Large Filing Separator Sheet

Case Number: 08-439-TP-COI

File Date: 2/2/2009

Section: 1 of 4

Number of Pages: 200

Description of Document: TRS proposal

FILE

THOMPSON HINE

ATLANTA CINCINNATI COLUMBUS NEW YORK
BRUSSELS CLEVELAND DAYTON WASHINGTON, D.C.

February 2, 2009

Via Hand Delivery

Reneé J. Jenkins, Secretary
The Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215

RE: In the Matter of the Application of the Commission's Investigation into Continuation of the Ohio Telecommunications Relay Service, PUCO Case No. 08-439-TP-COI

Dear Ms. Jenkins:

Pursuant to the Commission's Entry of November 25, 2008 and its Request for Proposal in the above-referenced matter, enclosed are two versions of a TRS proposal to be filed on behalf of Hamilton Telephone Company d/b/a Hamilton Telecommunications ("Hamilton").

Enclosed are:

- an original and fifteen (15) copies of Hamilton's TRS proposal from which all confidential information has been redacted; and
- an original and ten (10) copies of Tab 7 and Attachments C, D, E, I, L, and M within Hamilton's TRS proposal that Hamilton considers to be confidential and proprietary.

The confidential information is filed under seal in accordance with O.A.C. 4901-1-24(D).

Also enclosed are an original and 15 copies of a Motion for Protective Order and Memorandum in Support seeking confidential treatment of the information filed herein under seal.

Thank you for your assistance. If you have any questions, please do not hesitate to call.

Very truly yours,

Carolyn S. Flahive

Enclosures

Carolyn.Flahive@ThompsonHine.com Fax 614.469.3361 Phone 614.469.3294

tajg 604816.1

FILE

The Public Utilities Commission of Ohio
Request for Proposal
Docket No. 08-439-TP-COI
Telecommunications Relay Service

Submitted by:
Hamilton Telephone Company
Tradename: Hamilton Telecommunications

February 2, 2009

Hamilton Telephone Company d/b/a Hamilton Telecommunications
1001 Twelfth Street
Aurora, NE 68818
402/694-5101 - Voice
800/821-1831 – Voice
800/821-1834 – TTY/Voice
402/694-5037 – Fax
Tax Identification Number: 47-0181440

Parent Company:
Nedelco, Inc.
1001 Twelfth Street
Aurora, NE 68818
402/694-5101 – Voice
800/821-1831 – Voice
800/821-1834 – TTY/Voice
402/694-5037 – Fax
Tax Identification Number: 47-6033213

Contact person for RFP and Contractual Questions:

Dixie Ziegler
Vice President of Relay
Hamilton Telephone Company
1001 12th Street
Aurora, Nebraska 68818

TTY/Voice 402/694-3656
TTY/Voice 800/618-4781
Voice 402/694-5101
Fax 402/694-5037
E-mail: dixie.ziegler@hamiltonrelay.com

Relay Your Way®

REQUEST FOR PROPOSAL
DOCKET No. 08-439-TP-COI
TELECOMMUNICATIONS RELAY SERVICES

TABLE OF CONTENTS

Ohio Relay

Relay Your Way®

Tab 6 RFP Administration and Contract Terms

Ohio Relay

Relay Your Way®

Ohio Relay

Relay Your Way®

Hamilton Attachments

RFP Section	Mandatory Requirement Checklist		Pass	Fail
II. B. 1.	RFP Format: Cover Letter	Tab 1		
II. B. 2.	RFP Format: Executive Summary	Tab 2		
II. B. 3.	RFP Format: Bidder Profile	Tab 3		
II. B. 4.	RFP Format: Five References	Tab 4		
II. B. 5.	RFP Format: Organization of Response	Table of Contents		
II. C. 1.	Filed by Submission Date	Complied		
III. A. 1.	Operational Standards: Minimum CA Qualifications and Testing	Tab 5, page 143		
III. A. 2.	Operational Standards: Types of Calls	Tab 5, page 4		
III. A. 3.	Operational Standards: Handling of Emergency Calls	Tab 5, page 45		
III. A. 4.	Operational Standards: In-call Replacement of CAs	Tab 5, page 50		
III. A. 5.	Operational Standards: CA Gender Preferences	Tab 5, page 51		
III. A. 6.	Operational Standards: Speech To Speech Called Numbers	Tab 5, page 52		
III. B. 1.	Technical Standards: ASCII and Baudot	Tab 5, page 52		
III. B. 2.	Technical Standards: Speed of Answer	Tab 5, page 54		
III. B. 3.	Technical Standards: Equal Access to Interexchange Carriers	Tab 5, page 57		
III. B. 4.	Technical Standards: TRS Facilities	Tab 5, page 66		
III. B. 5.	Technical Standards: Telecommunications Service Priority Program	Tab 5, page 78		
III. B. 6.	Technical Standards: Technology	Tab 5, page 80		
III. B. 7.	Technical Standards: Voice Mail and Interactive Menus	Tab 5, page 83		
III. C. 1.	TRS System Standards: Billing	Tab 5, page86		
III. C. 2.	TRS System Standards: Advancements	Tab 5, page 90		
III. C. 3.	TRS System Standards: Customer Access	Tab 5, page 94		
III. C. 5.	TRS System Standards: Call Processing	Tab 5, page 95		
III. D. 1.	TRS Service Standards: Timing of Calls	Tab 5, page 95		
III. D. 2.	TRS Service Standards: Person-to-Person Calls	Tab 5, page 96		
III. D. 3.	TRS Service Standards: Intrastate Toll Discounts	Tab 5, page 96		
III. D. 4.	TRS Service Standards: Answering Machines	Tab 5, page 97		
III. E. 1.	TRS CA Standards: Training Requirements	Tab 5, page 97		
III. E. 2.	TRS CA Standards: Confidentially Requirements	Tab 5, page 108		
III. E. 3.	TRS CA Standards: Additional Methods and Procedures	Tab 5, page 118		
III. F. 1.	Monthly Requirements for Billing and Auditing: Calling Characteristics/Traffic Data	Tab 5, page 119		
III. F. 2.	Monthly Requirements for Billing and Auditing: Accounting & Financial Information	Tab 5, page 125		
III. G.	Complaints and Inquiries Procedures	Tab 5, page 125		
III. H.	Treatment of TRS Customer Information	Tab 5, page 132		
III. I.	Additional Considerations	Tab 5, page 132		
IV. A.	Network Documentation	Tab 5, page 139		
IV. B. 1.	Administrative Documents: Personnel	Tab 5, page 143		
IV. B. 2.	Administrative Documents: Advertising and Educational Materials	Tab 5, page 171		
IV. B. 3.	Administrative Documents: Billing Information	Tab 5, page 198		
IV. C.	Administrative Documents: Cost and Financial Submissions	Tab 5, page 198		
IV. D.	Administrative Documents: Supplemental Submissions	Tab 5, page 203		

Tab 1
Cover Letter

Ohio
Relay

HAMILTON
TELECOMMUNICATIONS

1001 Twelfth Street • Aurora, Nebraska 68818
voice 402.694.5101 • TTY 800.821.1834
toll free 800.821.1831 • fax 402.694.2848

e-mail: info@hamiltontel.com
web site: www.hamiltontel.com

January 26, 2009

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

RE: Request For Proposal Docket NO. 08-439-TP-COI Telecommunications Relay Service

Dear Commissioners,

Hamilton Telephone Company d/b/a Hamilton Telecommunications, a corporation registered in the State of Nebraska, is pleased to submit this proposal to provide telecommunication relay service to the State of Ohio. Hamilton Telephone Company is located at 1001 12th Street, Aurora, NE 68818. **Hamilton will provide the relay users of the State of Ohio and the Public Utilities Commission of Ohio with a relay service customized to meet the needs of all groups involved with relay.** Hamilton agrees to operate the relay system as stated in this proposal at the prices stated herein. Hamilton has completed a response to all requirements of the RFP and has discussed in detail how all requirements will be met.

Hamilton understands that its response to the RFP constitutes an agreement with the conditions set forth in the RFP. Hamilton acknowledges that the Commission has the responsibility to establish the requirements for the TRS and enforce performance of those requirements. Hamilton does not discriminate on the basis of race, religion, national origin, color, sex, sexual orientation, age, disabilities, or veteran status. Hamilton has sole and complete responsibility for delivery of the required services. Hamilton's proposal is binding for a period of 180 days.

The undersigned acknowledges that this proposal is submitted in response to the RFP for the telecommunications relay system. This proposal includes labor, equipment, software, and all other needed elements to start-up, operate and maintain the Ohio Telecommunications Relay Service.

