicated in other call centers.



- **Delivered revenue increases of 15%** while reducing expenses by 4% in just four months by implementing numerous operating efficiencies (such as?)
- **Impacted overall performance and productivity** by introducing company's first Management Incentive Program enabling management team payment based on organizational performance. Gained greater feedback with respect to programs and operations that strengthened productivity and efficiency in the future.

EXECUTIVE ASSISTANT TO VP OF RELAY (12.1996 to 12.1997)

Provided assistance to Vice President in developing of policies and procedures of this fast-growing organization. Oversaw labor relations process for organization and acted on authority of Vice President when he was unavailable. Served as Sign Language Interpreter for V.P. of Relay (who was deaf) based on lifetime awareness/knowledge of sign language. Administered daily office functions of corporate headquarters office while V.P. was traveling or otherwise engaged.

- **Served as key liaison** during labor relations issue in Minnesota as well as a Center Manager Transition. Represent Ted organization in Union organizing attempt by Teamsters Union.
- **Promoted to Director of Operations** through natural evolvement of Executive Assistant position and success in seamlessly managing all responsibilities.

FORCE MANAGER (10.1996 to 12.1996)

ASSISTANT MANAGER (10.1995 to 10.1996)

Scope of responsibility included managing the staffing of three call centers including new call center development. Created all tools, coordinated all scheduling for all 700 employees. As Assistant Manager, directed day-to-day operations f call center facility in Sioux Falls, SD.

- **Personally developed "red line" tool** that enabled staffing of call centers according to contractual requirements provided by Sprint. Created enhanced scheduling tool that allowed for forecasting of staffing requirements based on historical call volume. *Tool still in use in total of six centers today.*
- **Reduced FTE requirements** and financial ramifications to meet contractual obligations by instituting efficient agent scheduling; reduced prior penalties received due to ineffectual scheduling.

STAFF INTERPRETER (10.1993 to 10.1995)

Served as facilitator of communication between Deaf/Hard of Hearing employees and staff and provided assistance to marketing team in development of national and local outreach programs.

EDUCATION

BS. Deaf Education, Mankato State University – Mankato, MN



Romy V. Cordova, Executive Director

Date of Hire: December 1999



Ms. Cordova has more than 12 years TRS experience. She began with NMRN when it was a Pilot Project funded by US West Communications in 1989, and moved forward in working with Sprint at the Austin Relay Center. Currently, she is responsible for ensuring NMRN meets its contractual obligations to the State of New Mexico; she leads a team dedicated to the Deaf, Hard of Hearing, and Speech Disabled communities in the State.

Romy received her A.A.S. in Sign Language interpreting while in Texas and has several years experience interpreting for the San Marcos School District. She also received her B.S. in Sign Language Interpreting from the University of New Mexico. She is certified in Non-Profit Management and Grant Writing and Project Team Development. Ms. Cordova is also a member of the Hispanic Chamber of Commerce and The Alternative Board.

Lorraine Gutierrez, PHR

Date of Hire: August, 2004



Lorraine Gutierrez comes to NM Relay Network with over 20 years experience in the field of Human Resources and Management. She is a Certified Professional Human Resources Manager (PHR), and is a Certified Mediator of Workplace Conflict. Her experience includes all phases of Human Resources such as employment law, recruitment, employee relations, staffing, benefits, compensation, policy and procedural writing and employee training.

Lisa Vernon, Floor Manager

Date of Hire: March 2002



Mrs. Vernon oversees NMRN's Supervisory and Supporting staff. She ensures staffing levels are maximized through effective schedule, and is actively involved in all outreach efforts, including the CapTel Pilot Project. Lisa's beginning with NMRN was as a Communications Assistant. Soon thereafter, she was promoted to Lead CA, Floor Supervisor, then Floor Manager. She is currently going to school to pursue a degree in education. Her love for NMRN and the TRS industry has kept her close to the company since the beginning.

Benjamin A. Martinez, Trainer

Date of Hire: July 2003



Ben Martinez is responsible for the training and development of new hires at the Relay. He also keeps staff up to date on current Relay Procedure and provides support training. He is the point of contact for Relay customers and Sprint Customer service, and is responsible for the resolution of customer complaints/concerns.

Ben started working for Relay New Mexico in 2003 as a CA. He was promoted to Lead CA, then Data Specialist before being promoted to Trainer in June 2004. Ben is a lifelong New Mexico resident, and is currently studying at the University of New Mexico toward a B.B.A. in Accounting with a Minor in Psychology. Ben has extensive experience with computers, and holds a CompTia A+ Certification.



Jayne Turner

5801 Research Park Blvd., Madison, WI 53719 • 608-441-8800

EDUCATION

University of Wisconsin, Stevens Point, Wisconsin
Bachelor of Science, Secondary Education

EXPERIENCE

Ultratec, Madison, Wisconsin
Vice President, CapTel, Inc, 2000 - Present
Responsible for over-all operations of the captioning center. Coordinates the interactions between operations and technical staff, as well as financial management and reporting.

Ultratec, Madison, Wisconsin
Vice President of Corporate Sales, 1994 - 2000
Responsible for equipment distribution for the USA and international market areas, customer service, domestic and international service centers and financial management.

Ultratec, Madison, Wisconsin
Manager of Corporate Sales, 1986 - 1994

Ultratec, Madison, Wisconsin
Sales Representative, 1986 - 1986







Pamela Holmes

450 Science Drive, Madison, WI 53711 • 1-888-269-7477 • pam.holmes@captelmail.com

EDUCATION

Gallaudet University, Washington, D.C.
Bachelors Degree in English, 1974
Dean's List

University of Tennessee, Knoxville, Tennessee
Masters Degree in Deaf Education, 1976
Graduate Fellowship Award

EXPERIENCE

CapTel, Inc., Madison, Wisconsin
Director of Consumer & Regulatory Affairs & CapTel Customer Service – March, 1987 to Present

As Director of Consumer & Regulatory Affairs, work involves activity at the local, state, and national level on disability issues related to communication access and regulatory affairs. Work entails monitoring government regulatory activity, drafting submissions to the FCC including the petition for CapTel to be recognized as an enhanced VCO service, speaking at public hearings, making presentations on our products and service, and staying abreast to emerging regulatory and consumer issues.

Since CapTel's beginnings, Pam has worked extensively with a core CapTel team on the set up and operation of the Captioned Telephone (CapTel) state consumer trials and full service with expertise in the area of consumer communications, consumer feedback on the product and service, consumer database development and maintenance, and coordination of training and customer support to existing customers. Currently, Pam's primary responsibility is operation of the CapTel Customer Service Department. This includes customer service program development and deployment, hiring and supervision of CapTel Customer Service representatives, and management and direct involvement of day to day concerns and commendations customers communicate by phone, email, fax and mail.

Madison Area School District & outlying school districts, Madison, Wisconsin
Itinerant Teacher/ M-team Consultant, 1984 – 1987.
Served as a teacher and consultant to deaf and hard of hearing mainstreamed students, their teachers, school administrators and parents.

Atlanta Area School for the Deaf, Atlanta, Georgia
Teacher of Middle School & High School Students, 1976 - 1984
Taught home economics, social studies, civics, economics, and language arts to deaf and hard of hearing students. Initiated several extra-curricular activities for students. Was known as an innovative teacher with strong rapport with students and teaching peers.

AFFILIATIONS

National Association of the Deaf, individual and corporate affiliate member; Chair, National Association of the Deaf - Telecommunications Advocacy Network (NAD-TAN) Committee, 1997 - 2005. Member – Technology Committee, 2005 to present.







Pamela A. Frazier

5801 Research Park Blvd., Madison, WI 53719 • 608-441-8800 • pam.frazier@captelmail.com

EDUCATION

Ball State University, Muncie, IN
B.S. Marketing, 1990
Four year letter winner in collegiate athletics - softball

EXPERIENCE

CapTel, Inc., Madison, WI
Call Center Director – 2001 to Present
Responsible for set-up and operations of CapTel Call Center. Responsibilities include the organization and prioritization with staff in recruiting, training, floor operations, scheduling, and technical coordination. Develop call center and call handling policies, oversee testing and implementation of new product development and involved in call center growth strategy.

Ultratec, Inc., Madison, WI
Marketing Manager – 1996 to 2001
Responsible for organizing and prioritizing team responsibilities in marketing related activities including advertising, product manuals, consumer trade shows, and product development. Worked extensively in product development of CapTel technologies as it applied to the labor process and implementing the use of CapTel technology into a call center environment. A member of the core team to implement state consumer trials and assessing feedback on product and service.

Ultratec, Inc., Madison, WI
Customer Service Representative – 1991 to 1996
Responsible for handling customer service questions regarding use of TTYs and other Ultratec products via phone, letter, and email correspondence. Trained internal customer service/sales representatives on new products and updates. Acted as a technical liaison between engineering and customer service/sales representatives. Also attended various trade shows and presented product trainings.

AFFILIATIONS

- Call Center Managers Association – Wisconsin
- National Association of the Deaf, corporate affiliate member
- TDI, Organization member
- Self Help for Hard of Hearing People, Corporate member – annual, current.

AWARDS & RECOGNITION

Fluent in ASL





APPENDIX L – DISASTER RECOVERY PLANS

TRS DISASTER RECOVERY PLAN

Sprint's comprehensive Disaster Recovery Plan developed for Ohio details the methods Sprint will utilize to cope with specific disasters. The plan includes quick and reliable switching of calls, Sprint's TRS network diagrams identifying where traffic will be rerouted if vulnerable circuits become inoperable, and problem reporting with escalation protocol. Besides service outages, the Disaster Recovery Plan applies to specific disasters that affect any technical area of Sprint's Relay network.

The first line of defense against degradation is the Sprint's Relay dynamic call routing that Sprint employs. During a major or minor service disruption, the Sprint's Relay dynamic call routing network feature bypasses the failed or degraded facility and immediately directs calls to the first available CA in any of Sprint's eleven fully inter-linked TRS Call Centers. CAs are trained in advance to provide service to other States; the transfer of calls between Centers is transparent to users.

Beyond the Sprint's Relay dynamic call routing network, Sprint's TRS Disaster Recovery Plan details the steps that will be taken to deal with any Relay problem, and restore Telecommunications Relay service to its full operating level in the shortest possible time.

OHIO NOTIFICATION PROCEDURE

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

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

Sprint will notify the designated representative of the state of Ohio within fifteen minutes if a Relay service disruption of 30 minutes or longer occurs. The report will explain how the problem will be corrected and an approximate time when full service will be restored. Within 24 hours of the Relay service disruption, an intermediate report provides problem status and more detail of what action is necessary. In most cases, the 24-hour report reveals that the problem has been corrected and that full Relay service to Ohio has been restored. The final comprehensive written report, explaining how and when the problem occurred, corrective action taken, and time and date when full operation resumed will be provided to the Contract Administrator within five business days of return to normal operation. Examples of Relay service disruption to Ohio will include:

- > TRS Switching System failure or malfunction





- Major transmission facility blockage of the last-leg circuits to the Relay Call Centers
- Threat to Ohio CA safety or other CA work stoppage
- Loss of CA position capabilities

Performance at each Sprint Relay Center is monitored continuously 24-hours-a-day, seven-days-a-week from Sprint's Service Assurance Monitoring Center (SAMC) in Overland Park, KS.

DISASTER RECOVERY PROCEDURES

If the problem is within a relay center serving Ohio, maintenance can usually be performed by the on-site technician, with assistance from Sprint's SAMC. If the problem occurs during non-business hours and requires on-site assistance, the SAMC will page the technician to provide service remedies. Sprint retains hardware spares at each center to allow for any type of repair required without ordering additional equipment (except for complete loss of a center).

TIME FRAMES FOR SERVICE RESTORATION

Complete or Partial Loss of Service Due to Sprint Relay Equipment or Facilities

└ **SPRINT RELAY CALL CENTER EQUIPMENT**

A technician is on-site during the normal business day. The technician provides parts and / or resources necessary to expedite repair within two hours. Outside of the normal business day, a technician will be on-site within four hours. The technician then provides parts and /or resources necessary to expedite repair within two hours.

└ **SPRINT OR TELCO NETWORK**

Facilities or an outage of facilities directly serving Ohio incoming TRS Relay calls will immediately be routed to one of the eleven other Centers throughout the US. No inbound calls will be lost. Repair of Interexchange and Local Exchange fiber or network facilities typically requires less than eight hours.

└ **DUE TO UTILITIES OR DISASTER AT THE CENTER**

Immediate rerouting of traffic occurs with any large-scale Relay Center disaster or utility failure. Service is restored as soon as the utility is restored, provided the Sprint Relay equipment has not been damaged. If the equipment has been damaged the service restoration for Sprint equipment (above) applies.



┆ **DUE TO TELCO FACILITIES EQUIPMENT**

A Telco equipment failure will not normally have a large effect on TRS traffic within the state unless it occurs on Telco facilities directly connected to the Relay call Center. In this case, normal Sprint Relay traffic rerouting will apply.

TROUBLE REPORTING PROCEDURES

The following information is required when an Ohio user is reporting trouble:

- ┆ **Service Description**
- ┆ **Callers Name**
- ┆ **Contact Number**
- ┆ **Calling to/Calling from, if applicable**
- ┆ **Description of the trouble**

Service disruptions or anomalies that are identified by Ohio users may be reported to the Sprint Relay Customer Service toll-free number at any time day or night, seven days a week. The Customer Service operator creates a trouble ticket and passes the information on to the appropriate member of Sprint's Maintenance Team for action. Outside the normal business day, the SAMC will handle calls from the Customer Service CA 24 hours a day, 7 days a week. The Maintenance Team recognizes most disruptions in service prior to customers being aware of any problem. Site technicians are on call at each of Sprint's eleven sites across the United States TRS call centers to respond quickly to any event, including natural disasters.

MEAN TIME TO REPAIR (MTTR)

MTTR is defined and detailed in Tables 1 and 2:

Time to Investigate	The time needed to determine the existence of a problem and its scope.
Time to Repair	Repair time by Field Operations plus LEC time, if applicable.
Time to Notify	From the time repair is completed to the time the customer is notified of repair completion.

Table 1 – Time to Investigate + Time to Repair + Time to Notify

Switched Services	8 Hours
Private Lines	4 Hours (electronic failure)
Fiber Cut	8 Hours

Table 2 – Current MTTR Objectives





Sprint's Mean Time to Repair is viewed from the customer's perspective. A critical element in the equation is the Time to Notify, because Sprint does not consider a repair complete until the customer accepts the circuit back as satisfactory.

ESCALATION PROCEDURES

If adequate results have not been achieved within two hours, the Contract Administrator or an Ohio user may escalate the report to the next level. The table below details the escalation levels.

Escalation Level	Contact	Phone
2	Regional Maintenance Manager	Office Phone Number (913-794-1130)
3	Senior Manager, Technical Staff	Office Phone Number 913-794-3603

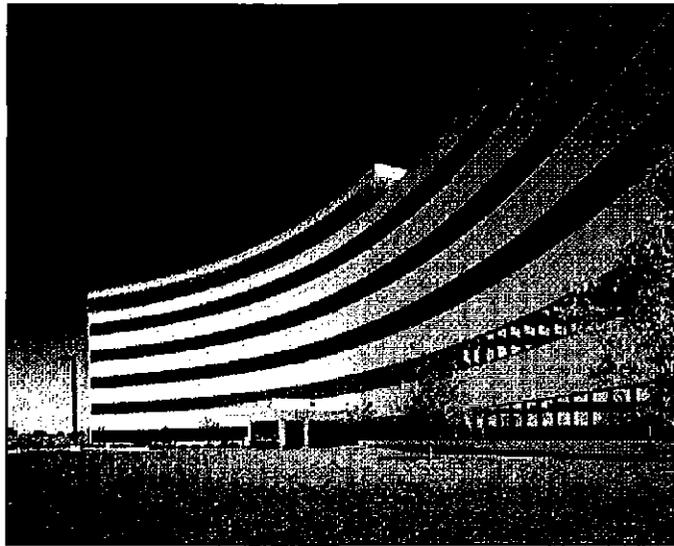
Table 3 – Escalation Numbers

CAPTEL DISASTER RECOVERY PLAN

CAPTEL OUTAGE PREVENTION STATUS

Sprint will provide FCC compliant CapTel® service from the two CapTel call centers in Madison and Milwaukee, WI. Sprint's CapTel vendor CapTel Inc. (CTI) operates the two current CapTel and WebCapTel® call centers in the nation. These unique centers operate with enough terminals for 200 CAs each, along with support personnel, Technicians, and Supervisors.

Both CapTel call centers are equipped with redundant systems for power, ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.



Madison, WI CapTel Call Center

Having two CapTel call centers ensures minimum interruptions in service if something unexpectedly halts operations in one center or the other such as a flood or a tornado. In those instances, traffic from one Center can automatically be routed to the other.

SPRINT OUTAGE NOTIFICATION FROM CAPTEL CALL CENTER

Performance at the CapTel call center is monitored continuously by CTI technicians 24 hours a day, seven days a week. Sprint will be notified by the CapTel Service Center Manager immediately upon determination of any type of natural or man-made problem that causes either:



- ┆ A complete (100 percent) loss of the CapTel Service Center, OR
- ┆ Any partial loss of service in excess of 15 minutes that is service affecting. Examples of such a loss in service include:
 - An accidental switch rebooting
 - Loss of transmission facilities through the telephone network
 - Terrorist attack
 - Bomb threat or other work stoppage
 - Sudden loss of agent position capabilities.
 - Impact to minimum ASA / Speed of Answer times
 - Acts of God

Contact from the CapTel Service Center Manager or designated CTI contact person will be made to the assigned contact people at Sprint immediately upon awareness of an outage meeting the above criteria, 24 hours a day, seven days a week including holidays with the following documentation:

- 1.) What time did the outage happen in CENTRAL TIME?
- 2.) What caused it?
- 3.) Which customers are (or were) impacted?
- 4.) What is (was) the solution to restore service?
- 5.) What is the time that service will be (or was restored by) IN CENTRAL TIME?

Sprint will internally escalate outages in the following manner:

Level	Escalation Procedure for Outages	Point of Contact (POC)	Contact Info:
1	Sprint Product Innovation Manager	Dennis Selznick Product Innovation Manager	913-663-7278 Dennis.A.Selznick@sprint.com After Hours: getdennis@gmail.com (pager) 913-231-1386 (cell)
2	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	(608) 441-8800 Pam.Frazier@captelmail.com After Hours: 608-516-7517 (cell) 608-832-6233 (home)
3	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 Jayne.Turner@ultratec.com After Hours: 608-274-0598 (home)

Table 4 – Sprint CapTel Outage Escalation



SPRINT PROCEDURE FOR OUTAGE NOTIFICATION TO CONTRACT ADMINISTRATORS

Upon receiving notification from CTI, Sprint will have one of the below managers contact the Contract Administrator, depending on availability:

	Point of Contact (POC)	Position	Contact Information:
1	John Moore	Relay Program Management Mgr	P: (925) 904-4014 M: (925) 895-9176 H: 925-968-1418 E: John.E.Moore@sprint.com Pgr: jmoore45@sprintpcs.com
2	Emma Danielson	Relay Program Manager	P: (217) 698-4031 E: Emma.Danielson@sprint.com
3	Assigned On-Call Relay Program Manager	Relay Program Manager	Assigned as necessary

Table 5- Sprint Customer Notification Procedure

Upon receiving notification from CTI, Sprint will assess the problem and contact will be made by email to the Contract Administrator.

In cases of partial loss of service, such as several inoperable CA positions or, local area network outages, the CapTel Center on-site technician will notify CapTel Service Center to schedule repair. Only those partial losses of service that are service affecting in excess of 30 minutes will be emailed to the state Contract Administrator.

If the problem is within the CapTel call center, maintenance can usually be performed by the on-site technicians. Hardware spares are retained at the CapTel call center to allow for the most common type of repair required without the ordering of additional equipment.

DISASTER RECOVERY FOLLOW-UP

Upon notifying customers of an outage, Sprint's contact person will provide regular updates from CTI to all customers and internal team members. The follow up will be kept in sync with CapTel Customer Service so that the information shared with customers from CTI is the same as what customers receive from Sprint.