The undersigned hereby certifies that he is an officer of Hamilton Telephone Company. The undersigned to this letter is duly responsible, authorized and empowered to sign this proposal and contractually obligate Hamilton as well as negotiate the contract on behalf of Hamilton. The undersigned is authorized to bind Hamilton Telephone Company to the terms of the RFP and its Offer, including services and prices contained in this proposal and attests that the information provided is true, accurate and complete. In addition, the undersigned certifies that he will not participate in any action contrary to the RFP.

John Nelson, President of Relay	Voice	402/694-3656
and Vice President of	Voice	800/821-1831
Hamilton Telephone Company	TTY/Voice	800/618-4781
1001 12th Street	FAX	402/694-5037
Aurora, Nebraska 68818	E-mail	john.nelson@hamiltontel.com

In addition, Dixie Ziegler, Vice President of Relay, is authorized to make decisions, answer questions, or provide clarification to the proposal and subsequent contract.

Dixie Ziegler	Voice	402/694-3656
Vice President of Relay	Voice	800/821-1831
Hamilton Telephone Company	TTY/Voice	800/618-4781
1001 12th Street	FAX	402/694-5037
Aurora, Nebraska 68818	E-mail	dixie.ziegler@hamiltonrelay.com

Carolyn Flahive of Thompson Hine LLP is Hamilton's contact person to be notified regarding contractual issues:

Carolyn Flahive	Voice	614/469-3294
Thompson Hine LLP	FAX:	614/469-3361
Attorneys at Law	E-mail	Carolyn.Flahive@ThompsonHine.com
Huntington Center		
41 South High Street, Suite 1700		
Columbus, Ohio 43215-6101		

The undersigned certifies the following:

a. That the prices in the proposal have been developed independently without collusion, consultation, communication or agreement for the purpose restricting competition, as to any matter relating to such prices with any Vendor or with any competitor;
b. Unless otherwise required by law, Hamilton's prices have not been knowingly and will not knowingly be disclosed prior to award, directly or indirectly, to any Vendor or to any competitor; and
c. No attempt has been made or will be made by Hamilton to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.
d. No person or selling agency has been employed or retained to solicit or secure the proposed contract based upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee.

Hamilton requests that the Commission keep several components of its proposal Proprietary and Confidential. The following information is considered confidential and has been filed under seal:

- Tab 7 Pricing, Appendix B
- Attachment C Quality Assurance
- Attachment D Network Maps
- Attachment E Disaster Recovery Plan
- Attachment I Financial History

- Attachment L CA Training
- Attachment M Policy and Procedures manual

Hamilton has prominently displayed the terms "Confidential and Proprietary" on each page containing such information.

Hamilton is offering the State of Ohio two separate call routing options for the Ohio Relay.

If the Primary Center location option is selected by the Commission, Hamilton will designate its Wisconsin TRS Center as the Primary center to process Ohio TRS calls. **If the Combination of TRS Centers location option is selected by the Commission,** Hamilton will process Ohio calls through a combination of Hamilton TRS centers, which are located in Nebraska, Wisconsin, Maryland, Massachusetts, Louisiana and Georgia. Hamilton's Wisconsin facility will process all Ohio Relay specialty call types such as Spanish and Speech to Speech under both location options. Hamilton's Wisconsin facility is a subcontracted facility with Society Assets, Inc. SAI is responsible for hiring, training, and managing CAs in the Wisconsin facility. Please see Attachment N for detailed information regarding SAI.

Hamilton will also subcontract all aspects of Captioned Telephone Service (CapTel) including the technology, equipment, and needed captionists to Captioned Telephone, Inc. (CTI) of Madison, Wisconsin. A description of this service and the work to be performed by CapTel, Inc. can be found in Tab 5 Section III.A.2.f of this proposal. Please see Attachment N for more information regarding CTI.

The name of Hamilton Telecommunications and Hamilton Relay, Inc. is used in some of the materials and enclosures with this bid. Hamilton Telecommunications is a registered trade name; used by a group of companies which includes Hamilton Telephone Company and Hamilton Relay, Inc.

Materials and enclosures, which are collectively intended as a response to the RFP, are as follows:

(1) All required elements contained in the RFP
(2) Outreach Materials and Relay DVDs
(3) Company Information
(4) Executive Summary (following this letter) which contains an overview of Hamilton's proposal

This proposal includes a detailed explanation of Hamilton's relay operations and a description of the dedication Hamilton has to offering quality personalized relay services. ***Hamilton believes that once you have completed your review of this proposal, you will come to the conclusion that Hamilton is the best relay provider for Ohio and is unmatched in its ability to deliver personalized service on every relay call – meeting the individual needs of Ohio relay users.***

As the Ohio Relay provider, Hamilton will share consumer complaints with the Commission and will work with them to determine the best solution to make the service better for all Ohio relay users. The Commission, the CAB and all Ohio Deaf or Hard of Hearing organizations as well as

the relay user community are welcome in any Hamilton Center to assist with training and to provide essential feedback. Hamilton believes that by combining the perspectives of the relay provider with groups such as these, Ohio Relay will be one of the best in the nation.

Hamilton has a wealth of experience in the relay industry.

- Hamilton has been providing relay services to the State of Nebraska since 1991, from an in-state center located in Aurora, Nebraska.
- Hamilton has been providing relay services to the State of Idaho since 1992.
- Hamilton has been providing relay services to the State of Louisiana from an in-center located in Baton Rouge since January 1998.
- Hamilton has been providing relay services to the State of Kentucky since the fall of 1998.
- Hamilton has been providing relay services to the State of Wisconsin since February 1, 1999, from an in-state center located in Middleton, Wisconsin, a suburb of Madison.
- Hamilton has been providing relay services to the State of Rhode Island since August 1, 2001.
- Hamilton has been providing relay services to the State of Maine since April 20, 2004.
- Hamilton has been providing relay services to the State of Wyoming since August 1, 2004.
- Hamilton has been providing relay services to the Island of Saipan since October 1, 2004.
- Hamilton has been providing relay services to the State of Iowa since January 1, 2005.
- Hamilton has been providing relay services to the Virgin Islands since August 25, 2005.
- Hamilton has been providing relay services to the State of Montana since February 28, 2006.
- Hamilton has been providing relay services to the State of Georgia from an in-state center located in Albany since April 1, 2006.
- Hamilton has been providing relay services to the State of West Virginia since January 31, 2007
- Hamilton has been providing relay services to the State of Arizona since February 1, 2007.
- Hamilton began providing relay services to the State of Kansas on May 1, 2007.
- Hamilton began providing relay services to the State of Maryland from a new in-state center located in Frostburg on June 1, 2007.
- Hamilton began providing captioned telephone services to the State of Pennsylvania on August 6, 2007.
- Hamilton began providing relay services to the State of Massachusetts from a new in-state center located in Pittsfield on July 1, 2008.
- Hamilton began providing relay services to the District of Columbia on July 13, 2008.
- Hamilton began providing captioned telephone services to the District of Columbia on November 17, 2008 as a result of a separate RFP process.

Tab 3 contains a complete description of Hamilton's relay experience.

Hamilton demonstrates high quality service through its answer performance and its ability to deliver high quality call processing on each relay call. Hamilton will have absolutely no difficulty in meeting the demands of the FCC standards in regards to answer performance. Hamilton is exceeding these high standards today. In fact, several of Hamilton's states require that 90 percent of all calls be answered

within 10 seconds on a daily basis and 95 percent on a monthly basis. **With this high standard that Hamilton meets daily, Hamilton will easily meet and exceed the RFP standard for Ohio.**

Hamilton is unmatched by its competition when it comes to answer performance and blockage. Our size allows us to be responsive to all standards established by the FCC where our competition cannot.

Hamilton will deliver high quality relay services and a high level of responsiveness. The Commission and Ohio relay users will have control of their service, the features, and procedures that are implemented and the overall quality of the relay. **With Hamilton, the Commission and Ohio Relay users always have choices. This makes Hamilton the right choice.**

Hamilton's philosophy of quality, personalized relay services has been tested in several states. Even though Hamilton was not the lowest bidder in several recent RFP processes, Hamilton was still awarded the contract. In addition, Hamilton has received consecutive bid awards from Nebraska, Idaho, Kentucky, Louisiana, Wisconsin and Rhode Island. **Hamilton's relay states are THIS satisfied.**

Hamilton encourages the evaluation committee to look closely at Hamilton's price proposal. Hamilton has proven to be the most cost efficient relay provider, without always submitting the lowest bid. Please see the price proposal for more information regarding Hamilton's efficiencies. Hamilton has done this by using accurate measuring tools. Hamilton's past record of performance; dedication to providing state-of-the-art features and services; and willingness to "go the extra mile" for relay users in seventeen states, the Island of Saipan, the Virgin Islands and the District of Columbia has allowed Hamilton to satisfy many relay customers. Hamilton will do this for Ohio Relay users.

Hamilton welcomes the opportunity to discuss its proposal in person, if so desired, with the Commission. Hamilton respectfully submits its proposal to provide TRS for relay users in Ohio.

Sincerely yours,

John Nelson
President of Relay and Vice President of
Hamilton Telephone Company

Tab 2
Executive Summary

Ohio
Relay

Relay Your Way®

Hamilton's Executive Summary

Hamilton-The Right Choice
Welcome to Hamilton Relay Services! Congratulations! By reading this proposal, you have found the best kept secret in the relay industry - Hamilton Relay Service! Our name may not be as recognizable as our competition, but rest assured, you have found the best relay service available today. Who is Hamilton? Why are they the right choice? These questions and much more will be answered in the following pages. Even though our proposal may be long, we hope that you will read it from cover to cover because in these pages you will discover why Hamilton IS the best relay service provider – from quality to pricing, to outreach services to people, from personalization to customization and everything in between.

Throughout this Executive Summary and in Tab 3 in Hamilton's Bidder Profile, Hamilton specifies its competitive advantages in the following areas:

- Technical Abilities
- Financial Strength
- Operational Experience
- Location of Relay Centers
- Features and Services
- FCC Certification
- Disability Representation

Through the topics above, Hamilton describes its ability to meet the terms, conditions, and requirements as defined in the RFP.

Let's get started. So who is Hamilton and why are they the right choice?

Hamilton provides a type of relay service that is customized to meet the individual needs of relay users. Customers tell us how they want their calls processed and we deliver. Hamilton does not dictate policy or features – rather we let the regulatory bodies or agencies responsible for relay and relay users tell us how they want their calls handled or what features they need to make using the relay easier. Why does Hamilton give so much control to its regulatory bodies and relay users? Because the most important thing in providing relay service is the CUSTOMER. Hamilton defines CUSTOMER as its contracting agencies and relay users. We deliver personal, customized relay service on each call as dictated by each customer. Why does Hamilton make the customer first? Because relay makes up nearly half of Hamilton's total business. Our entire employee base understands relay and works to make it better each and every day. Hamilton's responsiveness, dedication to doing things right and working to meet the needs of customers through high answer performance, quality on every call, and outstanding outreach programs makes Hamilton the right choice.

Ohio Relay

Relay Your Way®

What Makes Hamilton Different Than Other Relay Providers

- Dedication. Specifically, all of Hamilton Telecommunications' business lines have a FOCUS on relay. Everyone in the corporate company knows and understands relay.
- Even more specific—our customer service representatives have the knowledge and ability to help **anyone** with **any** type of relay call.
- Diversification in the depth and breadth of relay services.
- Extremely value-based, ethical.
- Leadership.
- Responsiveness to customers. We actually change policies or procedures to match a specific customer's need.
- Fast response. We have the ability to make changes quickly due to our smaller size and relatively flat structure.
- Customers share with us their needs and we build our technology to fit. We then match the consumer's need to the appropriate relay service.
- Our "customer driven" focus leads the direction of every facet of our business from product development to delivery. Our customers describe a communications need, and we then develop services to fulfill that need. In doing so, we are continually giving our customers more choices.
- Our level of care for the relay community. This means INDIVIDUAL care with customers.
- Hamilton Relay provides a service that goes beyond filling a need, it truly enhances the lives of our customers. On the cutting edge of technology, Hamilton Relay develops highly advanced features and services and then further refines them in a manner that allows our customers to become truly independent and empowered. We offer our customers a variety of services to choose from. In addition to allowing customers their choice of services, we also let customers choose all aspects of how they want their calls handled.
- **In a recent West Virginia Telecommunication Relay Service Bid, the Chief Administrative Law Judge (ALJ) reported the following areas of difference between Sprint and Hamilton in the Recommended Decision dated September 25, 2006[1]:**
  - Although Hamilton's proposed rate was higher than Sprint's rate, the ALJ stated that the higher quality of service, in regards to Communication Assistant Procedures and speed of answer are worth the higher rate of Hamilton.
  - Regarding CA training and requirements, the ALJ stated that although both Sprint and Hamilton require their CAs to type 60 wpm, Hamilton requires 95% accuracy and Sprint provided no such guarantee. Sprint's CA training takes place in 80 hours over ten (10) days, while Hamilton provides 120 hours of training over fifteen (15) days for its CAs.

[1] http://www.psc.state.wv.us/webdocket/default.htm Public Service Commission of West Virginia Web Docket/under search click on case/enter 187.31/click "activities"/shows entire order/the order dated 9/25/06 contains the recommendation of the Administrative Law Judge to award the contract to Hamilton.

Ohio Relay

Relay Your Way®

Another area of difference found was in regards to On-going monitoring. The ALJ found that Hamilton CAs are tested one time more per month than Sprint CAs. The ALJ also stated the training information Sprint provided was general, whereas Hamilton's training information was specific and examples of training and testing were provided. In addition, Hamilton provides linguistics training to ensure CAs will be familiar with regional names, pronunciations, spellings and abbreviations. In regards to policy toward in-call replacement of CAs, Sprint complies with FCC Standards. However, Hamilton substantially exceeds FCC Standards.

- Another difference found between Sprint and Hamilton was in quality of service information, Sprint has committed to answering 85% of its calls within ten (10) seconds, while Hamilton answers between 94% - 98% within ten (10) seconds. In addition Sprint's average answer seconds range between 1.87 and 4.05 seconds, while Hamilton ranges between 0.4 and 1.75. The ALJ reported the following, "In both speed of answer percentage and average seconds to answer a call, Hamilton's worst result was better than Sprint's best result. This type of quality of service difference cannot be overlooked and gives a clear edge to Hamilton."
- In reference to the importance of TRS to the overall company, the ALJ stated that TRS is more important to Hamilton than it is to Sprint, as TRS constitutes 50% of Hamilton's business and this overall importance to Hamilton should result in Hamilton being more responsive.
- The differences found in the area of Customer Service are as follows. Sprint has one nationwide customer service line, whereas Hamilton provides a separate toll-free customer service line for each of its jurisdictions. The ALJ stated that, "Hamilton spends a great deal more time dealing one-on-one with its relay users, based upon the evidence provided in the applications."
- The ALJ stated that, "The most impressive factors are the difference in speed of answer information and the more significant CA training and monitoring requirements for Hamilton, as well as Hamilton's decision to not replace CAs during a call unless it is absolutely necessary, which significantly exceeds the FCC's requirement and which must be a significant benefit to relay users". The ALJ then agreed with another interested party's argument that said "Hamilton, for whom TRS is a core business and 50% of its company, will be more responsive to the requests and needs of the West Virginia Public Service Commission and West Virginia relay users." In addition, the ALJ stated, Hamilton's consumer input information, was far more extensive than the consumer input information submitted by Sprint.
- The ALJ also stated that, "The next factor which provides a difference between Hamilton and Sprint is the apparent importance of TRS to the overall company. With Hamilton, there is absolutely no question that TRS is important to it because TRS constitutes 50% of its business. TRS is a core business for Hamilton and one of its primary businesses".

Relay Your Way®

> The ALJ further stated, "On the other hand, there is no indication in the Sprint application that TRS is more than a drop in the bucket for Sprint Nextel".

Throughout its proposal, Hamilton describes how it delivers the most efficient means of providing relay service that is in compliance with all contract specifications and state and federal regulations, while ensuring the provision of high quality relay service to Ohio Relay consumers.

FCC Requirements

As the Ohio Relay provider, Hamilton will meet all FCC standards necessary to maintain certification as a "state program" under the ADA and FCC regulations, including full compliance with the intent and the existing implementation guidelines set forth in Title IV of the Americans with Disabilities Act of 1990(ADA). In fact, Hamilton continues to substantially beat the standards established by the FCC for maintaining certification in the states it serves.

Throughout this proposal is a complete description of how Hamilton will comply with the Code of Federal Regulations, Title 47-Telecommunications, Chapter 1, Federal Communications Commission (FCC), Part 64-Miscellaneous Rules Relating To Common Carriers, Subpart F, Telecommunications Relay Services.

Throughout this proposal, Hamilton has described in detail how it will accomplish the work outlined in this RFP. Hamilton has worked to prepare a proposal that completely and accurately describes Hamilton's approach and method it will use to provide relay services to the State of Ohio. Hamilton will bring superior service to the Commission and the relay users of Ohio.

If new or increased standards are mandated during the contract term, Hamilton will notify the Commission in advance of implementation. If new or increased technologies and corresponding services develop or any changes in the state and/or federal laws, rules and/or regulations are required with different cost elements, Hamilton will, in good faith, negotiate an appropriate pricing structure with the Commission.

FCC Requirements

Hamilton will ensure FCC Certification for Ohio and will upgrade its relay service platform as the technology develops. In fact, Hamilton will substantially beat the standards established by the FCC for maintaining certification. Without question, Hamilton has met all FCC related standards in the past. Hamilton has readily responded to all FCC regulations and will do so for Ohio.