DISASTER RECOVERY POST-MORTEM DOCUMENTATION

Within 72 hours (3 days) after the outage is resolved, CTI will provide a formal written analysis of the outage to the designated Sprint people (outlined above).

Sprint will send a document with the analysis to the Contract Administrator. John Moore will be the primary point-of-contact for the letter to be shared with customers. If John Moore is not available, then Angie Officer will provide the letter directly to customers.



- 1) What time did the outage happen in CENTRAL TIME?
- 2) What caused it?
- 3) Which customers are (or were) impacted?
- 4) What is (was) the solution to restore service?
- 5) What is the time that service will be (or was restored by) IN CENTRAL TIME?
- 6) What will CapTel, Inc do to prevent this from happening again?

CTI will be available to answer questions from Contract Administrators through Sprint.

TIME FRAMES FOR SERVICE RESTORATION

┆ COMPLETE LOSS OF SERVICE DUE TO EQUIPMENT

- ~ Normal business day – A technician is on site during the normal business day. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.
- ~ Outside of the normal business day – A technician will be on-site within four (4) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.

- ##### **┆ DUE TO UTILITIES OR DISASTER AT THE CENTER –** Service will be restored as soon as the Utility is restored provided the equipment was not damaged. If the equipment was damaged then refer to the timing in the statement previous (due to equipment).

- ##### **┆ DUE TO TELCO FACILITIES EQUIPMENT –** A technician will be dispatched as necessary. The normal Telco escalation procedures for a partial outage will apply:

- ~ Two hours at first level,
- ~ Four hours at second level
- ~ Eight hours at third level

These hours of escalation are all during the normal business day, so a trouble ticket may be extended from one day to the next.

- ##### **┆ PARTIAL LOSS OF SERVICE –** Due to equipment

- ~ Normal business day – A technician is on site during normal business hours. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.



→ Outside of the normal business day – A technician will be on-site within eight (8) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.

- └ **DUE TO POSITION EQUIPMENT** – A technician will be on-site within eight (8) hours, provided there are not enough positions working to process the forecasted traffic volumes. The technician will provide parts and/or resources necessary to expedite repair within 48 hours. If there are enough positions functional to process the forecasted traffic, the equipment will be repaired as necessary by Sprint.
- └ **DUE TO TELCO FACILITIES EQUIPMENT** – A technician will be dispatched as necessary by Sprint. The normal Telco escalation procedures for a partial outage will apply:
 - Eight hours at first level
 - Twenty-four hours at second level

These hours of Telco escalation are all during the normal business day, so a service request may be extended from one day to the next.

TROUBLE REPORTING PROCEDURES (FOR INDIVIDUAL CUSTOMERS TO CUSTOMER SERVICE)

All calls concerning customer service issues should be placed by dialing the CapTel Customer Service at 1-888-269-7477 (800-482-2424 TTY) in English (866-670-9134 for Spanish). A Customer Service agent will take information concerning:

- └ Callers Name
- └ Contact Number
- └ Calling to / Calling from if applicable
- └ Description of the trouble
- └ Customer service can also be reached by emailing captel@captelmail.com.

Report service affecting trouble to Customer Service during normal business hours, 8:00 AM to 5:00 PM Central Time, Monday through Friday. Normal business hours do not include Saturday, Sunday, and holidays.

Escalations of service affecting issues during normal business hours are followed below:





Level	Escalation Procedure during business hours	Point of Contact (POC)	Phone Number
1	CapTel Customer Service	Customer Service Agent	(888) 269-7477 captel@captelmail.com
2	CapTel Customer Service Supervisor	Pam Holmes	(888) 269-7477 Pam.Holmes@captelmail.com
3	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	(608) 441-8800 Pam.Frazier@captelmail.com
4	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 Jayne.Turner@ultratec.com

Table 6 – CapTel Customer Service Escalation Procedures

Hours outside the normal business day are 5:00 PM to 8:00 AM Central Time for every day of the week (Monday through Friday), and all day Saturday, Sunday, and holidays. Outside of normal business day hours, a recording will play and trouble calls can leave a message for customer service to follow up during the next business day.

The recording played to customers outside of CapTel customer service business hours:

Thank you for calling CapTel customer service. Our hours are Monday through Friday from 8AM to 5PM central time. You may try again during business hours or leave a voice mail message by pressing 3 now.

If the "3" button is pressed, then the customer will hear the following message:

Thank you for calling CapTel customer service. We are unable to take your call at this time. Please leave a detailed message with your name and phone number with area code, or email address, and a reason for your call, and one of our representatives will return your call as soon as possible.

ALTERNATIVE USAGE FOR CAPTEL PHONE DURING OUTAGE FOR VCO USERS.

CapTel phones are equipped with the capability to connect to traditional relay services even in the event that the captioning service is not available.

In the event that a user cannot reach the captioning center, and the user desires to use any form of available relay to connect their call, the user can dial 7-1-1 (user must dial only 7-1-1 and not a relay 800 number in order to change to VCO mode) and be connected to the in-state relay call center. Their call will be processed via VCO instead of captions. In VCO mode, no audio from the called party will be processed – just like any other traditional VCO call.



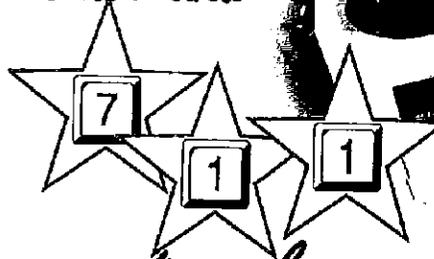
APPENDIX M – OUTREACH SAMPLES



The Sprint Relay logo, consisting of a stylized graphic of three curved lines above the text "Sprint" and "Relay" stacked vertically.



Just dial



to make a relay call!

What is 7-1-1?

7-1-1 is a telephone service that connects standard (voice) telephone users and users who are deaf, hard-of-hearing, and/or who have speech disabilities and use text telephones (TTY).

7-1-1 is easier to remember and use than traditional 500 relay numbers.

It creates more user-friendly access for less experienced relay users, including businesses and friends or family members of TTY users.

7-1-1 is not an emergency number and should not be confused with 9-1-1. However, if you use a TTY and cannot obtain emergency services on 9-1-1, you may call 7-1-1 and tell the Communications Assistant (CA) you have an emergency. The CA will then relay your call to the appropriate emergency service provider.

Dial 7-1-1 or use these toll free Alabama Relay numbers.

1-800-548-2548 TTY/ASCII	1-800-548-2547 Voice	1-800-548-0259 Voice Carry-Over
1-800-548-2028 Speech-to-Speech	1-800-548-8317 Spanish (TTY/Voice)	1-800-548-4323 600 Services

Sprint Relay Customer Service 1-800-678-3777 TTY/Voice/ASCII	Servicio al Cliente de Sprint Relay 1-800-678-4290 TTY Voz ASCII
--	--



Sample Alabama Relay Flyer

California Relay Service

Sprint Relay

Sprint CRS
TTY to Voice

News Flash...

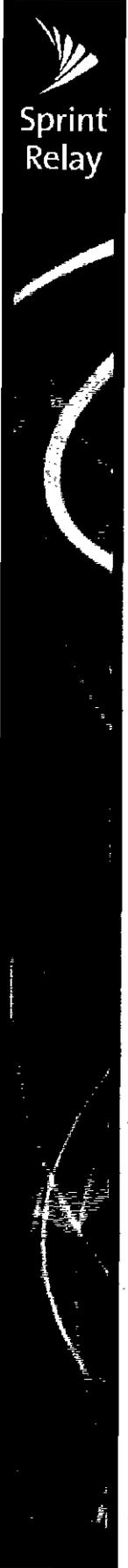
CRS 711 Choices on-line profile

CRS 711 training videos
(NEW! Coming soon!)

About Sprint
About CRS
TTY
Voice

Sample California Relay Advertisement





CapTel™
 Young Miss Award

Colorado Independence

Using CapTel - Nothing can hold you back now.

How It Works
 The CapTel phone will send you the captions of the conversation. You can read the captions on the phone screen or on a computer screen. You can also use a headset with a microphone to hear the caller's voice and see the captions at the same time. You can also use a headset with a microphone to hear the caller's voice and see the captions at the same time. You can also use a headset with a microphone to hear the caller's voice and see the captions at the same time.

What You Need
 A CapTel phone, a computer with internet access, a headset with a microphone, and a telephone line.

More information available at relay.ohio.gov

Difficulty hearing clearly over the phone?

- Bright, easy-to-read display
- Simultaneously hear your caller's voice and read captions of everything your caller says
- Functions as a normal telephone
- Optional audio jack for listening through headphones or telecoil-compatible neckloop

CapTel™
 Captioned Telephone Service

Captioned Telephone Service, known as CapTel Relay Service, is provided free of charge through Ohio's Telecommunications Relay Service.

(You) CapTel User

1. Pick up the phone
2. Dial the number
3. Listen to the caller's voice
4. Read the captions

Other Caller

1. Hear the caller's voice
2. See the captions

CapTelist

1. Hear the caller's voice
2. See the captions
3. Hear the user's voice
4. See the captions

Sample Relay Colorado Material

Freedom for the woman dancer

Control

Choose what relay service is best for YOU

Sample Relay Colorado Material

Relay Colorado Introduces Captioned Telephones

CapTel™
 Catch the whole conversation

877-CAPTEL2
www.coloradocaptel.com

RELAY COLORADO

Sample Relay Colorado Billboard



Sample Relay Colorado Bus Stop Advertisement

Delaware Relay

What is it?

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

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

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

Private and Confidential
All Delaware Relay calls are strictly private. No records of any conversations are maintained.

Free Services
The service is free for anyone to use. Free employment is available upon request to eligible parties. This service is funded by a surcharge on all telephone bills.

Delaware Relay

Important Information

What is 7-1-1?
7-1-1 is an easy-to-remember number to dial a Delaware Relay operator. It is available anywhere in Delaware and on any type of telephone including cell phones.

Customer Database Profile
A customer database profile stores an individual relay user's call preferences, expediting call processing. You can set up your **Customer Database Profile** by contacting Sprint Relay Customer Service at 800.676.3777.

Customer Service
800.676.3777

Customer Service is available to answer any questions or to receive customer suggestions, comments, or complaints. When calling about a specific incident, please remember to provide the following information:
Operator's ID number
Date and time of call
Telephone number you are calling to
Or for assistance during a relay call, caller's may ask to speak with a supervisor.

Emergency!
In case of emergency, relay users should dial 9-1-1 directly. If you cannot connect to emergency service on 7-1-1, you may call 7-1-1 and tell the operator you have an emergency. The operator will then relay your call to the appropriate emergency service provider.

Sample Delaware Relay Educational Brochure



What happens when Sprint Relay comes to Hawaii?

Aloha, Communication!

- Two seamless communication becomes a reality for people who are deaf, hard of hearing, or have a speech disability.
- Sprint and the Aloha Association of the Deaf invite you to our Taste of Technology event.
- See live demonstrations and try these new services:
 - Video Relay Service
 - Captioned Telephone
 - Internet Relay Chat
 - Text Relay Service

Plus, enjoy a complimentary lunch, live entertainment & cool giveaway prizes!

What happens when Sprint Relay comes to Hawaii?

- Two seamless communication becomes a reality for people who are deaf, hard of hearing, or have a speech disability.
- Sprint and the Aloha Association of the Deaf invite you to our Taste of Technology event.
- See live demonstrations and try these new services:
 - Video Relay Service
 - Captioned Telephone
 - Internet Relay Chat
 - Text Relay Service

Plus, enjoy a complimentary lunch, live entertainment & cool giveaway prizes!

Sample Hawaii Advertisements



New Jersey Relay

Es un Servicio de Telecomunicación libre de costo para facilitar la comunicación a las personas sordas y sordos parciales, personas con dificultad para oír, sordo-ciegos y aquellas personas con dificultad del habla.

- Sordos & sordos parciales
- Personas con dificultad para oír
- Personas con dificultad del habla
- Sordo-ciegos

Sample New Jersey Relay Spanish Advertisement



Sprint
Relay

new zealand relay

New Zealand Relay (NZ Relay) is a telecommunications service for people who are Deaf, hearing impaired, deafblind, or speech impaired. You can use NZ Relay to make telephone calls to family, businesses, government ministries.



Always available

- Relay services are available 24 hours a day, seven days a week, 365 days a year
- Speech To Speech (STS) is a restricted days and hours service available Monday to Friday 9 am to 5pm, Saturday 9am to 4pm



Accurate and transparent

- The Relay Assistant voices everything you type and types everything you say



Private and Confidential

- All New Zealand Relay calls are strictly private
- When you hang up, the entire conversation is automatically erased at the Relay Centre

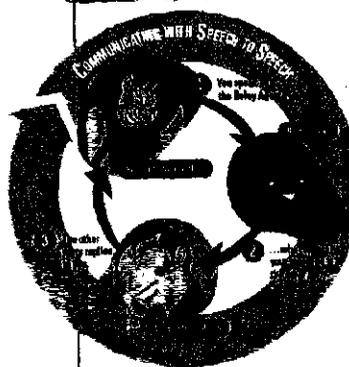


Affordable services

- There is no call charge for relay assistance
- Local and national calls are free of charge
- Note: you will separately have to pay for your telephone line rental

Sample New Zealand Advertisement

Introducing SPEECH TO SPEECH
STS from Relay Hawaii



Relay Hawaii's STS service consists of specially trained Relay Agents who serve as the speech-to-hearing user's voice and repeat their messages to the other. Our agents have undergone extensive training and are available a variety of speech directions. STS is available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed.

Sample New Zealand Advertisement



"Don't Hang Up"
 on your Relay Callers... it may be the most important call you'll receive all day.

We are your customers.

There are thousands of people who are deaf, hard-of-hearing or a speech-disabled who call your homes and businesses like yours every day.

Often we are hung up on because people think they are getting a telemarketing call.

They are not aware that when a call comes through saying "this is the Ohio Relay Service..." it is a call from someone with hearing loss or speech disabilities.

So next time, you get a call like this remember... if you are hanging up on people, you are hanging up on business in local Ohioans.

Don't Hang Up

© 1998 Relay Ohio. All rights reserved. Relay Ohio is a service of the Ohio Department of Public Safety. For more information, call 1-800-522-8506. Relay Ohio is a service of the Ohio Department of Public Safety.

Sample Ohio Relay "Don't Hang Up" Advertisement

Dial 711 to place any relay call!



What is 7-1-1?
 7-1-1 is a new statewide telephone relay number that connects Voice, TTY and NSCI users to Relay Oklahoma. This allows easier access, particularly for less experienced relay users such as businesses or friends and family of regular relay users.

When dialing 7-1-1, TTY users need to stay on the line and will then be connected to a communications Assistant (CA) in about 10 seconds. For NSCI users, the connecting time will take a bit longer.

7-1-1 is not for emergencies
 7-1-1 is not an emergency number and should not be confused with 9-1-1. However, if you use a TTY and cannot obtain emergency services on 9-1-1, you may call 7-1-1 and tell the CA you have an emergency. The CA will then relay your call to the appropriate emergency service provider.

For more information about Relay Oklahoma, please contact Sprint Relay 24-hour Customer Service at 1-800-522-8506 (TTY/Voice).

Dial 711 or use this toll free numbers:
 1-800-522-8506 Voice 1-800-722-0353 TTY/VOI/HCO



Sample of Relay Colorado Advertisement





**DIAL
7-1-1**
**CONNECT
and
CONVERSE Easily**

Traditional TTY
Voice Carry-Over
CapTel
HCO to TTY



Video Relay
Hearing Carry-Over
2-Line Voice Carry-Over
TTY Payphone
Sprint IP Relay
Spanish Relay
VCO to VCO
International Calls
AIM® Relay
Speech-to-Speech

Sample of Relay South Carolina Advertisement

**Want to Communicate?
Go Ahead.**

★ Relay Texas is a free service that provides a communication bridge between people with hearing or vision impairments and people who are deaf-blind. Relay Texas is available 24 hours a day, 7 days a week. For more information, call 1-800-735-2988.

★ Relay Texas is a free service that provides a communication bridge between people with hearing or vision impairments and people who are deaf-blind. Relay Texas is available 24 hours a day, 7 days a week. For more information, call 1-800-735-2988.

★ Relay Texas is a free service that provides a communication bridge between people with hearing or vision impairments and people who are deaf-blind. Relay Texas is available 24 hours a day, 7 days a week. For more information, call 1-800-735-2988.

★ Relay Texas is a free service that provides a communication bridge between people with hearing or vision impairments and people who are deaf-blind. Relay Texas is available 24 hours a day, 7 days a week. For more information, call 1-800-735-2988.

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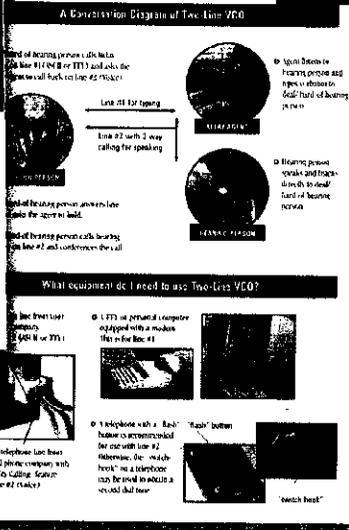
Sample of Relay Texas Educational Brochure

Two-Line Voice Carry-Over 1-800-735-2389 TDD or 1-800-735-2389 VOIC

For a more natural conversation, without pauses or "GAs",

Voice Carry-Over (VCO) • 1-877-826-1789

A solution for people with a hearing loss who prefer to speak



How do I place a Two-Line VCO call?

- Dial 1-800-735-2389 (TDD) or 1-800-735-2389 (VOIC) and ask the relay agent to call the deaf person.
- The relay agent will call the deaf person and ask for the deaf person's name and telephone number.
- The relay agent will call the deaf person and ask for the deaf person's name and telephone number.
- The relay agent will call the deaf person and ask for the deaf person's name and telephone number.

How do I place a VCO call?

- Dial 1-877-826-1789 and use a TDD, connected and use the relay agent to place the call.
- The relay agent will call the deaf person and ask for the deaf person's name and telephone number.
- The relay agent will call the deaf person and ask for the deaf person's name and telephone number.

Sample of Relay Texas Educational Brochure

Relay TEXAS

I use a TTY (Text Telephone) to communicate over the phone. If you do not have a TTY, you can reach me through Relay Texas.

Just dial **7-1-1** to call Relay Texas!

Name: _____

Phone: (____) _____ area code

See reverse for calling instructions. For additional assistance, call Sprint Relay Customer Service at 1-800-676-3777

When you call me through relay service, a relay agent will type your words to me and will read my typed replies to you. All calls are confidential and the service is free.

- Dial **7-1-1** and press "1" to connect to a relay agent.
- You will hear, "Relay Texas Agent (number). May I have the number you are calling to please?"
- Give the relay agent my area code and telephone number.
- The relay agent will process the call. Be sure to speak directly to me, avoid saying "tell him" or "tell her," and say "GA" or "Go Ahead" at the end of your response.

Sample of Relay Texas Business Cards





Sprint
Relay

Dial **7 1 1**
or use these toll-free numbers.

- TTY**
1-800-346-4126
- Voice**
1-888-735-5906
- VCO/2LVCO**
1-800-346-7141
- HCO**
1-800-346-4126
- Spanish Relay**
1-888-346-3162
- Speech to Speech**
1-888-346-7622
- ASCL**
1-888-735-5907
- 900 Services**
1-800-740-7930
- CapTel Relay Service**
1-877-243-2023 - Voice to CapTel
- Sprint Relay Customer Service**
1-800-675-3177
- Sprint Video Relay Service**
www.vtr.com
- Sprint IP Relay**
www.sprintip.com
- Relay Utah, Public Service Commission**
1-866-777-8824

When every
word is important



Sample of Relay Utah Educational Brochure

Other Services

Emergency
In an emergency, dial 9 1 1 directly using a TTY to ensure immediate attention and identification of your location.

Directory Assistance
If a TTY user makes a directory assistance (DA) request, the relay operator will connect to a DA operator. After obtaining the number, the caller may choose to place the call through relay or direct dial TTY to TTY.