Throughout this proposal is a complete description of how Hamilton will comply with the Code of Federal Regulations, Title 47-Telecommunications, Chapter 1, Federal Communications Commission (FCC), Part 64-Miscellaneous Rules Relating To Common Carriers, Subpart F, Telecommunications Relay Services.

Ohio Relay

Relay Your Way®

The following is a synopsis of Hamilton's current relay capabilities as it relates to the current FCC orders.

June 17, 2003 Order:

A. Availability of SS7 Technology to TRS Facilities

1. TRS Providers' Access to SS7 Technology

The FCC has ordered that TRS facilities are permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of TRS. Hamilton utilizes SS7 technology and is in compliance with the FCC rules.

2. Transmittal of Calling Party Information

The FCC has required that when a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party. **Hamilton is in compliance with this requirement. Hamilton is providing True Caller ID by transmitting the 10-digit number of the calling party and will do so for the State of Ohio as part of its relay service offering.**

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

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

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

Relay Your Way®

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

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

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

B. Operational Standards

1. Types of calls

a. Two line VCO and Two line HCO

Hamilton provides **two-line VCO** capability, which allows a VCO user to have a more interactive conversation. By using two telephone lines, the caller can listen to their conversation on one line while receiving typed text from a CA on the other line, thus creating a more natural flow of conversation. To place a two-line VCO call, the ASCII/TTY user calls relay, connects with a CA and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the customer dials out and conferences in the third party (the party they want to speak with). Now, the CA only types what the third party says. The CA is virtually invisible to the voice customer, allowing for a two-way uninterrupted conversation to take place.

Hamilton also provides **two-line HCO** capability. To place a two-line HCO call, the ASCII/TTY user calls relay, connects with a CA and requests that the CA make a call to their voice (second) line. The relay user must have two telephone lines and 3-way calling. Once connected in voice, the relay user conferences in the third party via the voice line (the

Relay Your Way®

party they want to speak with). Now, the CA only voices what the HCO user types. The CA is virtually invisible to the voice customer, allowing for a two-way uninterrupted conversation to take place.

b. HCO to TTY and HCO to HCO

Hamilton provides **HCO to TTY** capability, which allows HCO users to contact TTY users (or vice versa) via the relay. The CA will voice the TTY user's typed conversation to the HCO user. The TTY user receives the HCO user's typed conversation directly from the HCO user.

Hamilton also provides **HCO to HCO** capability, which allows two HCO users to contact each other through the relay. Hamilton provides HCO to HCO service where the CA voices to both parties, preventing the HCO users from having to read the typed conversation. This is a great relay enhancement and Hamilton is pleased to offer it to relay users.

c. VCO to TTY and VCO to VCO

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

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

2. Handling of emergency calls

a. Appropriate PSAP-Wireline

Hamilton is in compliance. Hamilton's relay software takes the NPA/NXX information from the ANI of an incoming call and matches it to information in its database. The ANI indicates what city or location a call is coming from. This NPA/NXX information is then cross-referenced to a list of towns and locations in the State of Ohio stored in the database. Hamilton will map each NPA/NXX in Ohio to the appropriate PSAP. Once this search is complete (it only takes a second) the correct emergency telephone number is loaded automatically into the "outdial" box and the Communication Assistant can immediately dial the appropriate emergency personnel.

Hamilton's emergency database application described above meets the new requirements established by the FCC. In the June 2004 order, the

Relay Your Way®

FCC adopted the definition of "appropriate" PSAP as "*either* a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner." Hamilton's database automatically and immediately transfers the caller to the appropriate Public Safety Answering Point based on NPA/NXX information.

b. Appropriate PSAP-Wireless

Hamilton is in compliance. When a relay user connects to the relay via cellular or wireless telephones, the Communication Assistant will try to determine the location of the caller. Hamilton's emergency database application described above allows the Communication Assistant to immediately dial the appropriate emergency personnel to connect the caller to the appropriate PSAP upon obtaining location information.

3. Access to Speech-to-Speech Relay Services

Hamilton is in compliance. Hamilton allows access to Speech to Speech Relay Services through the use of 711 dialing access. Hamilton also allows access to Speech to Speech Relay Services through the use of a separate 10 digit toll-free number dedicated to Speech to Speech.

C. Technical Standards

1. Equal Access to Interexchange Carriers

Hamilton gives relay users access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.

Interexchange carriers meet Hamilton at the same tandems in which Hamilton uses to connect to its relay switching platforms to the telephone network. All carriers have access to these tandems if so desired. Hamilton has worked with many carriers to meet their individual access needs in regards to connecting to the relay. Hamilton will do the same for Ohio ensuring that relay users can make use of their chosen long distance carrier through the relay. There are 71 carriers participating in relay equal access today and this list is constantly growing.

2. Additional TRS Features and Services

a. Answering Machine Message Retrieval

Hamilton is in compliance. Hamilton provides this service in which messages from a voice or TTY answering machine or a single line telephone are retrieved by the CA. The caller requests Automatic Message Retrieval (AMR) or Single Line Answering Machine (SLAM) and plays the messages to the Communication Assistants by putting the

Relay Your Way®

handset near the speaker of the answering machine. Hamilton's technology records any messages, enabling the Communication Assistants to capture the information and type or voice it back to the relay customer. Once the information is relayed to the caller and the call is completed, the recording is automatically erased when the caller disconnects.

b. Automatic call forwarding

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

c. Call Release

Hamilton processes TTY to TTY calls when it is necessary to go through a voice switchboard first, or if the originating TTY user is using a calling card that is accessed by calling an 800 number first. Once the CA reaches a compatible TTY user when placing a relay call, Hamilton gives the calling party the option to communicate independent of the relay function. The CA types to the terminating TTY user, "TTY TO TTY CALL ONE MOMENT PLS."

The CA then types to the originating party, "(CA HERE YOU ARE CONNECTED TTY TO TTY WHEN YOUR CALL IS FINISHED CALL BACK TO RELAY TO MAKE A RELAY CALL OR JUST HANG UP ONE MOMENT PLS)."

Once the CA sees the two TTY parties are able to read each other, the CA types, (CA HERE YOU MAY BEGIN YOUR CONVERSATION NOW) GA.

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

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

d. Speed dialing

Hamilton has developed a customer profile for relay users to indicate calling preferences. Customer profile information is presented to the CA each time the relay user calls the relay and includes the option of Speed Dialing. In the Speed Dialing section of the Customer Profile form, customers list the first name and phone number of people they call often through the relay. When a

Relay Your Way®

customer wants to call that person, they simply instruct the CA to call that person. There is no need to give the number to the CA.

e. **Three-way calling**
Hamilton provides three-way calling capability, in which the customer (if the customer has purchased this feature from his/her LEC) can use this feature to either tie the third party directly into the conversation or to tie the third party in by making a second call to the relay center.

D. **Public Access to Information and Outreach**
The FCC has called for an increase in outreach efforts. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. The outreach program described in this proposal meets all of those requirements.

June 10, 2004 Order:

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

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

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

Hamilton is in compliance with all current FCC requirements. If new requirements from the FCC order released June 10, 2004 or any other new rules with different cost elements develop, Hamilton reserves the right negotiate an appropriate pricing structure with the Commission. **We**

Relay Your Way®

look forward to working with the Commission to meet and exceed all future FCC and State requirements.

FCC CapTel Regulations and Waivers

The FCC has issued a separate Ruling specifically for *CapTel*: Declaratory Ruling on August 1, 2003 CC Docket No. 98-67, FCC 03-190 document. In this Ruling the FCC found that captioned telephone VCO service (*CapTel* Service is a form of this) is a type of TRS. In addition the FCC waived certain TRS mandatory minimum standards that do apply to captioned telephone VCO service, and waived other TRS mandatory minimum standards for captioned telephone VCO (see list below). On July 14, 2005 the FCC clarified that Two-Line Captioned Telephone Service is a type of telecommunications relay service eligible for compensation from the Interstate TRS Fund. Hamilton's *CapTel* Service offering will meet all FCC minimum standards including answering 85% of all calls within 10 seconds.

The Declaratory Ruling referenced above will serve as the primary source in meeting the existing minimum standards including a three-year waiver of the six TRS requirements for *CapTel* Relay Services.

CapTel waivers include:

1. Speech to Speech (STS) and Hearing Carryover (HCO)
2. 711 Dialing Access
3. Communication Assistants waivers:
   - TRS mandatory minimum standard requiring CAs to be competent in interpretation of typewritten ASL as applied to captioned telephone CAs.
   - CA oral-to-type test requirement and permit the use of an oral-to-text test instead for CapTel CAs.
   - Requirement that CAs not refuse single or sequential calls as applied to CapTel CAs handling *outbound* captioned telephone calls.
   - Gender preference.
   - 60 wpm mandatory typing speed for CAs.
4. Interrupt Functionality.
5. Call Release.
6. ASCII and Baudot Format.

For such standards and regulations that may be required by the FCC after July 14, 2005, Hamilton will work with CTI to attempt compliance. If new or increased technologies and corresponding services develop or any changes in the state and/or federal laws, rules and/or regulations are required with different cost elements, Hamilton will, in good faith, negotiate an appropriate pricing structure with the Commission.

Relay Your Way®

Application for Renewal of Current Relay Certification

Hamilton will prepare on behalf of the Public Utilities Commission of Ohio an application for Renewal of Current Certification to have Ohio Relay be certified as a Telecommunications Relay Service pursuant to the rules and procedures set forth by the Federal Communications Commission. The States in which Hamilton currently provides relay have been certified for the certification time period beginning July 26, 2008 and ending July 25, 2013.

Hamilton is in compliance with all current FCC requirements. We look forward to working with the Commission to meet and exceed all future FCC and Ohio requirements.

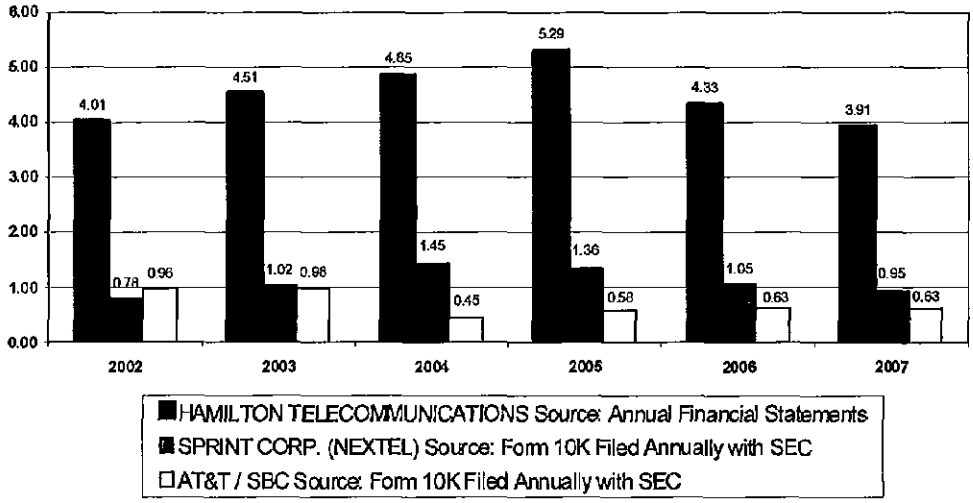
Relay Your Way®

Financial Resources

Hamilton Telecommunications has outstanding financial resources. Hamilton has more than enough financial resources to operate Ohio Relay and has the financial wherewithal to continue to operate and maintain Ohio Relay as well as easily manage any associated liabilities. Hamilton's debt ratio and other pertinent numbers show Hamilton to be in excellent financial condition. Hamilton has more than enough assets to financially carry out all operation and expansion costs.

Hamilton has collected the following information regarding Sprint and AT&T/SBC from publicly filed SEC reports. From the chart below, one can see that Hamilton's current ratio is outstanding. Hamilton has 3.9 times more current assets than current liabilities ensuring it is financially sound. A current ratio of less than 1.0 generally indicates that a company has more liabilities than assets and thus may experience difficulty in borrowing if required.

Current Ratio Assets to Liabilities

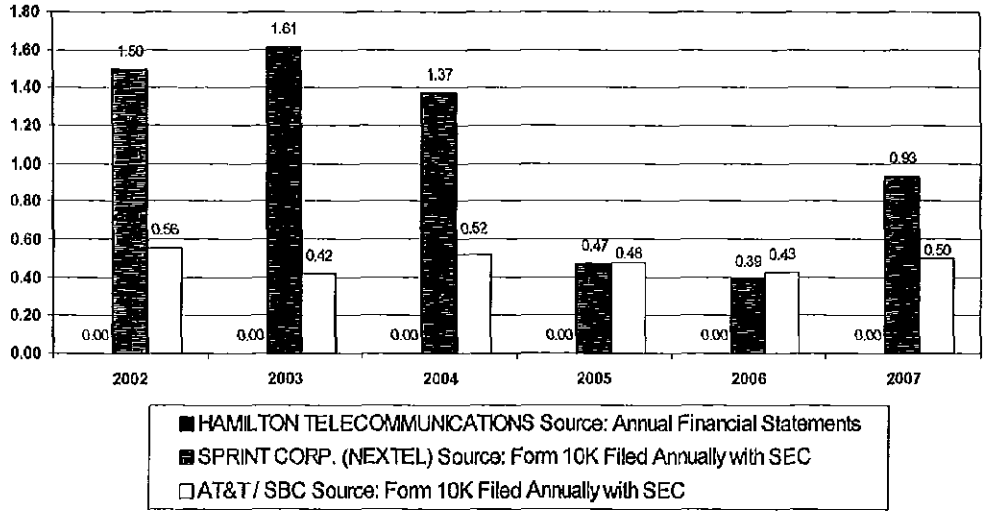


Ohio Relay

Relay Your Way®

It is difficult to find Hamilton on this chart as Hamilton has no long-term debt. As one can see, Sprint has significant long-term debt compared to equity.

Long-Term Debt to Equity Ratio

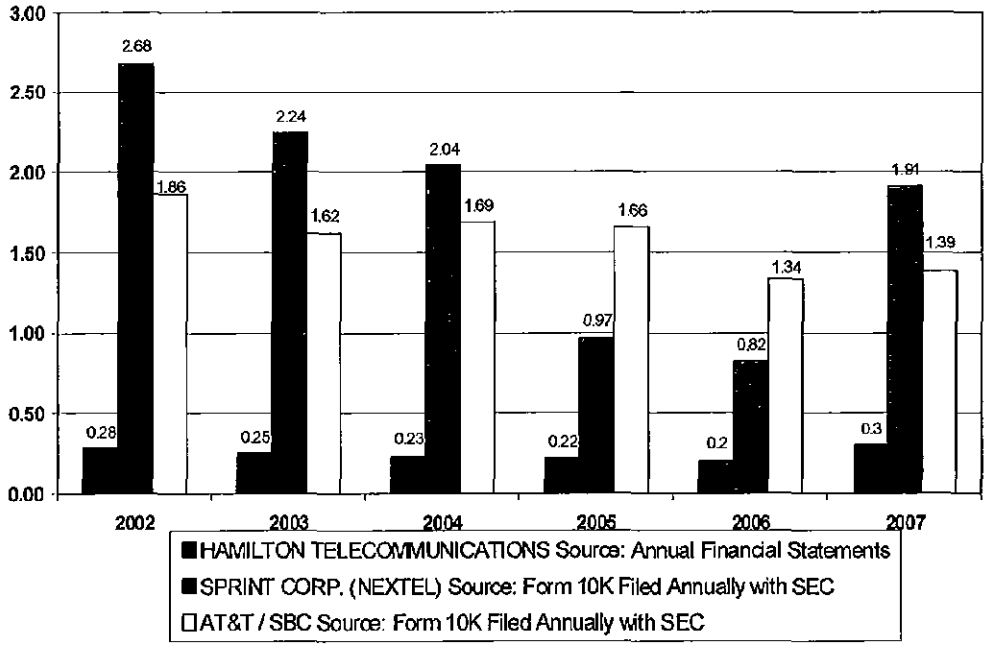


Ohio Relay

Relay Your Way®

This chart compares all company's debt amounts to total equity. The only debt Hamilton has is current liabilities. As one can see, **Hamilton has approximately 3.5 times more equity than debt.**

Debt to Equity Ratio



Sustaining a strong growth pattern, Hamilton's gross revenues continue to grow. This track record demonstrates Hamilton's capability to not only be in a position to operate Ohio Relay but also demonstrates its ongoing ability to provide "state-of-the-art" services at reasonable prices.

Mr. Tom Darbro
Pinnacle Bank
1234 L Street
P.O. Box 229
Aurora, NE 68818
402/694-2111

Mr. Darbro can attest to our ability to provide the necessary capital to continue to manage Ohio Relay as well as a general reference on Hamilton's management resources.

Ohio Relay

Relay Your Way®

Location of Relay Centers

Hamilton is offering the State of Ohio two separate call routing options for the Ohio Relay. **If the Primary Center location option is selected by the Commission,** Hamilton will designate its Wisconsin TRS Center as the Primary center to process Ohio TRS calls. **If the Combination of TRS Centers location option is selected by the Commission,** Hamilton will process Ohio calls through a combination of Hamilton TRS centers, which are located in Nebraska, Wisconsin, Maryland, Massachusetts, Louisiana and Georgia. Hamilton's Wisconsin facility will process all Ohio Relay specialty call types such as Spanish and Speech to Speech under both location options.