International Calls
Relay Utah allows you to place and receive calls to and from anywhere in the world using English or Spanish. Callers from outside the US may access Sprint Relay by calling 1-800-234-1837.

VoiceMail Retrieval
To request voicemail retrieval, type the telephone number you wish to call with your password or special instructions and then use "CA".

Answering Machine Retrieval
To request answering machine retrieval, type "AMR CA". The relay operator will type "PLS PLACE YOUR HANDS NEXT TO YOUR ANSWERING MACHINE AND TURN ON CA".

Customer Database Profile
A Customer Database Profile stores an individual relay user's call preferences, making those preferences automatically available to relay operators when processing your calls. Sprint Relay Customer Service (1-800-675-3177) can set up your profile when you are on the phone or can send you a form to be returned by mail, as well as answer any questions you may have.



Payphones
There is no charge for TRS calls placed from payphones. Toll calls may be billed through prepaid telephone cards, calling cards, collect, and third party billing.

Outreach
The Public Service Commission and Sprint Relay are available to provide outreach in the form of presentations, educational workshops, training sessions, as well as distribute information to a variety of deaf, hard of hearing, hearing and speech disabled groups in Utah. In order to obtain any information or schedule an outreach presentation, please contact the TRS toll free at 1-866-777-8824 (911TY).



Sample of Relay Utah Educational Brochure

350



are you listening?

I am 30 years old.
I make \$50,000 a year.
I have no hangups with spending it.
My health is important.
However, some medical problems hang up on me.

There are thousands of people like us who are just here of hearing, most of us work in high-tech calling businesses. We work every day. When we are hung up on, we are stuck. We are stuck on many of the people we use to communicate via telephone. We need to have an operator who can help us.

There are thousands of people like us who are just here of hearing, most of us work in high-tech calling businesses. We work every day. When we are hung up on, we are stuck. We are stuck on many of the people we use to communicate via telephone. We need to have an operator who can help us.

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WASHINGTON RELAY SERVICE
City of the Deaf and Hard of Hearing
1115 North State St.
01704 APT 702A WASH DC
CALL TOLL SERVICE CENTER
800 875 2377 (TDD) 800 875 2377

For more information, please go to www.washingtonrelay.com/hangup.htm

875-2377
U.S. Service
FID
7-797
©1994, LLC

Sample Washington Relay Postcard

THE HISTORY OF STS

Dr. Bob Segalman, PhD, who has a cerebral palsy related speech disability, founded Speech to Speech (STS) in November 1995. He conceived of STS because he wanted to find an easier way to access the telephone system than by using a TTY (text telephone device). Typing is a slow process for him because he has some manual dexterity limitations. Dr. Segalman can hear but people sometimes cannot understand his speech.

In 1995, Dr. Segalman persuaded California legislators and the California Public Utilities Commission of the importance of full telecommunication access for people who have a speech disability. His concept, Speech to Speech, was implemented in June 1996, via the California Relay Service and Sprint Communications. Sprint developed the first STS technology in the United States.

To learn more about the history of STS or Dr. Segalman, log onto www.speechtospeech.org.

WASHINGTON RELAY SERVICE

Speech to Speech, or STS, is a service offered by Washington Relay Service. STS enables a person with a speech disability to use the telephone without using a TTY (text telephone device). Instead, they can use their voice, a communication device, or a combination of the two.

STS users can qualify to receive adapted telephones (such as a hands-free phone) thru the Telephone Equipment Distribution Program (TED). To learn more or to participate in the TED program, contact Kelly Robinson at robin.k@dcsl.wa.gov or Donna Cole Wilson at donnac@prevocal.org.

Who Can Use STS?
STS can be used by anyone with a speech disability or anyone who wants to call someone who has a speech disability. STS calls can also be made by people or to people who use a TTY, VCO, HCU, or even to another person with a speech disability.

How Does STS Work?
Specially trained operators facilitate the call by listening to the person with a speech disability and repeating what they say verbatim, or repeating the words that the caller does not understand. The operator is *not* part of the call. Their job is only to repeat what the caller says.

When Can I Use STS?
STS is available 24 hours a day, 365 days a year, with no restrictions on the length of the call or the number of calls placed. All STS calls are strictly confidential and federal law prohibits STS operators from revealing the content of any information about a relay call.

HOW TO USE STS

STS is easy to use! The STS number (1-877-833-6341) is toll-free from anywhere in the United States.

1. Dial 1-877-833-6341. The operator will answer by saying, "Washington Relay Speech to Speech. How may I help you?"
2. Give the operator the area code and telephone number of the party you wish to call.
3. When the person you're calling answers, the operator will announce to the party that you are calling, by saying, "A person is calling through Washington Speech to Speech."
4. After announcing STS, the operator will prompt you to start talking to the party you called by saying, "Caller, go ahead."
5. Each person takes turns speaking and then saying, "Go ahead," to indicate that they are ready for the other person to respond.

CALL STS at 1-877-833-6341

CALL STS at 1-877-833-6341

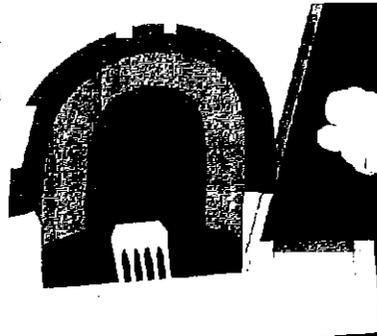
CALL STS at 1-877-833-6341

Sample STS Educational Brochure



Sprint
Relay





Get Connected!

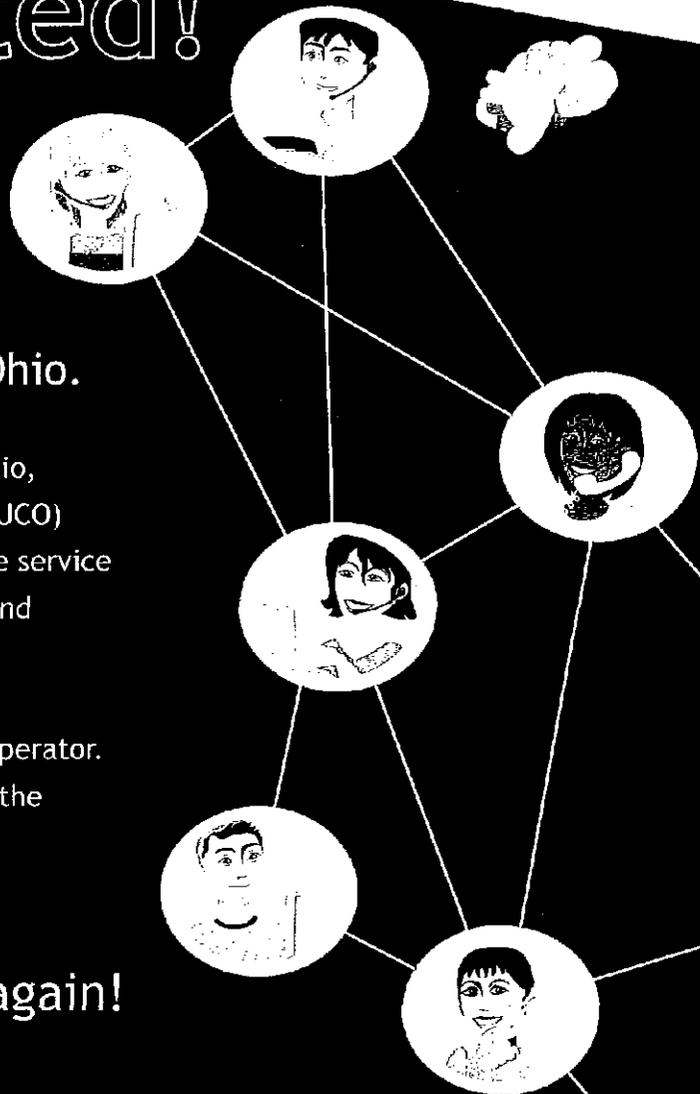
With Relay Ohio

Get—and stay—connected to family, friends and co-workers. It has never been easier with Relay Ohio.

Relay Ohio is a free service provided by the State of Ohio, regulated by the Public Utilities Commission of Ohio (PUCO) to ensure equal communication access to the telephone service for people who are deaf, hard of hearing, deaf-blind, and speech disabled.

To use Relay Ohio, simply dial 711 to connect with an operator. The operator will dial the requested number and relay the conversation between the two callers.

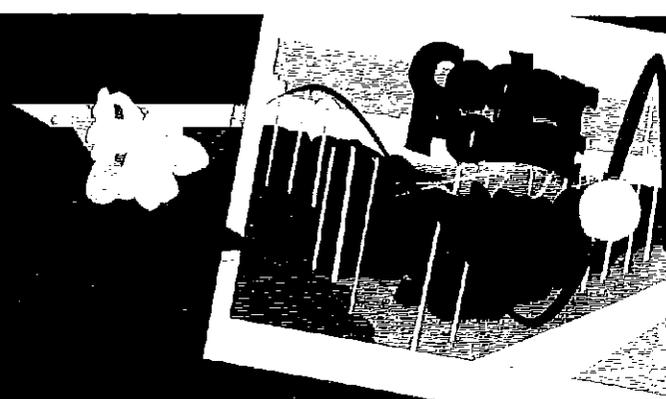
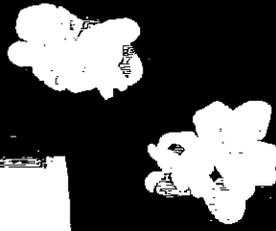
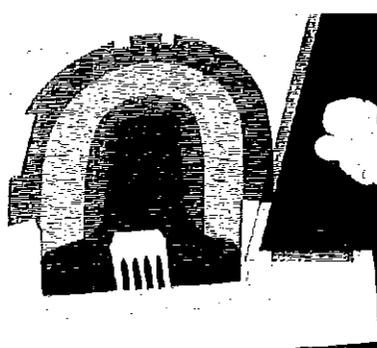
You'll never feel disconnected again!



VOICE 1.800.750.0750
 TTY 1.800.750.0750
 VCO 1.877.644.6826
 STS 1.877.750.9097
 HCO 1.800.750.0750
 TB 1.800.833.6385

CUSTOMER SERVICE (VOICE/TTY)
 1.800.325.2223

www.ohiorelay.com



Make a Connection With Relay Ohio



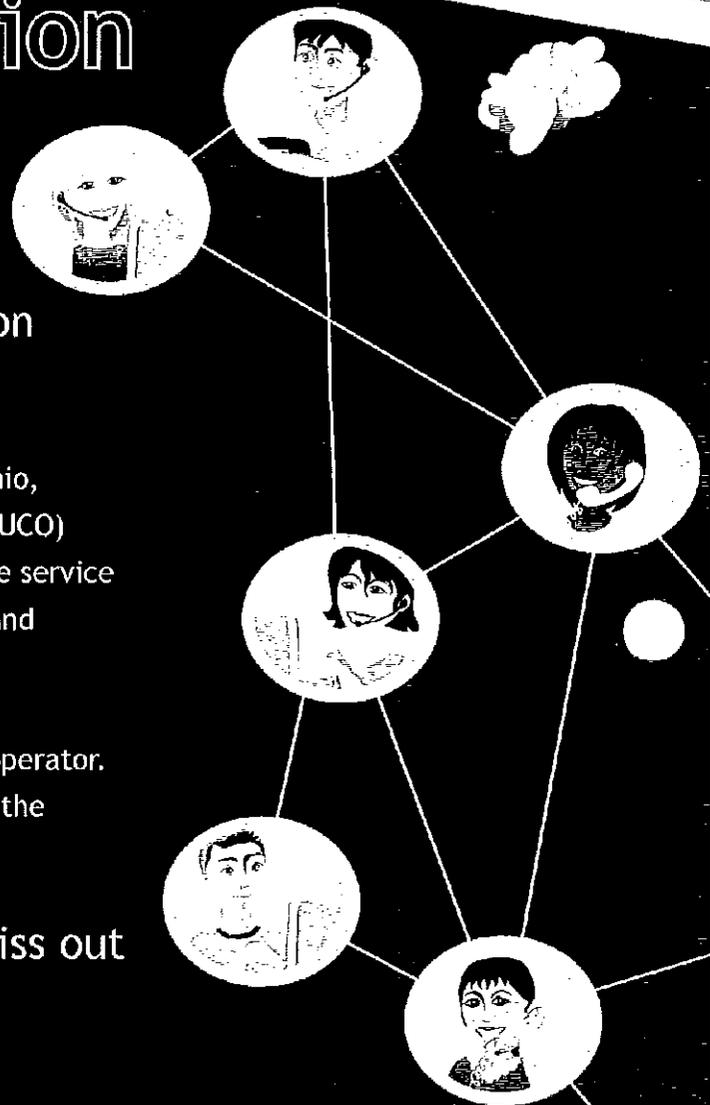
Need to make a connection?

With Relay Ohio, making a connection has never been easier.

Relay Ohio is a free service provided by the State of Ohio, regulated by the Public Utilities Commission of Ohio (PUCO) to ensure equal communication access to the telephone service for people who are deaf, hard of hearing, deaf-blind, and speech disabled.

To use Relay Ohio, simply dial 711 to connect with an operator. The operator will dial the requested number and relay the conversation between the two callers.

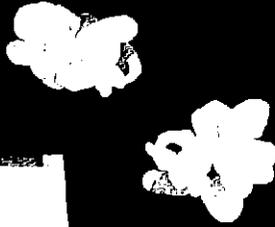
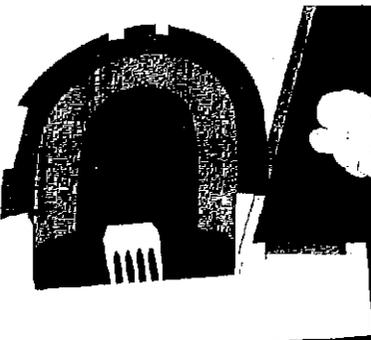
Family, friends, co-workers...don't miss out on a connection today!



VOICE 1.800.750.0750
 TTY 1.800.750.0750
 VCO 1.877.644.6826
 STS 1.877.750.9097
 HCO 1.800.750.0750
 TB 1.800.833.6385

CUSTOMER SERVICE (VOICE/TTY)
 1.800.325.2223

www.ohiorelay.com



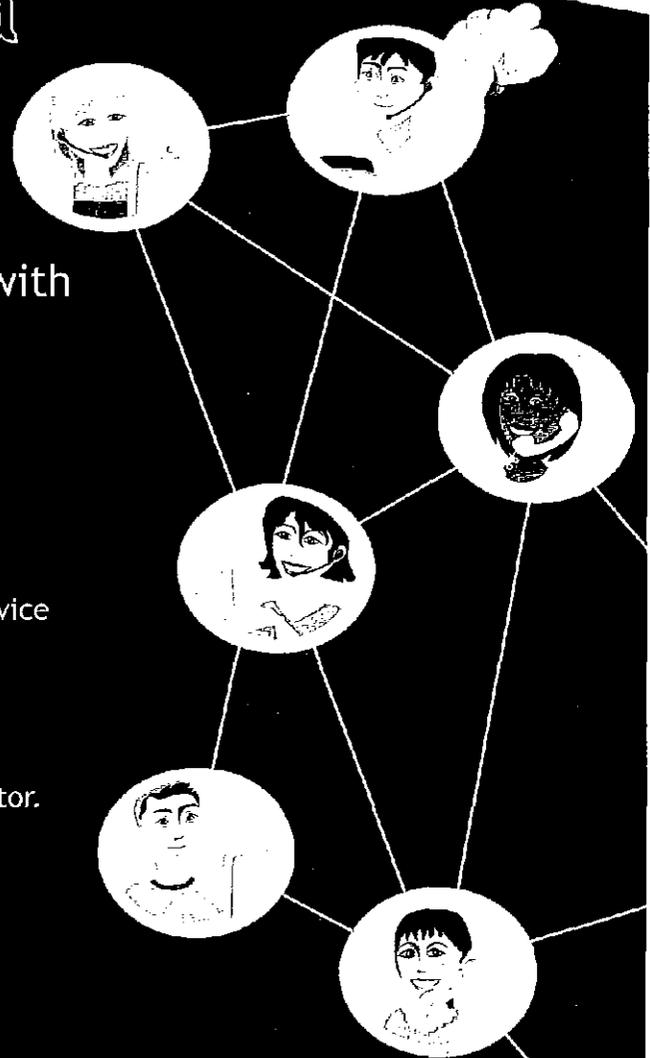
Yada, yada, yada

No need to cut short your conversations...

Relay Ohio allows you to communicate with whoever you want, for how long you want – without missing any details!

Relay Ohio is a free service provided by the State of Ohio, regulated by the Public Utilities Commission of Ohio (PUCO) to ensure equal communication access to the telephone service for people who are deaf, hard of hearing, deaf-blind, and speech disabled.

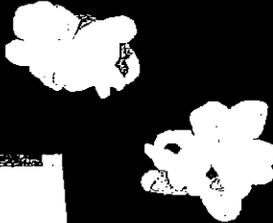
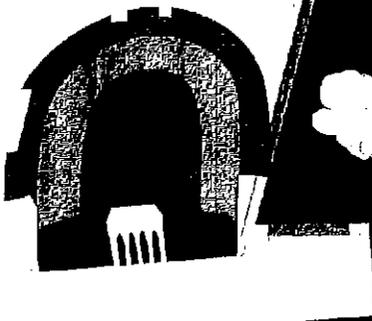
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VOICE 1.800.750.0750
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CUSTOMER SERVICE (VOICE/TTY)
1.800.325.2223

www.ohiorelay.com



Connections

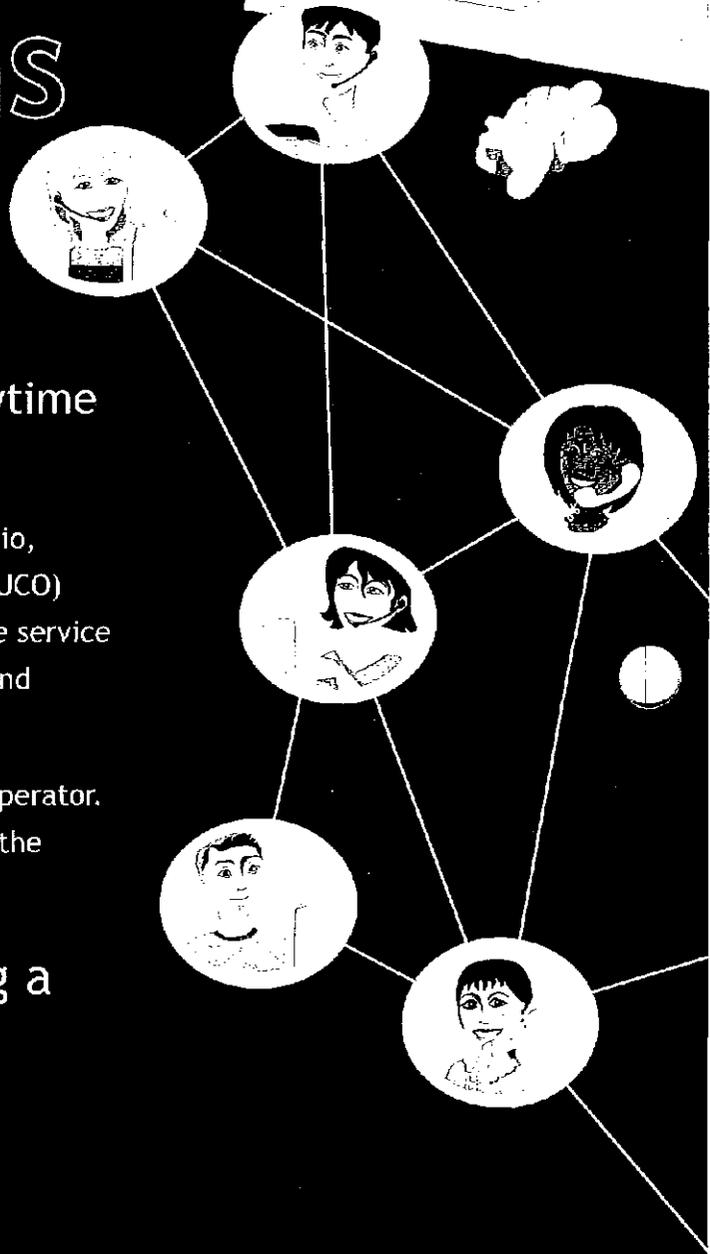
With Relay Ohio

Don't miss a connection with those you love! Relay Ohio allows you to make connections with anyone – anytime and anyplace.