Combination of TRS Centers Location Option Call Processing Scenarios:

1. Hamilton's relay centers located in Nebraska, Wisconsin, Maryland, Massachusetts, Louisiana and Georgia will process Ohio Relay calls. These facilities will also be used for back-up purposes as needed.

2. **Overnight.** Hamilton's Wisconsin and Georgia facilities will process all Ohio Relay calls during the overnight hours.

3. **Specialty Call Types.** Hamilton's Wisconsin facility (subcontracted) will process all Ohio Relay specialty call types such as Spanish and Speech to Speech.

Location of Hamilton Centers.

- **Nebraska Relay Center**
  1006 12th Street
  Aurora, NE 68818

  Hamilton began operating the center located in Aurora, Nebraska on January 1, 1991. Hamilton provides relay service to the States of Nebraska, Wyoming and Montana from this center. Approximately 20 full-time and 5 part-time people are employed in this center. Hamilton has 20 workstations in operation in this facility and handles an average of 84,757 session minutes per month.

- **Wisconsin Relay Center**
  8383 Greenway Blvd., Suite 90
  Middleton, WI 53562

  Hamilton's Wisconsin facility is a subcontracted facility with Society Assets, Inc. SAI's corporate offices are located at 5200 Washington Ave, Suite 225, Racine, WI 53406. The

Relay Your Way®

telephone number is 262-637-9128. SAI is responsible for hiring, training, and managing Communication Assistants in Hamilton's Wisconsin facility.

Hamilton began operating the Madison center on February 1, 1999. Hamilton provides relay service for the States of Wisconsin, Maine, Iowa, Rhode Island, Kansas and the District of Columbia from this center. Approximately 90 full-time people and 60 part time people are employed in this center. Hamilton has 43 workstations in operation in this facility and handles an average of 369,414 session minutes per month

- **Maryland Relay Center**
  1 Science Park
  Frostburg Business Park
  Frostburg, MD 21532

  Hamilton began operating the center located in Frostburg, Maryland on May 31, 2007. Hamilton provides relay service for the State of Maryland from this center. Approximately 60 full-time people are employed in this center. Hamilton has 30 workstations in operation in this facility and handles an average of 209,031 session minutes per month.

- **Massachusetts Relay Center**
  703 Housatonic Street, Suite 148
  Pittsfield, MA 01201-6634

  Hamilton began operating the center located in Pittsfield, Massachusetts on July 1, 2008. Hamilton provides relay service to the States of Massachusetts from this center. Approximately 25 people are employed in this center. Hamilton has 21 workstations in operation in this facility and anticipates handling an average of 190,000 session minutes per month

- **Louisiana Relay Center**
  9107 Bluebonnet Centre Blvd.
  Baton Rouge, LA 70809

  Hamilton began operating the center located in Baton Rouge on January 15, 1998. Hamilton provides relay service for the States of Louisiana, Idaho, Kentucky, Arizona, the Island of Saipan and the Virgin Islands from this center. Approximately 50 full-time and 30 part-time people are employed in this center. Hamilton has 41 workstations in operation in this facility and handles an average of 350,470 session minutes per month.

Relay Your Way®

- **Georgia Relay Center**
  2231-T Dawson Road
  Albany, Georgia 31707

  Hamilton began operating the center located in Albany, Georgia on April 1, 2006. Hamilton provides relay service for the States of Georgia and West Virginia from this center. Approximately 70 full-time and 15 part-time people are employed in this center. Hamilton has 45 workstations in operation in this facility and handles an average of 188,314 session minutes per month.

Hamilton provides interstate relay services as well as Internet Protocol (IP) relay services from all of its centers.

All of Hamilton's centers follow the same policies and procedures for call handling, including the Wisconsin facility. Ohio Relay users will experience no differences in call processing between relay centers as all centers follow the same high quality standards making the flow of calls between centers invisible to the relay users.

Relay Facility

All Hamilton Relay Centers have the following accommodations:

Each space has a relay service operator room that is separated from other business facilities. The space has doors that are clearly marked for admittance only by authorized personnel to preserve the confidentiality of relay conversations. The building facility has access to break room facilities, a training area, conference room, support equipment and facilities (i.e. computers, copy machines, fax machine, storage facilities, training library, etc.) and sufficient expansion space to accommodate additional workstations and other equipment for any reasonably projected growth in traffic. Technical staff are available onsite. Battery backup and an uninterruptible power source operate the equipment, lighting and all other peripherals when needed.

The Aurora, Nebraska Relay Center has 20 workstations in operation and also has all the equipment and features mentioned above. It also has a permanent standby alternate fuel source generator as additional backup beyond the batteries. It is a secure facility located on the lower level. In addition, the Nebraska facility has 5 operational workstations currently available that are not in use.

Hamilton's Louisiana Relay Center occupies 11,000 square feet and has the ability to add 5,500 square feet if needed as a result of growth. The Louisiana facility is monitored by a remote security company. All doors have a keypad allowing only authorized persons to enter. Visitors must be physically let into the building. The building is located in a secure area where privacy is

Relay Your Way®

easily maintained. The Louisiana Relay Center has 41 workstations in operation. In addition, this facility has 20 operational workstations currently available that are not in use and has expansion room to accommodate an additional 30 workstations.

Hamilton's Wisconsin Relay Center occupies 7,000 square feet with an option to lease an additional 3,000 square feet if needed as a result of growth. The center is located in a secure area where privacy is easily maintained. The Wisconsin Relay Center has 43 workstations in operation. This facility has 10 operational workstations currently available that are not in use and can be remodeled to accommodate another 20 to 25 workstations.

Hamilton's Georgia Relay Center occupies 10,440 square feet with an option to lease an additional 2,800 square feet if needed as a result of growth. The center has 45 workstations in operation. The Georgia facility also has an additional 4 operational workstations that are not in use and can also be remodeled to accommodate another 15 workstations.

Hamilton's Maryland Relay Center occupies 20,000 square feet. The Maryland Relay Center has 30 workstations in operation. The Maryland facility also has an additional 15 workstations that are not in use and can be remodeled to accommodate another 4 workstations. In addition, this facility has a first floor which will accommodate 30 workstations without further remodeling.

Hamilton's Massachusetts Relay Center occupies approximately 5,949 square feet. The Massachusetts Relay Center has 21 workstations in operation and has an expansion room which can accommodate an additional 15 workstations.

As one can see, each of these centers has plenty of room to accommodate future growth.

Relay Your Way®

Relationship with Subcontractors

Society Assets, Inc.

Hamilton's proposal includes using Communication Assistants from its Wisconsin facility, which is a subcontracted facility with Society's Assets, Inc. SAI's corporate offices are located at 5200 Washington Ave, Suite 225, Racine, WI 53406. The telephone number is 262-637-9128. SAI is responsible for hiring, training, and managing Communication Assistants in Hamilton's Wisconsin facility. If the Primary Center location option is selected by the Commission, Hamilton will designate its Wisconsin TRS Center as the Primary center to process Ohio TRS calls. Hamilton will process all Ohio specialty call types such as Speech to Speech and Spanish calls in the Wisconsin facility under both location options.

All of Hamilton's centers follow the same policies and procedures for call handling, including the Wisconsin facility. Ohio Relay users will experience no differences in call processing between relay centers as all centers follow the same high quality standards making the flow of calls between centers invisible to the relay users.

Hamilton is the prime contractor and will be responsible for its subcontractor's performance. Hamilton's contract with its subcontractor contains the needed flexibility to control the operations of its subcontractor. As a result, Hamilton's subcontractor will perform all services and will abide with all terms and conditions as set by the Public Utilities Commission of Ohio. Please see Attachment N for detailed information regarding Hamilton's subcontractor. Hamilton confirms that if awarded the contract, any subsequent agreement will only be with Hamilton and not its subcontractor.

Captioned Telephone, Inc.

Hamilton subcontracts **all** aspects of *CapTel* including the technology, equipment, and needed captionists to Captioned Telephone, Inc. (CTI) of Madison, Wisconsin. Hamilton is the prime contractor. Headquarters for Captioned Telephone, Inc. is located at 450 Science Drive, Madison, WI 53711.

CapTel Services will be provided from the *CapTel* Service Relay Centers located at 5801 Research Park Blvd., Madison, WI 53717 and at 310 W. Wisconsin Ave. Suite 1200 West Milwaukee, WI 53203.

As stated earlier in this section, Hamilton is the prime contractor. Please see throughout this proposal for detailed information regarding Hamilton's provision of *CapTel* and a detailed description of CTI.

Relay Your Way®

Experience and Growth

Since it began providing TRS in 1991, Hamilton has grown its Relay Division considerably and has gained experience in providing TRS in states with substantial TRS call volumes. Hamilton is currently providing telecommunications relay services to 16 states, the Island of Saipan, the Virgin Islands and the District of Columbia. Hamilton also provides Internet Relay (including Wireless Internet Relay) and Captioned Telephone (CapTel®) Service.