Relay Ohio is a free service provided by the State of Ohio, regulated by the Public Utilities Commission of Ohio (PUCO) to ensure equal communication access to the telephone service for people who are deaf, hard of hearing, deaf-blind, and speech disabled.

To use Relay Ohio, simply dial 711 to connect with an operator. The operator will dial the requested number and relay the conversation between the two callers.

No more excuses for not making a connection today!



VOICE 1.800.750.0750
 TTY 1.800.750.0750
 VCO 1.877.644.6826
 STS 1.877.750.9097
 HCO 1.800.750.0750
 TB 1.800.833.6385

CUSTOMER SERVICE (VOICE/TTY)
 1.800.325.2223

www.ohiorelay.com

Dial **7-1-1** to place a relay call!



Dialing makes it even easier to reach **New York Relay!**

What is 7-1-1?

7-1-1 is a new statewide telephone relay number that connects standard (voice) telephone users with deaf, hard-of-hearing, and/or speech-disabled people who use text telephones (TTYs).

Relay users can now simply dial 7-1-1 to connect with New York Relay. This allows more user-friendly access, particularly for less experienced relay users such as businesses or friends and family of TTY users.

Is 7-1-1 for emergencies?

No, 7-1-1 is not an emergency number and should not be confused with 9-1-1. However, if you use a TTY and cannot obtain emergency services on 9-1-1, you may call 7-1-1 and tell the relay operator you have an emergency. The relay operator will then relay your call to the appropriate emergency service provider.

For more information about New York Relay, please contact NYRS 24-hour Customer Service at **1-800-676-3777 (TTY/Voice)** or the New York Relay Service Inquiry line at **1-800-664-6349 (Voice)** or **1-800-835-5515 (TTY)**.

Dial 7-1-1 or use these toll free New York Relay numbers:

1-800-662-1220 TTY/HCO

1-877-662-4234 Speech-to-Speech

1-877-826-6977 VCO

1-800-584-2849 ASCII

1-800-421-1220 Voice

1-900-230-6565 900 Services

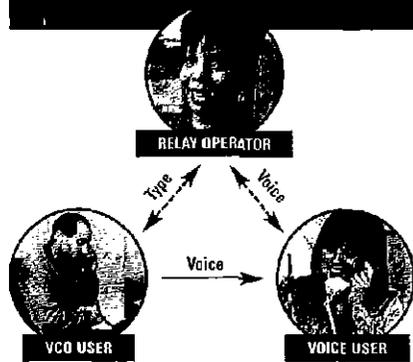
1-877-662-4886 Spanish

7-1-1 is not available for use with 900 calls.



Communication solutions for people with a hearing loss who prefer to speak

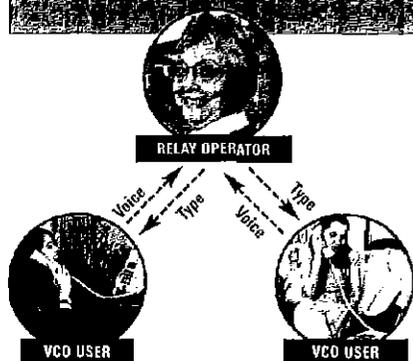
VCO TO VOICE



During a VCO call the deaf or hard-of-hearing person uses his/her voice to speak directly to the hearing person. The relay operator types what the hearing person says. Both parties need to say "GA" or "Go Ahead" to indicate when they are finished with their turn.

- ❶ Dial 1-877-826-6977.
- ❷ NYRS will answer with "1234" (for operator number), "F" or "M" (for operator gender) and "VOICE (OR TYPE) NOW GA."
- ❸ Voice or type the area code and telephone number of the party you want to call.
- ❹ The operator will type "GA" as your cue to speak.

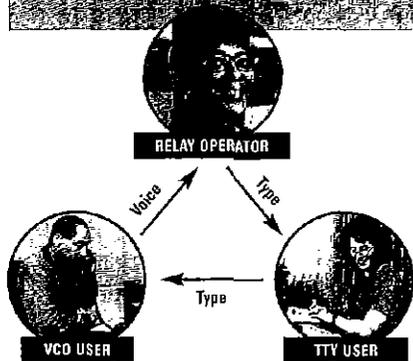
VCO TO VCO



The operator will serve as both users' "ears" and type what each person says. This is ideal for people who have a VCO phone or don't wish to type.

- ❶ Dial 1-877-826-6977.
- ❷ NYRS will answer with "1234" (for operator number), "F" or "M" (for operator gender) and "VOICE (OR TYPE) NOW GA."
- ❸ Voice or type "VCO TO VCO PLS". Then voice or type the area code and telephone number you want to call, followed by "GA".
- ❹ The operator will type the greeting of the person you have called followed by "GA" as your cue to start speaking. Remember to wait for "GA" before responding.

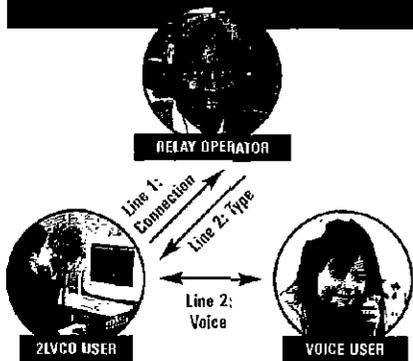
VCO TO TTY



The operator will type what the VCO user says to the TTY user. Whatever the TTY user types will go directly to the VCO user's TTY or text display equipment.

- ❶ Dial 1-877-826-6977.
- ❷ NYRS will answer with "1234" (for operator number), "F" or "M" (for operator gender) and "VOICE (OR TYPE) NOW GA."
- ❸ Voice or type "VCO TO TTY PLS". Then voice or type the area code and telephone number you want to call, followed by "GA".
- ❹ When the TTY user answers, the operator will announce it is a VCO to TTY call and will type the message "GA" as your cue to start speaking.
- ❺ The operator will type what you say to the TTY user you are calling. Remember to wait for "GA" before responding.

TWO-LINE VCO



The voice line must have conference/three-way calling capability. Two-line VCO provides a more natural conversation without the pauses required during single line VCO calls.

If you have conference calling feature:

- ❶ Dial 1-800-662-1220 using ASCII or TTY.
- ❷ NYRS will answer with "1234" (for operator number), "F" or "M" (for operator gender) and "NUMBER CALLING PLS GA."
- ❸ Type the area code and telephone number of your second line and then type "TWO LINE VCO GA".

- ❹ When your second line rings, answer it by voice and ask the operator to hold.
- ❺ Press the conference button and then dial out to the third party's number.
- ❻ Press the conference button again to "bridge" all three parties.

If you have three-way calling feature:

- ❶ Follow steps 1-4 above. Press and release the receiver button or flash key on your phone.
- ❷ Dial out to the third party's number.
- ❸ Press and release the receiver button or flash key again to "bridge" all three parties.

Two-line VCO allows a customer with two telephone lines to use one line to speak directly to a hearing person and the other line to simultaneously read the hearing person's typed responses.

Please note: A TTY with ASCII direct connect may not work for VCO or Two-Line VCO.

New Service!

VCO Direct ■ 1-877-826-6977



All Voice Carry-Over. All the time.

NYRS Customer Service
TTY/Voice/ASCII
1-800-676-3777

Servicio al Cliente de NYRS
TTY/Voz/ASCII
1-800-676-4290

NYRS Inquiry Line
1-800-664-6349 Voice
1-800-835-5515 TTY

For information on relay through TTY public payphones contact NYRS Customer Service.

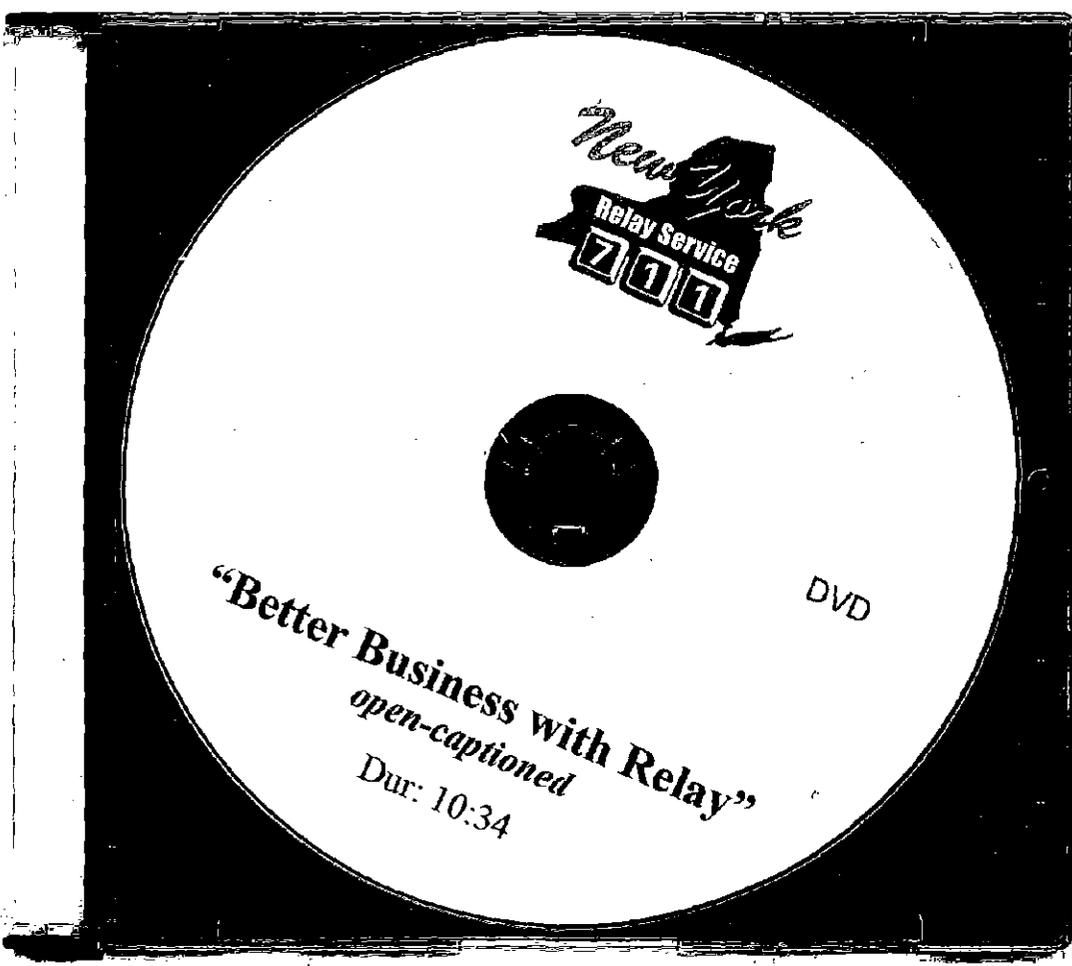
Voice Carry-Over (VCO) Direct is a service that enables a deaf or hard-of-hearing person to use his/her voice to speak directly to a hearing person. If you're a late-deafened adult who has difficulty hearing over the phone, VCO Direct is the perfect communication solution for you!

A relay operator types what the hearing person says to your TTY for you to read. Both parties need to say "GA" or "Go Ahead" to indicate when they are finished with their turn.

Now, when you dial 1-877-826-6977, your calls are automatically handled by a relay operator who specializes in all types of VCO calls, such as VCO to Voice, VCO to TTY, VCO to VCO, or VCO to HCO. With this service, you no longer have to specify your call type to the relay operator. VCO Direct is available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed.



www.nyrelay.com



New York
Relay Service
711

DVD

"Better Business with Relay"
open-captioned
Dur: 10:34



Sprint

Creative Media Services

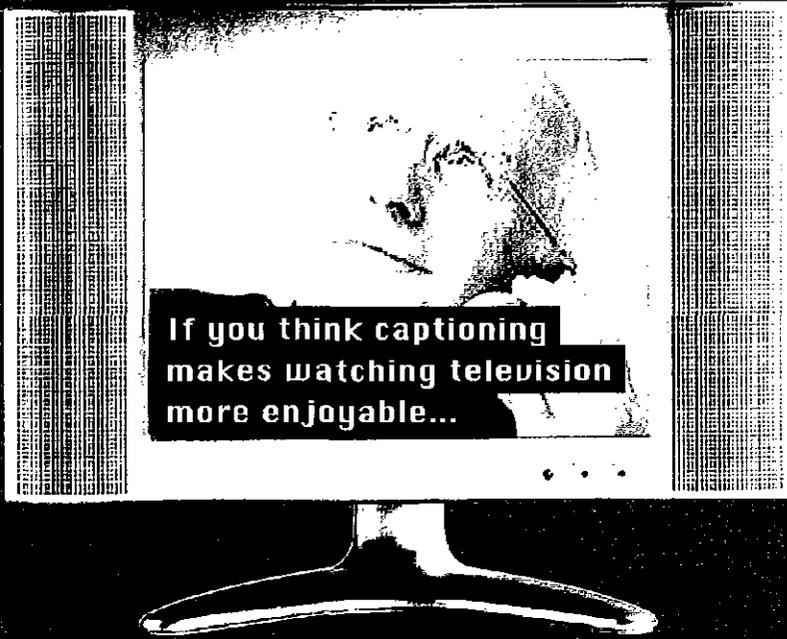
DVD

Video Testimonials

6300 Sprint Pkwy. KSOPHBS101-LB157 OPKS 66251 (913) 794-2009

CapTelSM

Captioned Telephone Service



"CapTel makes it possible for me to speak and 'hear'! I love it!"

—CapTel User, Durham, NC

"CapTel has probably saved my job. Now I can get on the phone and make appointments for myself and "understand" what someone is saying to me....even my grand kids."

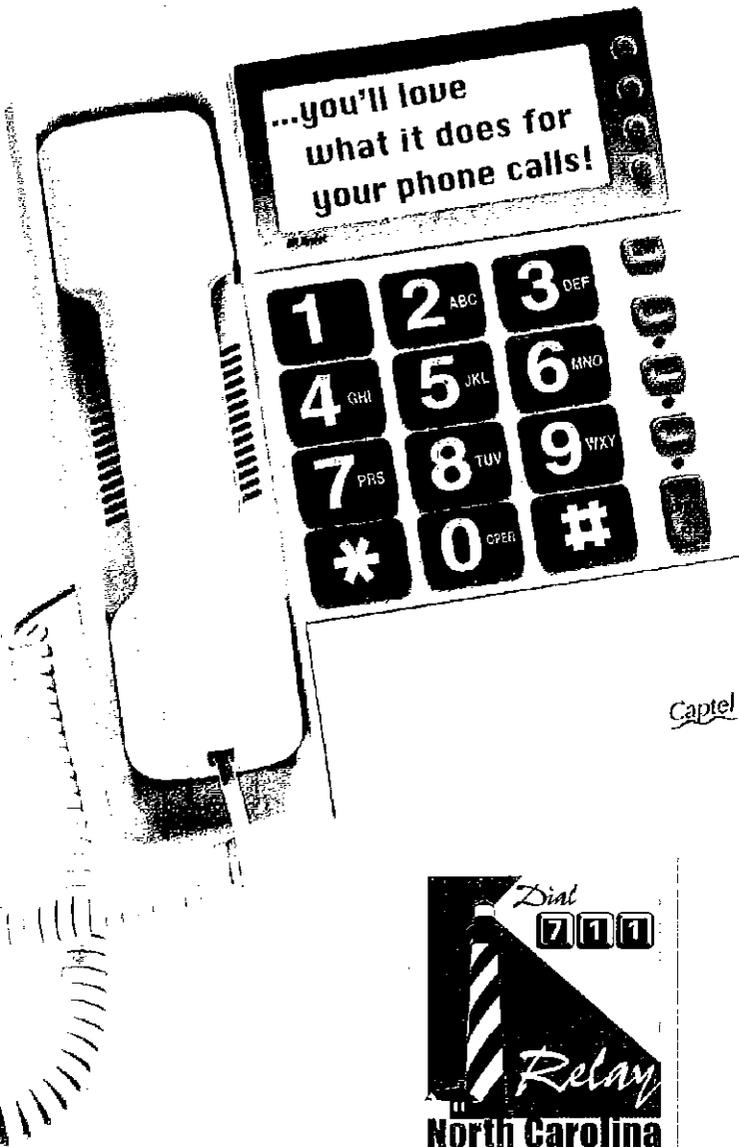
—CapTel User, Raleigh, NC

"It is the best thing that ever happened to me. So easy to pick up the CapTel and make phone calls. They can't tell that I am using this phone and I can count on looking at the screen when I do not understand what the person is saying. Cannot imagine my life without it!"

—CapTel User, Gordon, NC

"My family was so thrilled for me whenever I call to talk to them... thanks to CapTel. It made a big difference."

—CapTel User, Kernersville, NC



CapTel



For more information, contact:

Relay North Carolina

Kim Calabretta, *CapTel* Account Manager
email: kim.m.calabretta@mail.sprint.com
919-501-4012 Voice/*CapTel*
1-866-545-4012 Toll Free
www.relaync.com

CapTel Customer Service

1-888-269-7477 Voice
1-800-482-2424 TTY
www.captionedtelephone.com



... I don't understand...
Say what?
... I can't hear you...

- • • • • **Struggling** to understand?
- **Tired** of asking what they said?
- Need a **solution?** • • • • •

CapTel!TM
Captioned Telephone

Using the phone is now easier than ever!

Sounds perfect!
I'll be there.
I love you too!

Easy as **1 • 2 • 3**



Pick up the phone and dial the other party's number.



Converse normally.



As you listen to the conversation, read the captions on your phone screen.



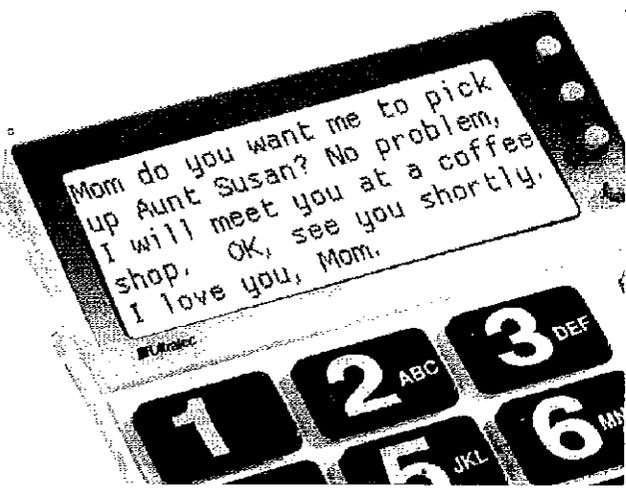
For more information, contact:

Kim Calabretta,
Account Manager - NC CapTel
kim.m.calabretta@sprint.com
www.relaync.com

WCI's contact number:
1-800-233-9130 (Voice/TTY)
10:00 AM - 8:00 PM (EST)



CapTel by Ultratec





No comprendo.
¿Decir qué?
¡No te oigo!

- • • • ¿le cuesta entender?
- ¿Está **cansado** de preguntar qué dijeron?
- ¿Necesita una **solución**? • •

Ahora, ¡hablar por teléfono es más fácil que nunca!

¡CapTel!TM
Teléfono con subtítulos

¡Me parece perfecto!
¡Allí estaré!
¡Yo también te quiero!

Tan fácil como
contar hasta **3**



Levante el auricular y marque el número de teléfono de la otra persona.



Converse normalmente.



Mientras escucha la conversación, lea los subtítulos en la pantalla de su teléfono.