Since January 1, 2007, Hamilton has been awarded nine new state contracts for the provision of TRS and/or CapTel, resulting from RFP processes.

1. Hamilton began providing CapTel services for Iowa on January 1, 2007.
2. Hamilton began providing TRS and CapTel to West Virginia on January 31, 2007.
3. Hamilton began providing TRS and CapTel to Arizona on February 1, 2007.
4. Hamilton began providing TRS and CapTel to Kansas on May 1, 2007.
5. Hamilton began providing TRS and CapTel to Maryland from an in-state facility on June 1, 2007.
6. Hamilton began providing CapTel service to Pennsylvania on August 6, 2007.
7. Hamilton began providing TRS to Massachusetts from an in-state facility on July 1, 2008.
8. Hamilton began providing TRS to the District of Columbia July 13, 2008.
9. Hamilton began providing CapTel to the District of Columbia on November 17, 2008 as a result of a separate RFP process.

Please see Tab 3 for a detailed description of Hamilton's Company Background, Experience and Qualifications for Providing TRS. Hamilton is more than qualified to manage Ohio Relay. Ohio relay users will receive personal attention from Hamilton and complete responsiveness, something our competitors cannot deliver. Hamilton is of the size that it can individualize state TRS programs to meet the needs of the relay users. In addition, Hamilton has all the resources needed to be successful in Ohio; we have the people, outstanding financial resources, and a strong desire to deliver the best possible service to the relay users in Ohio.

Relay Your Way®

TRS Disability Representation

Hamilton is in full compliance with all state and federal employment laws including Title 1 of the ADA and provides employment opportunities to qualified individuals who are able to perform the essential functions of the position with or without reasonable accommodation.

Hamilton places great emphasis on recruiting and hiring individuals with relay service experience and with experience working within the deaf, hard-of-hearing and/or speech-disabled communities, including persons with disabilities.

Hamilton will actively recruit and hire individuals with disabilities, including individuals who are deaf, deaf-blind, hard of hearing or speech disabled, for all types of positions including management. Hamilton will accomplish this by working with various organizations that communicate on a regular basis with qualified applicants.

Any and all postings, newspaper advertisements and other solicitations for applications for employment openings will display an affirmative statement of these hiring practices and our plan to affirmatively take action to hire disabled persons. The hiring procedures utilized by Hamilton will assure objectivity and sensitivity to persons with communication disabilities.

Hamilton believes that it is essential for a relay service to recruit and hire persons who are deaf, hard of hearing or speech disabled. It is our intention to use all of our available resources to do just that. Hamilton's policy is to hire without regard to disability and we have done so in all of our corporate divisions.

As a Company, Hamilton is committed to "equal treatment and equal opportunities of all applicants and current employees."

Hamilton is committed to hiring persons with disabilities and will do so as positions become available and qualified applicants apply.

Hamilton has employed individuals who are deaf or hard of hearing in the following positions in the past and present, and intends to continue to recruit and hire such individuals in the future for a variety of positions.

- **Board of Directors & Vice President of Operations (Hamilton's parent company) and President of Relay**
  Planning and Coordinating, Day to day management

Relay Your Way®

- **National Outreach Manager**
  Oversees outreach and customer service programs and all extended functions for each of Hamilton's state relay programs.

- **Contract Manager**
  Manages the contract between Hamilton Telecommunications and Society Assets, Inc. (SAI) and the contract between Hamilton Telecommunications and the State of Wisconsin. Oversees the actions of all parties involved to ensure contract compliance in both contracts. Responsible for determining that each party successfully completes all assigned duties and responsibilities. Also assist with Hamilton's marketing efforts for relay services.

- **CapTel Product Manager**
  Responsible for finding ways to enhance the overall quality of TRS and CapTel relay services by making suggestions that improve call experiences for relay users. Performs product management responsibilities related to CapTel to the end goal of increasing the number of CapTel minutes delivered through Hamilton Relay nationwide.

- **Internet Based Relay Services Product Manager**
  Responsible for product management of Hamilton Relay Internet-based products/services. Manages Hamilton Relay's Internet-based product/service portfolio to the end goal of increasing the number of relay minutes for all Hamilton Relay Internet-based services through the development of new features, enhancements and services which meet the demand of the relay community.

- **Program Director**
  Directs the activities of the WTRS center, ensuring quality services for the customer base, while creating an environment for employees to carry out WTRS' values and mission statement. Promotes community involvement that demonstrates our corporate citizenship, while contributing to the agency's financial stability.

- **Relay Center Manager**
  Directs all relay operations and all related operations activities within the Relay Center with primary emphasis on quality and efficiency. Oversees the development of Supervisors, Communication Assistants and other staff to ensure success of the company. Has primary responsibility for insuring that relay services, features, and quality standards meet the expectations of relay users.

- **Assistant Relay Center Manager**
  Assists in the management of Supervisors and Communication Assistants within the Relay Center with an emphasis on quality and efficient operations. Aids in the skill and career

Relay Your Way®

development of Supervisors and Communication Assistants to ensure the needs and desires of the speech and hearing impaired communities are met. Has responsibility for insuring that the Communication Assistants are skilled to meet the expectations of relay users.

- **Program Manager**
  Manages the outreach activities to insure that required activities are carried out according to specified objectives. Responsible for all communication within the relay using community.

- **Outreach Coordinator**
  Position is responsible for providing and gathering information which will help improve the quality of the relay service and the number of customers served by the Relay Service. Individual will be required to travel throughout the state as needed.

- **Customer Service Manager**
  Responsible for the activities of the Customer Service Department at WTRS including all education/outreach activities of WTRS and coverage of the Wisconsin Customer Service Line. The CSM is the principal point of contact for WTRS customers and represents customers on the WTRS administrative level. Helps to ensure quality services for our customer base, while creating an environment in which employees can carry out the WTRS values and mission statement.

- **Customer Service Representative**
  Responsible for providing high quality customer service to all types of relay users via the telephone, TTY, e-mail, and relay. Duties include entering customer service information into relay customer service database, coordinating technical support, and ensuring all inquiries are addressed. Also performs and coordinates state and regional outreach activities.

Disability Representation
Hamilton will actively recruit individuals with communication-disabilities for all types of positions, **including management**. Hamilton's policy is to hire qualified people without regard to disability and we have done so. We consider disability awareness a very important aspect of our culture and training programs. Hamilton has a great deal of experience with staff who are disabled. Hamilton has on staff several people who are very familiar with the deaf and speech disabled communities.

Following is a detailed description of Hamilton's Disability Representation, which shows Hamilton's commitment to hiring people with disabilities for management and shows Hamilton's disability representation on Hamilton's board of directors.

Ohio Relay

Relay Your Way®

John Fechter, National Outreach Manager, brings a variety of experience and skills to his position with Hamilton. As a volunteer for more than 10 years, John served as President of the Metro Deaf School Board. He also served as board member for two non-profit organizations, budget chairperson for national deaf sports organization and has served the past 5 years as classroom consultant for Junior Achievement. Prior to joining Hamilton Relay in September, 2006, John served as Business Lending Underwriter for Wells Fargo Bank where he worked for 11 years. John received his BA degree in Management from Gallaudet University in December 1991. John resides near Minneapolis, MN with his wife and two children who are deaf.

Kay Darnall, Hamilton's Nebraska Outreach Coordinator is deaf and so are her husband and sons. Kay and her family are active members in the deaf community. Her expertise in deaf culture and experiences within the deaf population has proven to be very valuable to Hamilton's Communication Assistants. Kay teaches sign language classes and deaf culture courses.

Henry Brinkmann, Outreach Coordinator for the Louisiana Telecommunications Relay Service, is deaf. He has been involved in the telecommunications relay industry for over eleven years and has been a driving force in Hamilton's Louisiana relay center from the onset. In addition to his relay experience, Henry has been an active member in several deaf organizations and including seats on the Louisiana Association of the Deaf and the Louisiana Commission for the Deaf. Henry brings a wealth of knowledge and background to Hamilton. His leadership has allowed Hamilton to deliver very high quality relay services. Henry's reputation for leadership in the Deaf Community is well known throughout Louisiana and the country.

Amy Watson, Outreach Coordinator for the Louisiana Telecommunications Relay Service, has earned her B.A. from Gallaudet University, Washington D.C. Amy Watson brings Hamilton Telecommunications a strong background of Deaf culture, project development and instruction in the Deaf and Deaf/Blind communities. Amy, a Deaf child of Deaf parents, has seven years of experience in outreach and instruction with individuals who are hearing or speech impaired. A primary contact and interface for relay users throughout Louisiana, Amy assists in teaching deaf culture in the center and has been a great asset to the Hamilton team as she directs outreach activities across the state. Amy is also active within the Deaf Community in Louisiana.