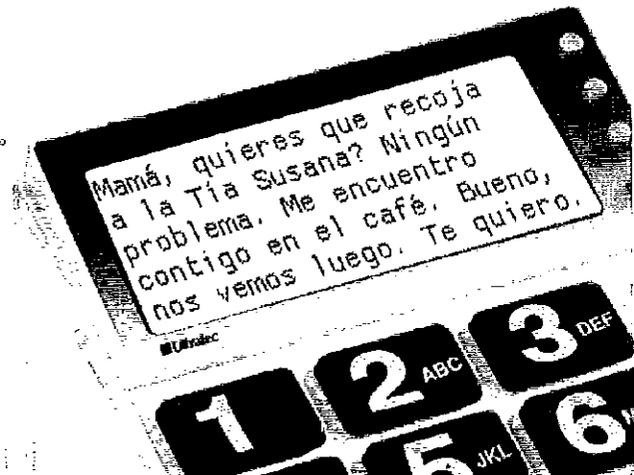
Para más información, comuníquese con:



Kim Calabretta,
Gerente de NC CapTel
kim.m.calabretta@sprint.com

www.relaync.com

Comuníquese con WCI:
1-800-233-9130 (Voz/TTY)
10:00 AM - 8:00 PM (EST)





APPENDIX N – BID BOND



BID BOND

Bid Date: February 2, 2009

Conforms with The American Institute of Architects, A.I.A. Document No. A-310

KNOW ALL BY THESE PRESENTS, That we, Sprint Communications Company L.P.

_____ as Principal, hereinafter called the Principal,

and the Travelers Casualty and Surety Company of America,

of Hartford, Connecticut, a corporation duly organized under

the laws of the State of Connecticut, as Surety, hereinafter called the Surety, are held and firmly bound unto

Public Utilities Commission of Ohio as Obligee, hereinafter called the Obligee,

in the sum of 5% of Bid Amount

Dollars (\$ 5% of Bid Amount), for the payment of which sum well and truly to be made, the said Principal and the said Surety, bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal has submitted a bid for RFP Docket No. 08-439-TP-COI - Telecommunications Relay Service.

Should Sprint be awarded this project and be required to post a Performance and/or Payment bond, bonds will be issued on Surety Company's annual bond form.

NOW, THEREFORE, if the Obligee shall accept the bid of the Principal and the Principal shall enter into a Contract with the Obligee in accordance with the terms of such bid, and give such bond or bonds as may be specified in the bidding or Contract Documents with good and sufficient surety for the faithful performance of such Contract and for the prompt payment of labor and material furnished in the prosecution thereof, or in the event of the failure of the Principal to enter such Contract and give such bond or bonds, if the Principal shall pay to the Obligee the difference not to exceed the penalty hereof between the amount specified in said bid and such larger amount for which the Obligee may in good faith contract with another party to perform the Work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect.

Signed and sealed this 22nd day of January, 2009

[Signature]

Witness

Sprint Communications Company L.P. (Seal)

{ [Signature]

Principal
Ceyhan Cetin Acst. Treasurer Title

Travelers Casualty and Surety Company of America

[Signature]

Paige M. Turner

Witness

{ By [Signature]

Kristy M. Barber

Attorney-in-Fact



POWER OF ATTORNEY

Farmington Casualty Company
Fidelity and Guaranty Insurance Company
Fidelity and Guaranty Insurance Underwriters, Inc.
Seaboard Surety Company
St. Paul Fire and Marine Insurance Company

St. Paul Guardian Insurance Company
St. Paul Mercury Insurance Company
Travelers Casualty and Surety Company
Travelers Casualty and Surety Company of America
United States Fidelity and Guaranty Company

Attorney-In Fact No. 215850

Certificate No. 002686726

KNOW ALL MEN BY THESE PRESENTS: That Seaboard Surety Company is a corporation duly organized under the laws of the State of New York, that St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company and St. Paul Mercury Insurance Company are corporations duly organized under the laws of the State of Minnesota, that Farmington Casualty Company, Travelers Casualty and Surety Company, and Travelers Casualty and Surety Company of America are corporations duly organized under the laws of the State of Connecticut, that United States Fidelity and Guaranty Company is a corporation duly organized under the laws of the State of Maryland, that Fidelity and Guaranty Insurance Company is a corporation duly organized under the laws of the State of Iowa, and that Fidelity and Guaranty Insurance Underwriters, Inc. is a corporation duly organized under the laws of the State of Wisconsin (herein collectively called the "Companies"), and that the Companies do hereby make, constitute and appoint

Paige M. Turner, Keith A. Stiles, Roy R. Yancey, and Kristy M. Barber

of the City of Kansas City, State of Missouri, their true and lawful Attorney(s)-in-Fact, each in their separate capacity if more than one is named above, to sign, execute, seal and acknowledge any and all bonds, recognizances, conditional undertakings and other writings obligatory in the nature thereof on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

WITNESS WHEREOF, the Companies have caused this instrument to be signed and their corporate seals to be hereto affixed, this 4th day of November 2008

Farmington Casualty Company
Fidelity and Guaranty Insurance Company
Fidelity and Guaranty Insurance Underwriters, Inc.
Seaboard Surety Company
St. Paul Fire and Marine Insurance Company

St. Paul Guardian Insurance Company
St. Paul Mercury Insurance Company
Travelers Casualty and Surety Company
Travelers Casualty and Surety Company of America
United States Fidelity and Guaranty Company



State of Connecticut
City of Hartford ss.

By: [Signature]
George W. Thompson, Senior Vice President

On this the 4th day of November 2008, before me personally appeared George W. Thompson, who acknowledged himself to be the Senior Vice President of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., Seaboard Surety Company, St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company, and that he, as such, being authorized so to do, executed the foregoing instrument for the purposes therein contained by signing on behalf of the corporations by himself as a duly authorized officer.

Witness Whereof, I herunto set my hand and official seal.
Commission expires the 30th day of June, 2011.



[Signature]
Marie C. Tetreault, Notary Public

This Power of Attorney is granted under and by the authority of the following resolutions adopted by the Boards of Directors of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., Seaboard Surety Company, St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company, which resolutions are now in full force and effect, reading as follows:

RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President, any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary may appoint Attorneys-in-Fact and Agents to act for and on behalf of the Company and may give such appointee such authority as his or her certificate of authority may prescribe to sign with the Company's name and seal with the Company's seal bonds, recognizances, contracts of indemnity, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, and any of said officers or the Board of Directors at any time may remove any such appointee and revoke the power given him or her; and it is

FURTHER RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President may delegate all or any part of the foregoing authority to one or more officers or employees of this Company, provided that each such delegation is in writing and a copy thereof is filed in the office of the Secretary; and it is

FURTHER RESOLVED, that any bond, recognizance, contract of indemnity, or writing obligatory in the nature of a bond, recognizance, or conditional undertaking shall be valid and binding upon the Company when (a) signed by the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer; the Corporate Secretary or any Assistant Secretary and duly attested and sealed with the Company's seal by a Secretary or Assistant Secretary; or (b) duly executed (under seal, if required) by one or more Attorneys-in-Fact and Agents pursuant to the power prescribed in his or her certificate or their certificates of authority or by one or more Company officers pursuant to a written delegation of authority; and it is

FURTHER RESOLVED, that the signature of each of the following officers: President, any Executive Vice President, any Senior Vice President, any Vice President, any Assistant Vice President, any Secretary, any Assistant Secretary, and the seal of the Company may be affixed by facsimile to any power of attorney or to any certificate relating thereto appointing Resident Vice Presidents, Resident Assistant Secretaries or Attorneys-in-Fact for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any such power of attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company and any such power so executed and certified by such facsimile signature and facsimile seal shall be valid and binding on the Company in the future with respect to any bond or understanding to which it is attached.

I, Kori M. Johanson, the undersigned, Assistant Secretary, of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., Seaboard Surety Company, St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company do hereby certify that the above and foregoing is a true and correct copy of the Power of Attorney executed by said Companies, which is in full force and effect and has not been revoked.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the seals of said Companies this 22nd day of January, 20 09


Kori M. Johanson, Assistant Secretary



To verify the authenticity of this Power of Attorney, call 1-800-421-3880 or contact us at www.travelersbond.com. Please refer to the Attorney-In-Fact number, the above-named individuals and the details of the bond to which the power is attached.



Sprint
Relay





APPENDIX P – ORCC MEETING MINUTES



ORCC/CAG 2008-06-06
Meeting Minutes

Meeting Location: Sprint Nextel floor, Columbus

Meeting Start: 10:20 AM

Roll Call:

Danny Barrett
Frank Stephan
Hermine Willey
Chuck Williams
Jean Cox
William Kerek
Linda Mahmood
Jeff Bohrman
Dick Rosenberger

Old Business

- I. Minutes of 2007_12 meeting voted as accepted. Passed.
- II. 4 meetings a year, second Friday of a month, voted on. Passed.
- III. Words "Guide line" voted intact. Passed.
- IV. Quorum was established using the 2/3 rule.

New Business:

- I. Jean Cox as Chair and Richard Rosenberger as vice-chair voted on. Passed.
- II. Danny is to notify Beth Blackmer of PUCO of the new chairpersons. Passed.
- III. Jean Cox is to write a letter to PUCO relay advisory board, Ie: Richard Huebner, John Bradley Jr., Laura Gold requesting collaboration and invitation to each other's board meetings.

Announcements:

- I. Linda says she will update guidelines to reflect:
 - a. Newly prolonged Terms of the Chairs.
 - b. Change the effective dates of the Chairs from/to September.
 - c. New meeting dates and rain-dates.
- II. Jeff Bohrman talked about new deaf blind Human Ware technology.
- III. Hermine Willey invited us to the "Feel The Power Of The Disability Vote" event on July 26th at the Veterans Memorial.
- IV. Richard Rosenberger relayed Betty Timon's frustrations with billing errors on her BlackBerry account and also her frustrations with customer service for relay services. Danny said he will email Betty to make sure she knows the exact Customer Service number for the exact Sprint Relay service so she won't call another customer service that may be unable to help the 711 service inquiry.
- V. William Kerek announced he will host a farewell party for Frank as Frank wraps up his term.
- VI. (frank review and insert here or elsewhere in this sheet)

Meeting Adjourned at 2:20 PM

ORCC/CAG 2008-03-07

Meeting Minutes

A CART transcription of the meeting and it is available to anyone who emails President Frank Stephan at fstephan@sbcglobal.net asking for the text file.

Meeting Location: Sprint Nextel floor, Columbus

Meeting Start: 10:30 AM

Roll Call:

Danny Barrett
Frank Stephan
Hermine Willey
Mike LaMontagne
Grace Lombard
William Kerek
Mark Taylor
Jeff Bohrman

Old Business (minutes not voted on due to lack of quorum):

- I. Relay Ohio brochure has been completed and printed. Copies were passed out to members. Kudos to Linda Mahmood and William Kerek for helping Danny on this. A request for adding "WebCapTel" page and date the booklets in the next round of printing is noted.
- II. Chair Frank said that no quorum was present for any voting today. However minutes from 2007_12 was accepted as written by those present today.
- III. Chair Frank said he will wrap up old/new business discussion and votes by way of emails with unique titles in email subject field line. Such as the following:
 - a. VOTE ON 3 TIMES A YEAR MEETINGS
 - i. IF "NO" then dates determined from former minutes will remain.
 - b. VOTE IN 3 REPS TO MEET WITH THE PUCO RELAY REPS
 - i. Ie: meet with Huebner and Bradley
 - c. VOTE ON MONDAY MEETING
 - i. IF "NO" then dates determined from former minutes will remain.
 - d. VOTE ON IF QUORUM, FOR ACCEPTING MEETING MINUTES, IS THE MAJORITY OF THOSE PRESENT AT MEETINGS.
 - e.

New Business:

- I. For per-diems and mileages, Danny asks that each member present today keep in touch with him often until the due monies for this meeting are settled.
- II. Guideline revisions tabled again until Frank gets most current guidelines from Danny or Linda. Also the word "guideline" change to "bylaws" is tabled again too.
- III. Mike LaMontagne to be added in the next agenda's report queue.
- IV. ASCII TTY calls can be replaced by using the AIM software and opening a chat session with buddyname SPRINTIP.

Announcements:

Grace Grabler announced that there is a noticeable reduction in VR counselors who are deaf because of the new M.A. in Rehab and Counseling requirement. Also that there are Video Interpreting booths set up for deaf consumers to communicate with hearing counselors.

Danny announced ASL EXPO is happening tomorrow.

Danny announced that anyone needing a relay conference bridge access number can ask him for the access code a conference call can be held. (in response to Jeff's vMeeting question)

Meeting Adjourned at 1:40 PM

ORCC/CAG 2007-12-07

Meeting Minutes

A CART transcription of the meeting and it is available to anyone who emails President Frank Stephan at fstephan@sbcglobal.net asking for the text file.

Meeting Location: Sprint Nextel floor, Columbus

Meeting Start: 10:30 AM

Roll Call:

Danny Barrett
Frank Stephan
Hermine Willey
Mike LaMontagne
Chuck Williams
Jean Cox
Mark Taylor
Jeff Bohrman

Old Business (minutes not voted on due to lack of quorum):

- I. Frank moved to have the new Relay Ohio brochure to be completed by end of 2008.
- II. Grace moved to see the copy of TV commercial schedules of the new CapTel ad by the next meeting.
- III. Chuck moved that the existing PUCO relay advisory members (ie: Richard Huebner, John Bradley Jr. have a dialogue with Betty Timon, Grace Grabler and Jeff Bohrman).

New Business:

- I. Board appointed Frank to be chair of the ORCC brochure development committee. (no quorum)
- II. Board still expects Danny to send copies of the recent PSA TV ad spot schedule. Danny has sent the spreadsheet file to Frank to re-forward.
- III. Chuck Williams reminded Jeff Bohrman that Jeff, Grace and Betty still needs to initiate dialog with the existing PUCO Relay advisory board.
- IV. Danny opened a discussion about having meetings on Mondays instead.
- V. Frank opened discussion about having 3 meetings instead of 4 and to avoid the winter months for meeting dates,
- VI. Meeting dates for 2008 are March 7th, June 6th, September 5th, December 5th unless the board votes differently during the March 7th meeting.
- VII. For per diems and mileages, Danny asks that each member keep in touch with him often until the due monies are settled.
- VIII. Guideline revisions tabled until Frank confirms with Linda on his version of the Guidelines. Also the word "guideline" change to "bylaws" is tabled too.
- IX. Chuck Williams and Jean Cox said they would host a townhall meeting coupled up with two ASL FILMS screenings in the Springtime.
- X. Jeff Bohrman said he would try finding out if his Braille wireless device can be hooked up to a wireless phone. Also he will try to see if his Braille output device works on the PC when using CapTel software and Sprint VRS for PC's text screen.

Announcement: Chuck got a letter from Gallaudet University's Robert Davila that Chuck is going to be awarded with a honorary degree in May of 2008. (big applauses)

Meeting Adjourned at 1:25 PM

ORCC/CAG 2007-09-05
Meeting Minutes

President Frank Stephan has a summary of the transcription of the meeting and it is available to anyone who emails him asking for the text file. fstephan@sbcglobal.net

Meeting Location: Catering by Design on Busch Boulevard

Meeting Start: 10 AM

Roll Call:

Danny Barrett

Betty Timon

Etc

Old Business:

I. None

New Business:

- I. Grace Grabler moved to have the 2007_09 ORCC meeting summaries sent immediately to Linda Mahmood.
- II. Grace moved to have OAD and HLAA to form a committee to communicate with PUCO about reimbursing relay providers by way of a line item rather than a tax credit.
- III. Frank moved to have the new Relay Ohio brochure to be completed by end of 2008.
- IV. Frank moved that Hermine Willey initiate an outreach plan to send all Relay Ohio brochures to all Chamber of Commerces and Military outreach offices for 2008 mailings of the Relay brochure.
- V. Grace moved to see the copy of TV commercial schedules of the new CapTel ad by the next meeting.
- VI. Jeff moved to have Danny come visit his Envision SL set up for Blind users when he is ready.
- VII. Betty moved to have captions added to the BlackBerry video tutorial on the www.sprintrelaysupport.com website.
- VIII. Chuck moved that the existing PUCO relay advisory members (ie: Richard Huebner, John Bradley Jr. have a dialogue with Betty Timon, Grace Grabler and Jeff Bohrman).

Announcements:

Meeting Adjourned at: 2:30 PM



APPENDIX Q – CARRIER OF CHOICE LETTER



<insert date>
 <insert carrier name>
 <insert contact name>
 <insert tel nbr or fax nbr>
 <insert email address>

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

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

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

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

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

Facility-based provider

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

Non-facility based provider

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

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

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

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



Attachment B lists Sprint TRS Access Tandem Interconnection locations. The best way to provide access to your Toll network through relay service for your customers is to designate the 8 Sprint Regional TRS center/Access Tandem combinations as the points at which Sprint will hand off Toll relay service traffic to you. In this manner, any relay caller that wishes to use your services may be efficiently, and with minimal time delay, routed to your network. Should you not have a presence at one or more of the Sprint regional center/access tandem combinations, the traffic may be handed off at one of the regional center's access tandem.

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

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

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

Sincerely Yours,
<insert name>

Account Manager, <insert state(s)>
Sprint Relay

CC: Michael Fingerhut, Federal Regulatory, Sprint
<insert name>, Program Manager, Sprint





Attachment A

Current participating members (facility-based providers) at Sprint TRS Carrier of Choice:

Entity	CIC Code
AT&T Communications	0288
Bell South Long Distance	0377
Bestline	0302
Broadwing Communications	0948
Broadwing Telecommunications	0071
Cox Communications	6269
Excel Telecommunications, Inc.	0752
Global Crossings Telecommunications	0444
MCIWorldCom	0222
McLeod USA	0725
Qwest Communications	0432
SBC Communications Long Distance	5792
Souris River Telecommunications	0770
Sprint	0333
Telecomm*USA (MCIWorldCom)	0220, 0321, 0835, 0987
Touch America Services, Inc.	0244
U.S. Link	0355
VarTec dba Clear Choice Communications	0636
VarTec Telecom, Inc.	0465, 0638, 0811, 0899, 5111
Verizon Long Distance	5483
Winstar	0643
Working Assets	0649
WorldCom	0555, 0987
WorldXChange	0502, 0834

Updated: 03/20/07



Attachment B

Sprint TRS Access Tandem Interconnection Locations

State	Access Tandem	Tandem CLLI	Tandem IEC
Missouri	Kansas City	KSCYMO5503T	SBC
Texas	Ft Worth	FTWOTXED03T	SBC
North Carolina	Charlotte	CHRLNCCA05T	Bell South
Massachusetts(West)	Springfield	SPFDMAW001T	Verizon
Massachusetts(East)	Cambridge	CMBRMABE01T	Verizon
South Carolina	Charleston	CHTNSCDT60T	Bell South
New York	Syracuse	SYRCNYSU50T	Verizon
Ohio	Dayton	DYTNOH225GT	Ameritech
South Dakota	Sioux Falls	SXFLSDCO09T	Qwest
North Dakota	Bismarck	BSMRNDBC12T	Qwest
Alaska	Via GCI (Seattle)	STTLWAWBLMO/ ANCRKGCDSO	GCI
Arkansas	Little Rock	LTRKARFR02T	Southwestern Bell
Florida	Miami	NDADFLGG01T	Bell South
California	Sacramento	SCRMCA0103T	Verizon / Pac Bell
Colorado	Denver	DNVRCOMA02T	Qwest
Illinois	Chicago	CHCGILNE50T	Ameritech
Minnesota	Owatonna	OWTNMNOW12T	Qwest
Wyoming	Cheyenne	CHYNWYMA03T	Qwest

Updated: 03/20/07





Attachment C



S A M P L E Letter of Authorization

< DATE >
<Name>, Account Manager
<Street1> <Street2>
<City>, <State> <Zip Code>
FAX: <Fax. No.>

This letter of authorization has been issued to give Sprint TRS permission to send < Toll Carrier Company Name > toll traffic associated with 1+, 0+, and 0- and International dialing through Sprint TRS at the < Regional COCOC Tandems >.

1. Regional COCOC Tandems

Toll Carrier: < insert name> You will need to provide Sprint with your toll carrier's OZZ, SS7 Network Transit Selector information and the values for Transit Network Selector (TNS) SS7 field. That field is made up of two values, the CIC code and the carrier's Circuit Codes for the carrier at that Access Tandem.

Underlying Toll Carrier: <insert name>

Table with 7 columns: State, Access Tandem, Tandem CLLI Code, Tandem LEC, CIC Code, TNS, OZZ. Rows include Florida (Miami), Missouri (Kansas City), New York (Syracuse), Ohio (Dayton), South Dakota (Sioux Falls), Texas (Ft Worth), Texas International (Austin), and California (Sacramento).

Updated: 03/20/07

OR

<State Located > Tandem

Toll Carrier: < insert carrier name> You will need to provide Sprint with your toll carrier's SS7 Network Transit Selector information and the values for Transit Network Selector (TNS) SS7 field. That field is made up of two values, the CIC code and the carrier's Circuit Codes for the carrier at that Access Tandem.



Underlying Toll Carrier: <insert carrier name>

CIC: < insert carrier identification code > and SS7 Transit Network Selector information associated with 1+, 0+, and 0- dialing must be loaded into the regional (and/or state) access tandems and the values for Transit Network Selector (TNS) SS7 field. That field is made up of two values, the CIC code and the carrier's Circuit Codes for the carrier at that Access Tandem

2. Call Type Restrictions

<Toll Carrier Brand Name> will accept any intrastate, international and operator services call types that will be routed to the <tandem location(s)> tandems.

OR

< Toll Carrier Brand Name > will accept any (specify intrastate, interstate, international, and operator services) call types except for (specify what call types and restrictions) that should not be routed to the < tandem location > tandems.

If there are any questions regarding this letter of authorization, please contact <Name>, <Job Title>, <Department Name> at xxx-xxx-xxxx.

Sincerely, <Name> <Job Title>, <Department Name>



CapTelSM Relay Service?

CapTel is a service that allows those with hearing loss independently use the telephone.

CapTel allows people with hearing loss to read word for word captions of everything the other party is saying.

The captions appear nearly simultaneously with the spoken word.

*CapTel users are responsible for their own long distance charges. There is no charge for using CapTelSM service.

CapTelSM Relay Service?

- ▶ Hard-of-Hearing and Late Deafened Individuals
- ▶ Voice Carry Over Users
- ▶ Amplified Phone Users
- ▶ Cochlear Implant Users
- ▶ Profoundly Deaf Individuals who have understandable speech

To schedule a demonstration or for more information, contact:

- ▶ **Relay North Carolina**
Kim Calabretta
CapTel Account Manager
4030 Wake Forest Road, Suite 300
Raleigh NC 27609
www.relaync.com
email: kim.m.calabretta@sprint.com
Voice/CapTel: 919-719-2705
Toll Free Voice/CapTel/TTY: 866-545-4012
- ▶ **CapTel Customer Service**
www.captionedtelephone.com
1-888-269-7477 (Voice)
1-800-482-2424 (TTY)



Relay North Carolina is provided by Sprint.

CapTelSM and CapTelTM are trademarks of Ultratec, Inc.



If captioning helps you enjoy watching television,

you'll love what it does for your



gain your independence

What is the CapTel™ phone?



- Bright, easy-to-read display
- Hear your caller's voice and see captions of *everything* your caller says
- Functions as a normal telephone so *everyone* can use it

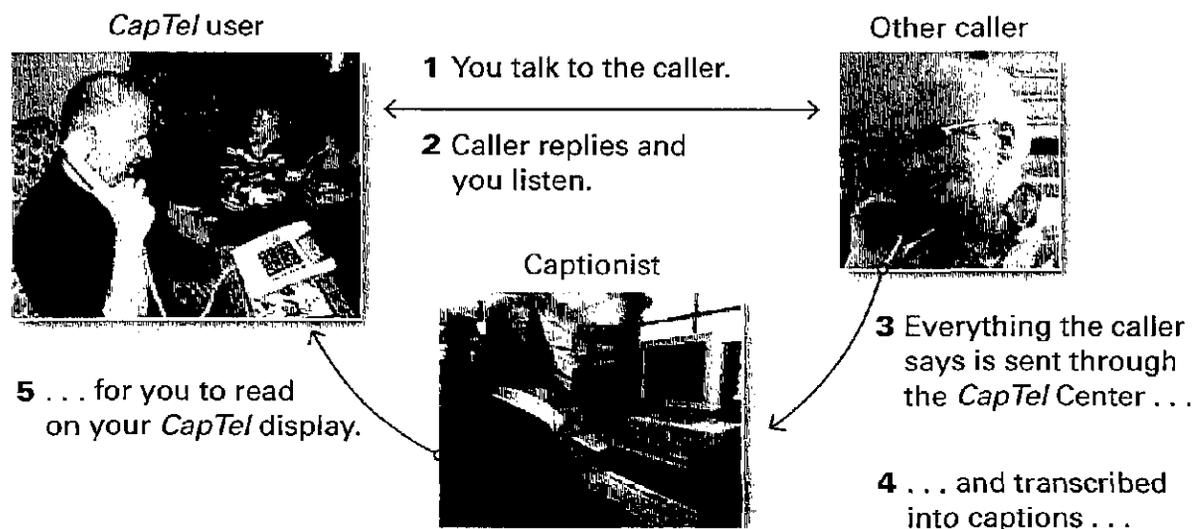
The *CapTel* phone, developed by Ultratec®, is designed to allow consumers to use the *CapTel* Relay Service.

A *CapTel* phone is provided at **no cost** to qualified applicants living in North Carolina. An applicant must show proof of hearing loss and have an analog phone line to receive a *CapTel* phone and access to the service. An application can be received through the website www.relaync.com or call toll free at 800 851 6099 (voice/tty).

How to make calls using your CapTel™ phone

A *CapTel* phone user places a call by dialing the number directly—the same way as a traditional phone. The *CapTel* phone automatically connects to the *CapTel* Center as you dial. When the person you're calling answers, you will hear and read almost simultaneously everything he/she is saying to you.

How does *CapTel* Relay Service work?



During each call, a specially trained Captioning Assistant (CA) captions the spoken words into the text message that you can read on the *CapTel* screen. This is called speech recognition technology (see diagram). Captions appear on a bright easy to read display window built into the *CapTel* phone. The *CapTel* technology allows users to understand the whole conversation by hearing and reading it.

Can I get captions on my current telephone?

No. Captions cannot be displayed on a regular telephone. *CapTel* uses state-of-the-art technology. The *CapTel* phone is required in order to access the *CapTel* service.

How to receive calls with your CapTel phone

In order for you to receive captions on an incoming call, the person calling you must first dial the *CapTel* Center at 877 243 2823 and then enter your phone number.

Any time you get a call that is made through the *CapTel* Center, when you pick up the phone, your *CapTel* screen will light up, and captions will automatically appear.

If a call is not made through the *CapTel* Center, no captions will appear on the screen.

convenience

What is Arkansas Relay?

- Free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, deaf-blind, or have a speech disability.
- Allows text-telephone (TTY) users to communicate with standard telephone users through specially trained Relay Operators.
- Make calls to almost anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length, or type of calls.
- All calls are strictly confidential and no records of any conversations are maintained.

Traditional Relay

7-1-1 or direct dial 1-800-285-1131 TTY

A person who is deaf, hard-of-hearing, deaf-blind, or has a speech disability uses a TTY to type his/her conversation to a relay operator, who then reads the typed conversation to a hearing person.

The operator relays the hearing person's spoken words by typing them back to the TTY user.



Hearing users can easily initiate calls to TTY users.

The relay operator types the hearing person's spoken words to the TTY user and reads back the typed replies.

- Dial 7-1-1 or direct dial 800-285-1131.
- You will hear, "Arkansas Relay operator (number). May I have the number you wish to call, please?"
- Give the operator the area code and telephone number.
- The operator will process the call.

Be sure to speak directly to the person you've called, avoid saying "tell him" or "tell her," and say "GA" or "Go Ahead" at the end of your response.



Emergency

In an emergency, dial 9-1-1 directly using a TTY to ensure immediate attention and identification of your location.

Directory Assistance

If a TTY user makes a directory assistance (DA) request, the relay operator will connect to a DA operator. After obtaining the number, the caller may choose to place the call through Sprint Relay or dial it directly TTY to TTY.

TTY public payphones

A Federal Communications Commission (FCC) order states:

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

Billing Preference

There is no charge for using your state's relay provider for local calls. For state-to-state calling, long distance call rates are determined by the carrier you choose. Sprint Relay gives you several billing options for state-to-state or international calls. If you select Sprint as your long distance carrier, you receive a reduced long-distance rate. Remember to tell the relay operator your billing choice:

- Direct
- Collect
- Third Party
- Sprint FONCardSM
- Prepaid phone card
- Local exchange carrier (LEC) calling card
- Other long distance calling card

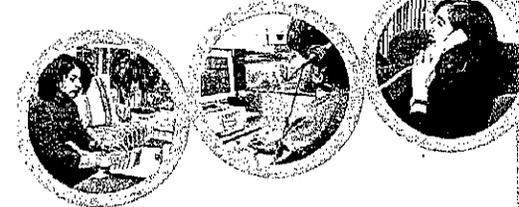
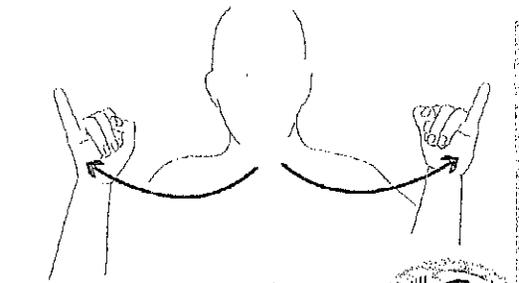
Customer Database Profile

A Customer Database Profile stores an individual relay user's call preferences, expediting call processing. Sprint Relay Customer Service can set up your profile while you are on the phone or send you a form to complete, as well as answer any questions you have.



Arkansas Relay
26 Corporate Hill Dr.
Little Rock, Arkansas 72205

TTY: 501-221-3279 Toll Free TTY: 866-235-7995
Voice: 501-221-1285 Fax: 501-221-3241
Videophone: 69.150.157.209
email: Tommy.R.Walker@sprint.com



www.arkansasrelay.com

Arkansas Relay is provided by Sprint



Outreach

Tommy Walker, Arkansas Relay Account Manager, or an associate is available to:

- provide outreach services to deaf, hard-of-hearing and speech-disabled Arkansans, as well as hearing civic groups and other organizations within Arkansas
- make presentations and distribute relay information in educational settings and at trade shows throughout the state
- conduct educational workshops and training sessions for all relay services in both the deaf and hearing communities in Arkansas
- answer any questions, provide usage tips, and resolve relay-related problems

To receive information or schedule a presentation, contact:

Arkansas Relay
26 Corporate Hill Dr., Little Rock, Arkansas 72205
TTY: 501-221-3279 Toll Free TTY: 866-235-7995
Voice: 501-221-1285 Fax: 501-221-3241
Videophone: 69.150.157.209
email: Tommy.R.Walker@sprint.com

Don't Hang Up

The goal of the "Don't Hang Up" campaign is to decrease the frequency of hangups by businesses who are unfamiliar with Relay. The campaign includes:

- Public service announcements
- Articles in business publications
- An online form (www.arkansasrelay.com/donthangup.html) relay users can use to report hangups. Reported businesses will be contacted by Arkansas Relay Outreach and receive relay information.

Many people have found that changing the way their relay calls are announced reduces hangups. Instead of saying, "This is Arkansas Relay..." ask the operator to begin, "This is a customer of your business calling through Arkansas Relay," or, "This is [Your Name] calling through Arkansas Relay."

reliable



Internet Relay www.SprintIP.com

Fast and easy? Yes, you can! Users need a computer, a web browser and a phone line and/or Internet access.

- › Clean and crisp look
- › Increased reliability
- › Experienced, accurate operators
- › Available 24 hours a day
- › No high-speed Internet required
- › No domestic long distance charges
- › No TTY needed
- › Easy call set up
- › Language preferences
- › Background color/text options
- › Resizable "one" window with split screen
- › Simplified printing function
- › Web browser options:
 - Internet Explorer 5.5>
 - Netscape 6.1>
 - Firefox 1.0>
 - Safari 1.0>
- › Online help with access to live customer service



Sprint IP Relay™ using AOL® Instant Messenger™ (AIM®)



- › Works on any computer and wireless device that uses AIM®
- › Just add SprintIP to your Buddy List.
- › Spanish Available – type **ESPAÑOL**
- › Connect to Live Customer Service – type **HELP**
- › No GA or SK needed
- › More experienced, accurate operators
- › Simple & easy to use!

More information
› sprintrelay.com



Video Relay Service www.arvs.com computer & webcam sprintrelay.tv vco.sprintrelay.tv spanish.sprintrelay.tv videophones

- Hearing callers:**
Dial 1-866-410-5787 and give an IP address or ISDN number to the Video Interpreter.
- › Use ASL, ASL with VCO, or ASL/Spanish
 - › Available 24 hours a day
 - › More experienced Video Interpreters (Vis)
 - › More VI availability – less waiting
 - › No domestic long distance charges
 - › Online help with access to live customer service



Voice Carry-Over (VCO) 1-866-656-8260

- › A Deaf/hard-of-hearing person uses his/her voice to speak directly to a hearing person.
- › VCO calls can be made:
 - by anyone who is Deaf/hard-of-hearing
 - to people who use a TTY
 - to another VCO user
- › Ideal for late-deafened adults who are unable to hear over the phone. <
- › A Relay Operator types what the person you've called says to you to your TTY for you to read.
- › Calls are automatically handled by an operator who specializes in all types of VCO calls

Hearing Carry-Over (HCO) Dial 7-1-1

- › Speech-disabled users with hearing listen to the person they are calling.
- › The HCO user types his/her conversation for the Relay Operator to read to the standard telephone user.

International Calls

Arkansas Relay allows you to place and receive calls to and from almost anywhere in the world in English or Spanish. Callers from a country outside the US may also access Sprint Relay via 1-605-224-1637.



Speech-to-Speech 1-866-656-2966

- › A person with a speech disability can use his/her own voice or voice synthesizer over the phone.
- › STS calls can be made:
 - by anyone/to anyone with a speech disability
 - by people/to people who use a TTY
- › Specially trained Relay Operators act as the speech-disabled user's voice. They listen and repeat the speech-disabled user's dialogue to the called party.
- › Sprint's unparalleled equipment and exceptional STS operator training ensure that speech-disabled users will be heard and understood.

900 Services 1-900-230-3131

Relay users dial a separate toll-free 900 number to connect with Arkansas Relay. The Relay Operator will then dial the requested outbound 900 service number. The caller is responsible for direct billing. Billing will begin upon connection to the 900 number. Rates vary depending upon the 900 service.



Relay Conference Captioning™

www.arkansasrcc.com

- › A Sprint Service that allows deaf and hard-of-hearing individuals to participate equally in multi-party conference calling
- › RCC is provided free of charge by participating relay programs
- › RCC uses the same high-quality captioners that produce closed captioning for television
- › Captioners can handle dialogue up to 225 words per minute and maintain an accuracy rate of 98% or better
- › Reserve live captioners in advance—no waiting
- › Request text transcripts of all conversations for your records
- › Deaf/hard-of-hearing participants read on-screen live, realtime text streamed to an Internet-connected computer anywhere in the world
- › A high-speed Internet connection is not required
- › A remote captioner listens to the call, captions the dialogue, and speaks on behalf of the deaf/hard-of-hearing participant
- › CC makes conference calls faster and more efficient than traditional relay calls



CapTel Relay Service™

- › A Sprint service that is offered at no cost* through Arkansas Relay
- › Dial the person you're calling directly
- › Enjoy natural telephone conversations
- › *CapTel users are responsible for their own long distance charges and may be required to register their carrier of choice for billing. There is no charge for using CapTel service.*

A special CapTel phone is required

- › The CapTel phone automatically connects to Sprint's captioning relay service as you dial.
- › Behind the scenes, a specially-trained CapTel Relay operator transcribes everything said to you into written text (captions) that appear on a bright, easy-to-read display window on your CapTel phone.
- › Captions appear almost simultaneously with the spoken word so you understand everything—either by hearing it or by reading it.



Spanish Relay 1-866-656-1842

TTY users can type in Spanish and their conversations will be relayed in Spanish to the called party.

French Relay 1-866-656-3668

TTY users can type in French and their conversations will be relayed in French to the called party.

need help?

- › Get answers to your questions
- › Make a complaint
- › Got assistance with a relay call
- › Make a suggestion or comment
- › Request brochures, outreach materials, or presentations

Arkansas Relay Customer Service 1-800-285-7192 TTY/Voice/ASCII
Servicio al Cliente de Arkansas Relay 1-800-676-4290 TTY/Voz/ASCII
Sprint.TRSCustServ@sprint.com



What is TAP?

The Telecommunications Access Program provides telephone equipment to eligible Arkansans who are:

- ▶ deaf, hard-of-hearing, or deaf-blind
- ▶ have a speech disability
- ▶ have a visual, mobility, or cognitive impairment that prevents them from using a standard telephone.

Who can apply?

Anyone can apply who meets the following **four** criteria:

- ▶ Arkansas resident
- ▶ Proof of telephone service in your home
- ▶ Income eligibility
- ▶ Disability certified by a qualified professional

Even if you do not meet income eligibility, a **shared cost option** is available.

How do I apply?

To receive an application, contact TAP:

- ▶ **501-686-9693** (Voice/TTY)
- ▶ **800-981-4463** toll-free (Voice/TTY)

Federal *CapTel*

If you're an active or retired **Federal employee, Capitalize Veteran, or US Tribal member** who has trouble hearing clearly over the phone, Federal Relay now offers Captioned Telephone (*CapTel*) Service for use with the "captioned telephone."

Want a free *CapTel* Phone?

GSA is working with Sprint to provide up to fifty (50) free *CapTel* phones (pictured on the reverse side) every month.

To apply for a free *CapTel* phone:

- ▶ Call **888-269-7477**
- ▶ Visit www.captionedtelephone.com/availability/federal.phtml

Have *CapTel* questions?
Need Customer Service?

Call toll free **888-482-7477**



Telecommunications Access Program

501-686-9693 (Voice/TTY)
800-981-4463

www.arkansas-ican.org/TAP.htm

Administered by
Arkansas Rehabilitation Services
2201 Brookwood Dr., Suite 117
Little Rock, AR 72202

26 Corporate Hill Drive
Little Rock, AR 72205
Voice: 501-221-1285
TTY: 501-221-3279
Fax: 501-221-3241

Toll Free: 866-235-7995 (TTY only)

Videophone: 69.150.157.209

Email: Tommy.R.Walker@sprint.com

Arkansas Relay is provided by Sprint.

CapTel™ and *CapTel*™ are trademarks of Ultratec, Inc.



Like **captioning**
for television?

You'll love it for your
phone calls!



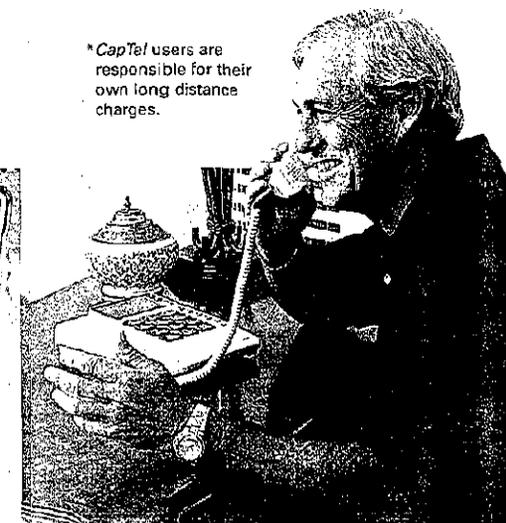
CapTel gives hard-of-hearing
Americans their

What is *CapTel* Relay Service?

- ▶ The service is similar to captioned television. Spoken words appear as written text for you to read.
- ▶ Dial the person you're calling directly.
- ▶ Captions are provided live for every phone call. They are displayed on your *CapTel* phone's built-in screen for you to read as you listen to your caller's voice.
- ▶ *CapTel* Relay Service is provided free of charge* through Relay Arkansas.

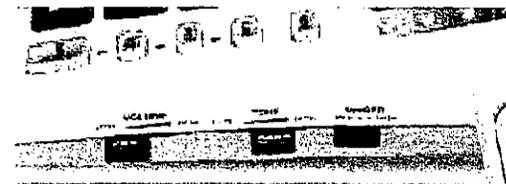
The *CapTel* phone is available through TAP.
Or, purchase a phone online from WCI at
captionedtelephone.com

* *CapTel* users are responsible for their own long distance charges.



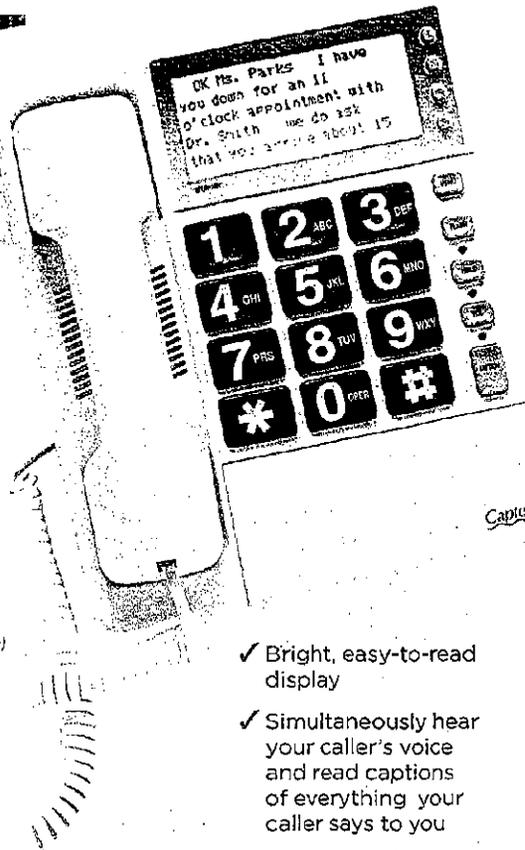
The *CapTel* phone is simple to install. Just unplug your old phone and plug in the *CapTel* phone. There are no additional line charges associated with use of the *CapTel* phone.

CapTel Captioned Telephone lets you communicate with



CapTel phone features

- ▶ Powerful amplification with volume boost (up to 35dB)
- ▶ Adjustable tone & volume control
- ▶ Ability to review captions during or after a call (500 lines of memory can be reviewed after hanging up)
- ▶ 5-line, contrast-controlled LCD screen
- ▶ Speed dialing (3 programmable numbers)
- ▶ Last number redial
- ▶ Adjustable ringer pitch on/off
- ▶ Sound monitoring (graphic meter and signal indicator shows you the loudness of your voice and sounds during a captioned call)
- ▶ Optional 3.5 mm audio jack (use with neckloop, cochlear implant patch cord, and other assistive listening devices)
- ▶ Spanish to Spanish captioning available
- ▶ Amplify "Always ON" option
- ▶ Software upgrades can be transmitted directly to your phone over your phone line
- ▶ Easy access to voice mail & interactive telephone menu systems
- ▶ Ability to caption your external voice answering machine messages
- ▶ Everyone can use the *CapTel* phone—simply turn off the caption feature to use as a traditional phone



- ✓ Bright, easy-to-read display
- ✓ Simultaneously hear your caller's voice and read captions of everything your caller says to you
- ✓ Functions as a normal telephone so everyone can use it

How to make calls using your *CapTel* phone

CapTel phone users place a call the same way they do when using a traditional phone.

The *CapTel* phone automatically connects to Arkansas Relay's *CapTel* relay center as you dial.

When the person you're calling answers, you hear everything that he/she says, just like a traditional phone call.

Behind the scenes, an operator at the *CapTel* relay center transcribes everything the other party says to you into written text (captions) using the voice-recognition technology.

The captions appear on a bright, easy-to-read display window built into your *CapTel* phone. Because captions appear almost simultaneously with spoken conversation, *CapTel* users understand the entire conversation—by hearing and reading it.

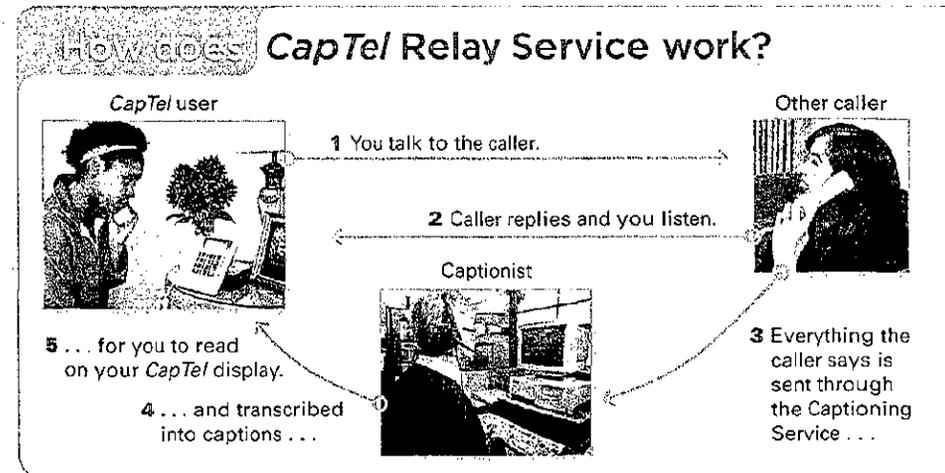
How to receive calls with your *CapTel* phone

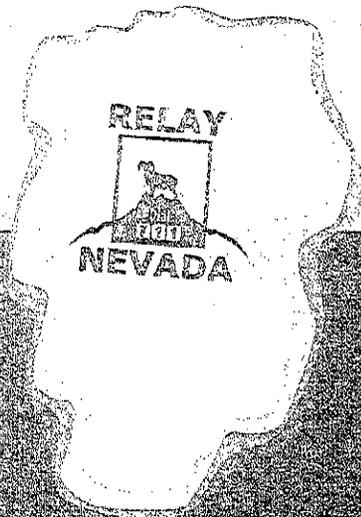
For you to receive captions on an incoming call, the person calling you must first dial the *CapTel* Relay Service toll free at **877-243-2823**. When prompted, they should then enter your phone number.

Calls received through the *CapTel* relay service, as well as standard voice calls, are answered the same way—by simply picking up the handset. If the incoming call was placed through Arkansas *CapTel* Relay Service, your *CapTel* phone automatically provides captions throughout the conversation.

Can I get captions on my current telephone?

No. Captions cannot be displayed on a regular telephone. The *CapTel* telephone has a built-in display screen and sophisticated electronics. It also uses internal software to process simultaneous voice and text and to display captions properly.





www.relaynevada.com

For more information, please visit:
www.relaynevada.com

State of Nevada, Office of Disability Services
3650 Research Way, Suite 32
Carson City, Nevada 89706
775-687-4452 voice
775-687-3388 tty
775-687-0292 fax

Deaf and Hard of Hearing Advocacy Resource Center

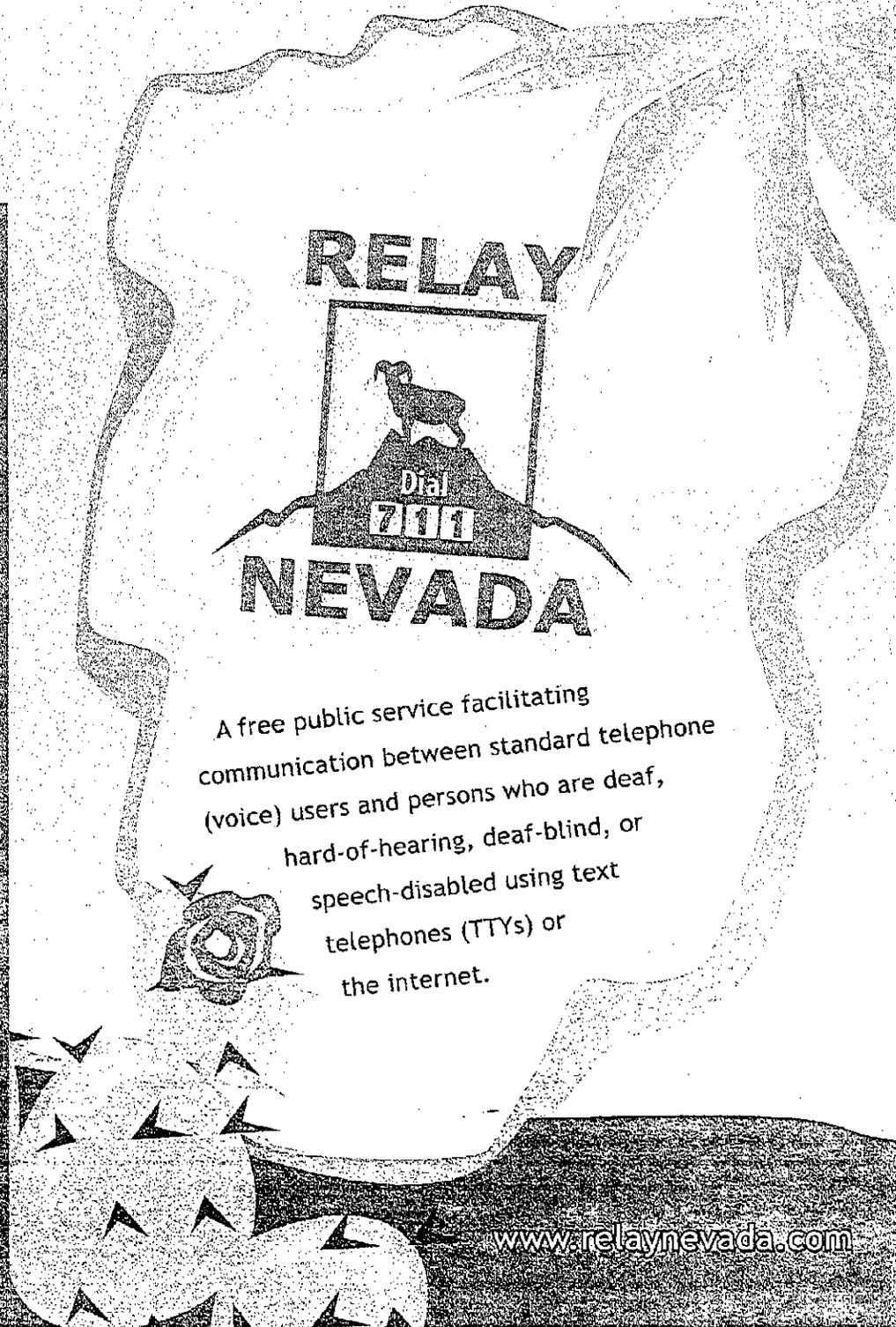
Sparks Office
775-355-8994 voice/tty
775-355-8998 fax
775-333-3333 vp

Las Vegas Office
702-363-3373 voice/tty/vp
702-685-0324 fax

www.dhharc.org web
dhharc@dhharc.org email

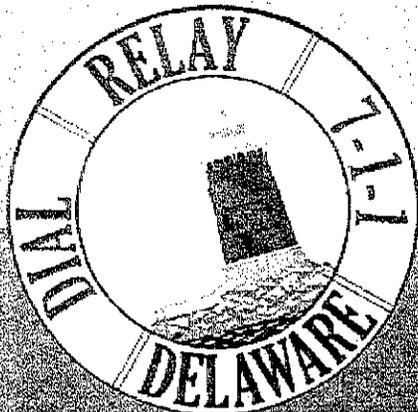


Relay Nevada service is powered by Sprint.

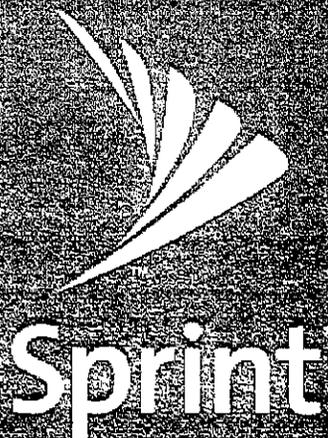


A free public service facilitating communication between standard telephone (voice) users and persons who are deaf, hard-of-hearing, deaf-blind, or speech-disabled using text telephones (TTYs) or the internet.

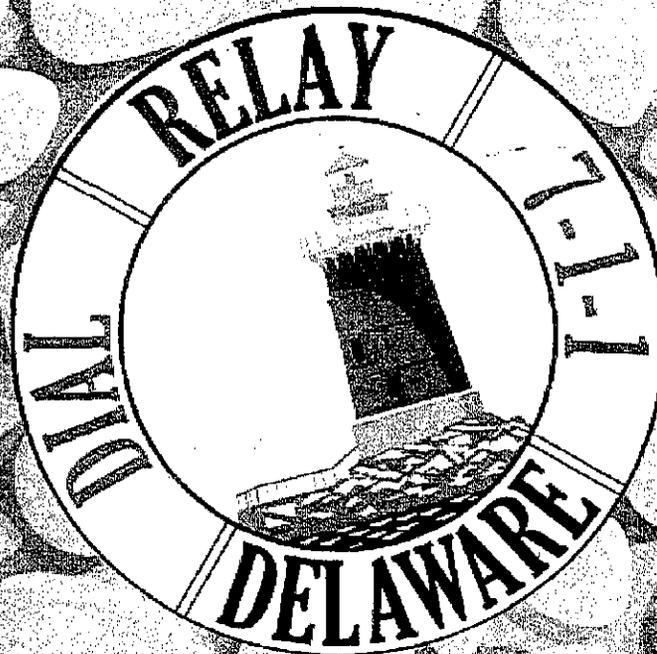
www.relaynevada.com



Karl A. Ewan - Account Manager
Delaware Relay
401 North Street MW
Suite 400 North
Washington, DC 20004
karl.a.ewan@sprint.com
(800) 713-6327 voice
(667) 486-7852 fax
ewan@sprint.com video IP address
(800) 713-6327 Delaware Relay voice mail



Delaware Relay service is powered by Sprint.



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



What is Relay Missouri?

- Provides full telephone accessibility to people who are deaf, hard-of-hearing, deaf-blind, or have a speech disability.
- Allows text-telephone (TTY) users to communicate with standard telephone users through specially trained Communication Assistants (CAs).
- Make calls to anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length, or type of calls.
- All calls are strictly confidential and no records of any conversations are maintained.
- More information is available on the Relay Missouri website:
www.relaymissouri.com

Traditional Relay



TTY users dial 7-1-1
or direct dial 1-800-735-2966

A person who is deaf, hard-of-hearing, deaf-blind, or has a speech disability uses a TTY to type his/her conversation to a Communication Assistant (CA), who then reads the typed conversation to a hearing person. The CA relays the hearing person's spoken words by typing them back to the TTY user.

Hearing Users

It's easy to call a TTY user! During the call, the CA types the hearing person's spoken words to the TTY user and reads back the typed replies.

- 1 Dial 7-1-1 or direct dial 1-866-735-2460.
- 2 You will hear, "Relay Missouri CA (number). Number calling to, please?"
- 3 Give the CA the area code and telephone number.
- 4 The CA will process the call.
Be sure to speak directly to the person you've called, avoid saying "toll him" or "toll her," and say "GA" or "Go Ahead" at the end of your response.



Emergency

In an emergency, dial 9-1-1 directly using a TTY to ensure immediate attention and identification of your location.

Directory Assistance

If a TTY user makes a directory assistance (DA) request, the CA will connect to a DA operator. After obtaining the number, the caller may choose to place the call through Relay Missouri or dial it directly TTY to TTY.

TTY public payphones

A Federal Communications Commission (FCC) order states:
 • All local calls from TTY payphones are free of charge.
 • Toll calls can be billed through calling cards, third party collect, or prepaid cards.

Billing Preference

There is no charge for using Relay Missouri for local calls. For state-to-state calling, long distance call rates are determined by the carrier you choose. Relay Missouri gives you several billing options for state-to-state or international calls. If you select Sprint as your long distance carrier, you receive a reduced long-distance rate. Remember to tell the relay operator your billing choice:

- Direct
- Collect
- Third Party
- Prepaid phone card
- Local exchange carrier (LEC) calling card
- Other long distance calling card
- Sprint FONCardSM

Customer Database Profile

A Customer Database Profile stores an individual relay user's call preferences, expediting call processing. Sprint Relay Customer Service can set up your profile while you are on the phone or send you a form to complete, as well as answer any questions you have.



More information is available on the Relay Missouri website:

www.relaymissouri.com



Relay Missouri is provided by Sprint

www.relaymissouri.com

Relay Missouri

We are committed to providing and improving communication solutions for people who are deaf, hard-of-hearing, deaf-blind, or have a speech disability.

Outreach

- The Relay Missouri Account Manager, is available to:
- provide outreach services to Relay Missouri customers including deaf or hard-of-hearing individuals, individuals with speech disabilities, hearing civic groups, and organizations/businesses within Missouri
 - make presentations and distribute relay information in educational settings and at trade shows throughout the state
 - conduct educational workshops and training sessions for all Relay Missouri services
 - answer any questions, provide usage tips, and resolve relay-related problems or issues

To receive information or schedule a presentation, contact:
 1-800-676-3777 TTY/ASCI/Voice/VCO/Speech-to-Speech
 1-800-676-4230 (in Spanish)
 Sprint TRS Customer Service
 P.O. Box 29230 • Shawnee Mission, KS 66201-9230
 FAX: 1 877 677-3291
 Email: Sprint.TRSCustServ@mail.sprint.com

Don't Hang Up!

The goal of the "Don't Hang Up!" campaign is to decrease the frequency of hangups by businesses that are unfamiliar with Relay. The campaign includes:

- Public service announcements
- Articles in business publications
- An online form that relay users can use to report hangups: www.relaymissouri.com/donthangup.html
- Relay Missouri Outreach will contact all businesses reported as being unfamiliar with relay and provide them with information about the relay service.

Try this...

You can reduce hangups by changing the way your relay calls are announced. Instead of asking the agent to say, "This is Relay Missouri..." ask the agent to begin, "This is a customer of your business calling through Relay Missouri" or, "This is [Your Name] calling through Relay Missouri."

User-friendly service

RelayMissouri

commitment to you.



Internet Relay sprintip.com

Fast and easy? Yes, you can! Users need a computer, a web browser and a phone line and/or Internet access.

- Clean and crisp look
- Increased reliability
- Experienced, accurate operators
- Available 24 hours a day
- No high-speed Internet required
- No domestic long distance charges
- No TTY needed
- Easy call set up
- Language preferences
- Background color/text options
- Resizable "one" window with split screen.
- Simplified printing function
- Web browser options:
 - Internet Explorer 5.5+
 - Netscape 6.1+
 - Firefox 1.0+
 - Safari 1.0+
- Online help with access to live customer service

Sprint IP Relay™ using AOL® Instant Messenger® (AIM®)

- Works on any computer and wireless device that uses AIM
- Just add SprintIP to your Buddy List.
- Spanish Available – type **ESPAÑOL**
- Connect to Live Customer Service – type **HELP**
- No GA or SK needed
- More experienced, accurate operators
- Simple & easy to use!

More information
▶ sprintrelay.com

Video Relay Service movrs.com

computer & webcam

movrs.tv
sprintvrsvo.tv

TV & videophone

Spanish VRS available

ISDN: 1-866-306-7740

Hearing callers:

Dial 1-866-410-5787 and give an IP address or ISDN number to the Video Interpreter.

- Use ASL, ASL with VCO, or ASL/Spanish
- Available 24 hours a day
- More experienced Video Interpreters (VIs)
- More VI availability – less waiting
- No domestic long distance charges
- Online help with access to live customer service

Voice Carry-Over (VCO) 1-800-735-0135

- ▶ A Deaf/hard-of-hearing person uses his/her voice to speak directly to a hearing person.
- ▶ VCO calls can be made:
 - by anyone who is Deaf/hard-of-hearing
 - to people who use a TTY
 - to another VCO user
- ▶ Ideal for late-deafened adults who are unable to hear over the phone.
- ▶ A Relay Operator types what the person you've called says to you to your TTY for you to read.
- ▶ Calls are automatically handled by an operator who specializes in all types of VCO calls

Hearing Carry-Over (HCO) 1-800-735-2966

- ▶ A person with a speech disability can listen to the person they are calling.
- ▶ The HCO user types his/her conversation for the Relay Operator to read to the standard telephone user.

Speech-to-Speech (STS) 1-877-735-7877

- ▶ A person with a speech disability can use his/her own voice or voice synthesizer over the phone.
- ▶ STS calls can be made:
 - by anyone/to anyone with a speech disability
 - by people/to people who use a TTY
- ▶ Specially trained Relay Operators act as the STS user's voice. They listen and repeat the STS user's dialogue to the called party.
- ▶ Sprint's unparalleled equipment and exceptional STS operator training ensure that STS users will be heard *and* understood.

900 Services 1-900-230-6363

Relay users dial a separate toll-free 900 number to connect with Relay Missouri. The Relay Operator will then dial the requested outbound 900 service number.

The caller is responsible for direct billing. Billing will begin upon connection to the 900 number. Rates vary depending upon the 900 service.

CapTel™ Relay Service Captioned Telephone Service developed by Ultratec™

- A Sprint service that is offered at no cost* through Relay Missouri
- Dial your party directly
- Enjoy natural phone conversations

*CapTel users are responsible for their own long distance charges. There is no charge for using CapTel service.

You must have an Ultratec™ CapTel™ Relay Service

- The CapTel phone automatically connects to the captioning relay center as your dial.
- Behind the scenes, a specially-trained CapTel Relay operator transcribes everything said to you into written text (captions) that appear on the CapTel phone's bright, easy-to-read display window.
- Captions appear almost simultaneously with the spoken word so you understand everything – by hearing it *and* reading it.

To find out if you qualify for a CapTel phone at no cost contact: Missouri Assistive Technology Council Telephone Program Coordinator
Voice: 800-647-8557 • TTY: 800-647-8558
email: matpmo@swbell.net

Spanish Relay 1-800-520-7309

Spanish Video Relay Service spanish.sprintvrs.tv

TTY users can type in Spanish and their conversations will be relayed in Spanish to the called party. TTY users can also request Spanish to English or English to Spanish translation for state-to-state relay calls. To make a Spanish Relay call, dial 1-800-520-7309 and tell the OPA how you want your call translated.

International Calls

Relay Missouri allows you to place and receive calls to and from anywhere in the world in English or Spanish. Callers from a country outside the US may also access Sprint Relay via 1-605-224-1837.



Toll free numbers:

▶ 7-1-1 or 1-800-735-2966
TTY • ASCII • HCO

▶ 7-1-1 or 1-866-735-2460
Voice

(during 111 may delay call processing)

▶ 1-877-735-7877
Speech-to-Speech

▶ 1-800-735-0135
Voice Carry-Over

▶ movrs.com
movrs.tv
Video Relay Service

▶ sprintip.com
Internet Relay

▶ CapTel™ Relay Service
Captioned Telephone
Service developed by
Ultratec™

friendly reliable

Relay Missouri Customer Service

- ▶ Get answers to your questions
- ▶ Make a complaint
- ▶ Get assistance with a relay call
- ▶ Make a suggestion or comment
- ▶ Request brochures, outreach materials, or presentations

Relay Missouri Customer Service 1-800-676-3777 TTY/Voice/ASCII
Servicio al Cliente de Relay Missouri 1-800-676-4290 TTY/Voz/ASCII

Sprint.TRSCustServ@sprint.com



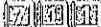
Relay North Carolina is your
Total Relay Solution

Free service that lets you communicate with standard telephone users through specially trained relay operators

Make calls worldwide, 24 hours a day, 365 days a year

No restrictions on the number, length, or type of calls

All calls are confidential and no records of any conversations are maintained

Dial  or use these toll free numbers:

- ▶ **1-800-735-2962**
TTY
 - ▶ **1-877-735-8200**
Voice
 - ▶ **1-888-762-2724**
ASCII
 - ▶ **1-877-735-8260**
VCO
 - ▶ **1-877-735-8261**
Speech-to-Speech
 - ▶ **1-877-825-2448**
Spanish Relay
 - ▶ **1-900-230-3300**
900 Services (TTY)
Customer is responsible for billing in full.
- ▶ **www.sprintvrs.com**
Video Relay
 - ▶ **www.sprintip.com**
Internet Relay
 - ▶ **www.ncrelaycc.com**
Relay Conference Captioning
 - ▶ **CapTel Relay Service**
 - Telephone Captioning Service for use with the CapTel Captioned Telephone
 - **1-877-243-2823** Voice to CapTel



Customer Service

- ▶ **1-800-676-3777** English
Voice/TTY/ASCII
- ▶ **1-800-676-4290** Español
Voz/TTY/ASCII
- ▶ Sprint.TRSCustServ@sprint.com email

Get questions answered • Receive relay call assistance
 Make a complaint • Request printed information or presentations

Emergency

In an emergency, dial 9-1-1 directly using a TTY to ensure immediate attention and identification of your location.

Directory Assistance

If a TTY user makes a directory assistance (DA) request, the relay operator will connect to a DA operator. After obtaining the number, the caller may choose to place the call through relay or direct dial TTY to TTY.

Billing preference

There is no charge for using Relay North Carolina within your local calling area. Long distance call rates are determined by the carrier of choice. Sprint long distance calls are billed at a reduced rate. Notify the relay operator of your preferred billing option.

Choices include:

- direct
- collect
- third party
- Sprint FONCardSM
- local exchange carrier (LEC)
- calling card
- other long distance calling card
- prepaid phone card



Answering Machine Retrieval.

To request answering machine retrieval, type "AMR GA." The relay operator will type, "PLS PLACE YOUR HANDSET NEXT TO YOUR ANS MACHINE AND TURN ON GA."

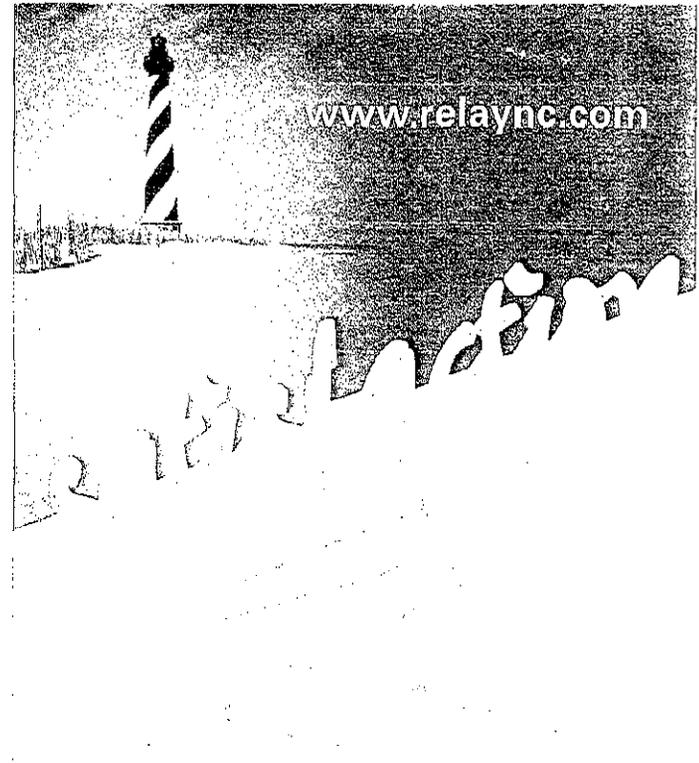
Voicemail Retrieval.

To request voicemail retrieval, type the phone number you wish to call with your password or special instructions and then "GA."

Customer Database Profile

A Customer Database Profile stores an individual relay user's call preferences, automatically making them available to relay operators when processing your calls. Sprint Relay Customer Service can set up your profile while you are on the phone or send you a form to complete, as well as answer any questions you may have.

There is no charge for TRS calls placed from payphones. Toll calls may be billed through calling cards, prepaid cards, collect, and third party billing.



Committed to providing the best
 possible communication solutions
 for people who are deaf, hard-of-hearing,
 deaf-blind, or have a speech disability.



Relay North Carolina is provided by Sprint.



Name: _____

Phone: (____) _____

I use a TTY (Text Telephone) to communicate over the phone.
 If you don't have a TTY, you can reach me through
 Relay North Carolina. Just dial 7-1-1!

See reverse for calling instructions.

For additional assistance, please call Sprint Relay
 Customer Service at **1-800-676-3777** (Voice/TTY/ASCII).



Traditional Relay

7-1-1 or direct dial
1-800-735-2962 TTY

A Deaf person uses a TTY to type his/her conversation. A relay operator reads the typed conversation to a hearing person.

The relay operator relays the hearing person's spoken words by typing them back to the TTY user.



Voice Carry-Over (VCO)

1-877-735-8260

Hard-of-hearing callers speak directly to a hearing person. A relay operator types the hearing person's replies to the VCO user's TTY or VCO phone for him/her to read.

Two-Line VCO

A customer with two phone lines and/or a computer uses one line to speak to a hearing person and the other line to receive the hearing person's typed responses. The result is natural conversation flow without pauses.



Hearing Users can call TTY users through relay. The relay operator types the hearing person's spoken words to the TTY user and reads back the typed replies.

- 1 Dial 7-1-1 or direct dial 877-735-8200.
- 2 You will hear, "Relay North Carolina relay operator (number). May I have the number you wish to call, please?"
- 3 Give the relay operator the area code and telephone number.
- 4 The relay operator will process the call.

Be sure to speak directly to the person you've called—not the operator.

Avoid saying "tell him" or "tell her." Say "GA" or "Go Ahead" at the end of your response.

Hearing Carry-Over (HCO)

1-800-735-2962

Speech-disabled users with hearing listen to the person they are calling. The HCO user types his/her conversation for the relay operator to read to the standard telephone user.



Speech-to-Speech (STS)

1-877-735-8261

A person with a speech disability can use his/her own voice or voice synthesizer over the phone. Specially-trained relay operators serve as the speech-disabled user's voice and repeat his/her responses, when necessary, to the other party, ensuring that speech-disabled users will be heard and understood.

Spanish Relay 1-877-825-2448

TTY users can type in Spanish and their conversations will be relayed in Spanish. Spanish to English or English to Spanish translation through relay is also available.



International Calls

Relay North Carolina allows you to place and receive calls to and from anywhere in the world (using English or Spanish language only). Relay users calling from a country outside of the US may access Sprint Relay by dialing 1-605-224-1837.

Online Relay



Sprint IP Relay™

sprintip.com
Users need a computer, a phone line, Internet access and a web browser

- Clean and crisp look
- Increased reliability
- Experienced and accurate operators
- Available 24 hours a day
- No high-speed Internet access required
- No domestic long distance charges
- No TTY needed
- Easy call set up
- Language preferences
- Background color and text options
- Resizable "one" window with split screen.
- Simplified printing function
- Browser options:
Internet Explorer 5.5+, Netscape 6.1+, Firefox 1.0+, Safari 1.0+
- Online help information with access to live customer service

Sprint IP Relay™ using AOL Instant Messenger™ (AIM)

- Works on any computer and wireless device that uses AIM.
- Just add SprintIP to your Buddy List.
- Spanish Available - type **ESPAÑOL**
- Connect to Live Customer Service - type **HELP**
- No GA or SK needed
- Experienced, accurate operators
- Simple & easy to use!



Video Relay

www.sprintvrs.com computer & webcam

sprintrelay.tv TV & videophone

Hearing callers: Dial 1-877-708-5776 and give an IP address to the Video Interpreter.

- Clear video resolution
- Available 24 hours a day
- Experienced Video Interpreters (VIs)
- More VIs available - less waiting
- Receive videomail messages
- Online help with live customer service
- No long distance charges in the US



Relay Conference Captioning (RCC)

www.ncrelaycc.com

- Provided free of charge
- Participate equally in conference calls.
- Read realtime on-screen text from any Internet-connected computer
- A remote captioner captions the call dialogue, and voices for the deaf/hard-of-hearing participant
- High-speed Internet connection not required
- Reserve live captioners in advance
- Conversation transcripts available

CapTel™

Captioned Telephone Services

CapTel Relay Service

A service provided free of charge through Relay North Carolina
Dial phone numbers directly
Enjoy natural phone conversations

* CapTel users are responsible for their own long distance charges. There is no charge for using CapTel Relay Service.



CapTel Captioned Telephone

Simultaneously hear your caller's voice and see captions of everything said to you.
Bright, easy-to-read display
Functions as a traditional phone so everyone can use it

Your
Total Relay
Solution



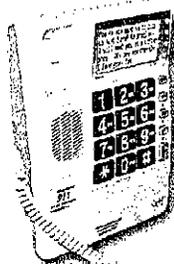
When you call me through relay service, a Relay Operator will type your words to me and will read my typed replies to you. All calls are confidential and the service is free.

- 1 Dial 7-1-1.
- 2 You will hear, "Relay North Carolina Operator (number). May I have the number you wish to call, please?"
- 3 Give the Relay Operator my area code and phone number.
- 4 The Relay Operator will process the call.
Be sure to speak directly to me, avoid saying "tell him" or "tell her," and say "GA" or "Go Ahead" at the end of your response.

What is North Carolina CapTelSM Relay Service?

North Carolina CapTelSM Relay Service allows anyone who uses hearing aids or who finds it difficult to hear independently to use the telephone.

- Offered at no cost*
- Call the other party directly, no third-party number
- Enjoy natural phone conversations

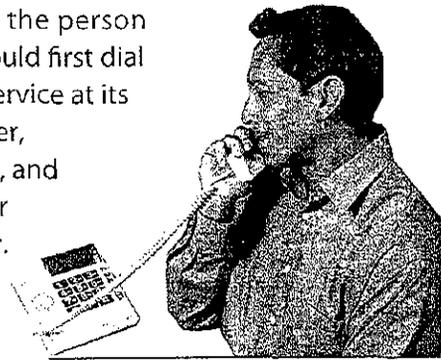


* CapTel callers are responsible for their own long-distance charges. However, there is no charge for using North Carolina CapTel Relay Service.



How do I receive calls with a CapTel phone?

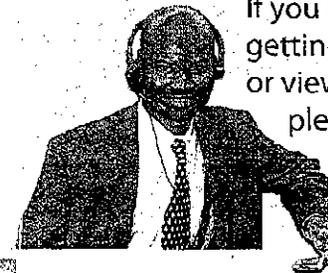
To receive captions for an incoming call, the person calling you should first dial CapTel Relay Service at its toll-free number, **877-243-2823**, and then enter your phone number.



- ▶ When you pick up your CapTel phone, the screen will light up, and captions will automatically appear.
- ▶ If the incoming call is not made through CapTel Relay Service, no captions will appear on the screen.

How do I get a CapTel phone?

- ▶ A CapTel phone is provided at no cost to qualified applicants living in North Carolina.
- ▶ Applicants must have hearing loss.
- ▶ Applicants must have an analog phone line to receive a CapTel phone and access to the CapTel Relay Service.
- ▶ More information can be found at relaync.com, by calling toll free at **866-545-4012**, or by filling out the **form** below and mailing it.

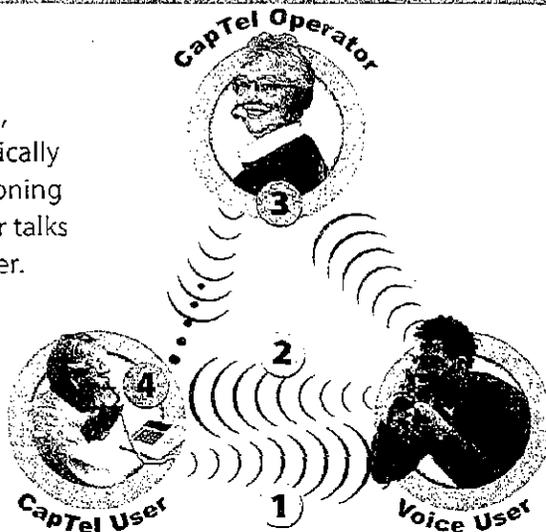


If you are interested in getting more information or viewing a demonstration, please fill out the below form, mail it, and we will get in touch with you.

How does North Carolina CapTel/Relay Service work?

1 As CapTel User dials, the phone automatically connects to a captioning service. CapTel User talks directly to Voice User.

2 Voice User talks to CapTel User.



3 CapTel Operator transcribes Voice User's message into text using voice-recognition technology.

4 CapTel User listens and reads Voice User's conversation on the CapTel phone.

Name: _____

Address: _____

City/State/Zip: _____

County (required): _____

Phone: _____ Voice TTY

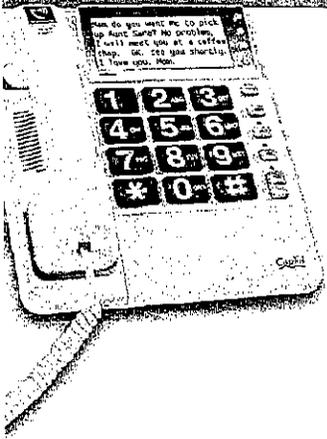
E-mail: _____

Secondary Person: * _____

Contact/Email: _____

* This individual will act as a middleperson for the demonstration if necessary.

What is CapTel?



- Hear the other caller's voice and see captions of everything spoken.
- Functions as a regular telephone so everyone can use it.
- Has a bright and easy-to-read display.

To schedule a demonstration or for more information, contact:

➤ **Relay North Carolina**

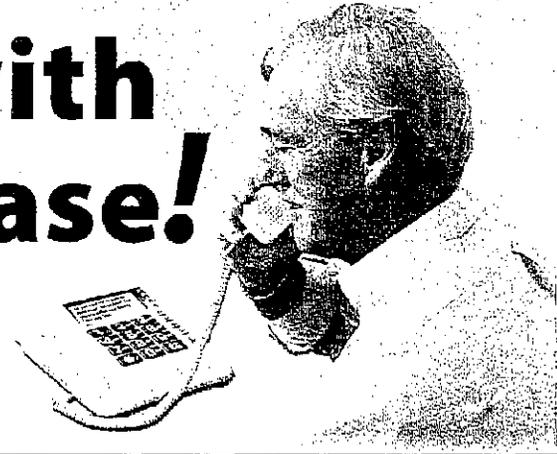
Kim Calabretta, *CapTel* Account Manager
 4030 Wake Forest Road, Suite 300
 Raleigh, NC 27609
 (866) 545-4012 (Toll Free - Voice/TTY)
 (919) 719-2793 (Fax)



The North Carolina Division of Services
for the Deaf and Hard of Hearing

CapTel North Carolina is provided by Sprint Relay
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Making & Receiving Telephone Calls with Ease!



CapTel!™

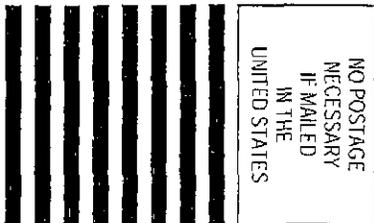
Captioned Telephone



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 RELAY NORTH CAROLINA
 4030 WAKE FOREST ROAD STE 300
 RALEIGH NC 27690-5915



www.nyrelay.com

Relay today!
Communicate through
Don't Wait...



New York Relay Service
7-1-1 (Voice/TTY)
www.nyrelay.com

1-800-662-1220 (TTY/HCO)

1-800-421-1220 (VOICE)

VOICE CARRYOVER
1-877-826-6977 (VCO)

SPEECH-TO-SPEECH
1-877-662-4234 (STS)

ASCII
1-800-584-2849 (ASCII)

PAY-PER-CALL
1-900-230-6565 (TTY)

SPANISH RELAY
1-877-662-4886 (VOICE/TTY)

CUSTOMER SERVICE
1-800-676-3777 (VOICE/TTY)

The Photo-Mag Plus™ will hold your favorite photo in daily view, plus serve as a note holder.
Bend and crease magnet along pre-cut line. Pull gently to separate. ASI 68480.

www.relaymissouri.com

Relay 
Relay Missouri

Dial 711 for TTY • Voice • HCO • ASCII

Use the toll free numbers for

Voice Carry-Over
1-800-735-0135

Spanish Relay
1-800-520-7309

Speech-to-Speech
1-877-735-7877

Customer Service
1-800-676-3777

www.sprintip.com Internet Relay

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1-877-826-6977

1-800-584-2849

1-877-662-4886

1-877-662-4234

1-900-230-6565

1-800-676-3777



7-1-1

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