Jennifer (Jenny) Gember is the Internet Based Services Product Manager. Jenny graduated from Wisconsin School for the Deaf and earned a B.A. in Social Work from Gallaudet University, Washington, DC. Jenny brings a variety of skills to her position. Her work experiences include Youth Leadership Camp as a counselor, various positions within Gallaudet University, including serving as a Hearing Coordinator for Judicial Affairs, and her position as Customer Service Representative for the Wisconsin Telecommunications Relay System. Now bringing her experience with Video Relay technical projects, she coordinates development projects with

Relay Your Way®

technical and operations to enhance Internet Based Services for a positive relay experience for the customers.

Mitchell Levy, WTRS Contract Manger/CapTel Product Manager, is deaf. Originally from Chicago, Illinois, Mitchell earned a Bachelor of Science in Information Systems from the College of Business at Rochester Institute of Technology/National Technical Institute for the Deaf. Mitchell previously served for three years as Hamilton's Outreach/Account Manager before his promotion to his current position. Mitchell's past work experience includes marketing and sales for AT&T Relay. During his 13-year employment with AT&T, Mitchell served for 2 years as the Consumer Relations Manager for Pennsylvania and Delaware, in which he managed marketing and community relations projects including TRS awareness. Mitchell also served as Marketing Manager for one year where he led a cross-functional team to identify, analyze, and develop new TRS products and services. In addition, Mitchell served in the capacity of Account Manager for 10 years in which he managed several state TRS contracts to ensure contract compliance as well as public relations functions. Fluent in ASL, Mitchell possesses diverse communication skills.

Lisa Furr, Arizona Relay Outreach Coordinator, has experience in Customer Service and Telecommunications Relay Service and served as a Commissioner on the Arizona Commission for the Deaf and Hard of Hearing. Beyond her business background, Lisa brings broad experience from her volunteer work and involvement in the Deaf and Hard of Hearing communities in Arizona. She is a graduate of Gallaudet University, and earned a masters degree in organization management from University of Phoenix. In her new position, Lisa is using her skills to educate the relay-using communities throughout Arizona.

Kristy Mnich, Outreach Coordinator for Kansas Relay Center, has a strong background in volunteerism, extensive relay call center experience and has worked at the Kansas School for the Deaf. Graduating from Gallaudet University in 1988, Kristy has strong connections with Deaf and Hard of Hearing communities in Kansas.

Jeff Carroll, Kentucky Outreach Coordinator, brings a variety of skills to his position at Hamilton. Graduating from Gallaudet University in 1994 with a degree in Studio Arts, Jeff has experience in volunteerism, technology, and public speaking. In addition, Jeff maintains strong community involvement with Deaf and Hard of Hearing communities in Kentucky and teaches ASL at local community college.

Russ Patterson, Hamilton's Regional Outreach Coordinator, is Hard of Hearing and has experience in public relations, technology and public speaking. Previously involved as a coordinator for Deaf/Hard of Hearing Services for a local library, Russ is a board member for Eastern Washington Center for Deaf and Hard of Hearing.

Ohio Relay

Relay Your Way®

Sean Gill, Rhode Island Relay Outreach Coordinator, is Deaf. Sean is actively involved in public speaking and volunteerism. Graduating from Gallaudet University, Sean previously worked as a residential educator at Model Secondary School for the Deaf.

Karin Sack, Georgia Outreach Coordinator is Deaf and is working to earn a Bachelor of Science degree in Sociology at Missouri State University. Previously involved as an ASL instructor at a local high school and a specialist at an Independent Living Center, Karin has broad experience in volunteering, public speaking and providing deaf culture training. In addition, in the state of Missouri, Karin has been very involved in the Dead/Hard of Hearing community on statewide level where she held a position on the Community Emergency Response team and served as an Interpreter Evaluator for the state with Missouri Commission for the Deaf and Hard of Hearing.

Stephanie Buell, Video Relay Service Operations Manager is Hard of Hearing and has a wealth of experience in VRS and ASL evaluation and teaching. In addition, Stephanie Buell has experience in running TRS call centers as well as contract administration. Stephanie brings extensive understanding from her volunteer work and involvement in the Deaf and Hard of Hearing communities in Mississippi and Wisconsin.

Paula Murrell, TRS Outreach Coordinator for Maryland Relay, has earned her Bachelor of Science degree in Criminal Justice/Psychology from Maryland University College in 2002, and is currently enrolled in the school's Management and Technology Masters program. Paula brings Hamilton Telecommunications a strong background of customer service, outreach and project management. Her career started in the educational arena where she worked as a mainstream interpreter for the Deaf in the Virginia Public School system for five years, Paula then held various positions at Gallaudet University for 10 years. Transitioning to the private sector, Paula was most recently employed with Verizon Federal Systems for eight years. Now bringing her experience in education and outreach together, Paula is using her skills to educate and direct TRS outreach activities in Maryland.

John Nelson, Hamilton Telephone Company Board of Directors and Vice President, has a congenital hearing disability, which although not requiring the need for relay services, provides sensitivity to disability issues.

Anne Girard, Director of Marketing for Hamilton Relay, has been with the company since 2004. Prior to assuming responsibility for Hamilton's marketing efforts, Anne served as Product Development and Regulatory Manager. Anne has a strong understanding of federal and state TRS programs. Prior to joining Hamilton Relay, Anne served as Director of Sales for GoAmerica Communications. Prior to her seven years with GoAmerica and Wynd Communications, Anne served as Coordinator of Academic Support Services for Students with

Relay Your Way®

Disabilities at Cuesta College, San Luis Obispo, California for over nine years. Beyond her business and education background, Anne contributes her broad experience to 20+ years of involvement in the Deaf Community. She is a Certified Sign Language Interpreter, and her adult daughter is profoundly deaf and is a graduate of Gallaudet University. Anne holds a degree in Psychology from Antioch University.

Billy Mauldin, Program Director for the Wisconsin Telecommunications Relay System, has earned his B.S. in Business Administration with an emphasis in Management from Gallaudet University, Washington D.C. Before coming to WTRS in 2002, Billy worked for 4 years with CSD-USA Relay in establishing the Dayton Center in Ohio. He held several capacities as Center Manager, Attendance Manager and Group Manager and was also involved in the Relay Ambassador Program with Sprint educating the public about Ohio Relay Service. Billy's extensive relay experience since 1998 is definitely an asset to the WTRS center.

Joe Riggio, Customer Service Manager of the Wisconsin Telecommunications Relay System, earned his Bachelor of Science degree in Applied Arts Technology from the Rochester Institute of Technology in Rochester, New York. He previously worked as Assistant Manager for the Addiction Recovery of the Deaf (ARD), Lester and Rosalie Anixter Center, Chicago, Il. A prior Delegate and By-Laws Chairperson with the Illinois Association of the Deaf, Joe is currently the Public Relations Coordinator of Deaf Way Illinois. He served on the Advisory Board for the Deaf/Hard of Hearing Medical Services at Lifetime Health Center and was a past president of NTID Alumni Chapter of Greater Rochester. Joe is responsible for managing the Customer Service department and for educational presentations and outreaches across Wisconsin and the Midwest.

Ted Trenkamp, Customer Service Representative of the Wisconsin Telecommunications Relay System, has earned his B.A. in Marketing from Northern Illinois University in DeKalb, Illinois. Ted brings a variety of skills to his new position. He worked at the Northern Illinois University Academic Computing Service as Project Support Specialist. He also was an Assistant to the Chairperson of the 1999 United States Deaf Games for the USA Deaf Sports Federation. Bringing his expertise to the WTRS Customer Service Team, Ted is responsible for conducting statewide relay education and outreach which targets the general public, potential and current TTY users, and professionals in all areas.

Megan Buechner, Staff Interpreter for the Wisconsin Telecommunications Relay System, developed an interest in American Sign Language in her sophomore year at the University of Wisconsin-Milwaukee (UWM). While at Milwaukee, she earned her Bachelor of Science degree in Exceptional Education, a major in American Sign Language Studies, and certificates of completion in the Interpreter Training Program and Cultures and Communities Education. She holds a Wisconsin Interpreting and Transliterating Assessment (WITA) score of 2:1. She is

Relay Your Way®

involved in mentoring and continued skill development through Professional Interpreting Enterprise, LLC (PIE) in preparation for National Certification.

The Maine Center on Deafness (MCD) performs outreach services on behalf of Maine Relay Service for Hamilton in the State of Maine. MCD is a nonprofit organization that serves people in Maine who are D/deaf, late-deafened or hard-of-hearing by providing resources, advocating for social equality, and helping the general public to better understand and appreciate Deaf culture and effective ways of communication. MCD staff are members of the Deaf community - friends and supporters that people who are D/deaf or hard-of-hearing can depend on.

As one can see, Hamilton has a great deal of disability representation within its company as well as an outstanding group of people that allow Hamilton to develop a high quality relay service that meets the needs of its customers.

Hamilton has extensive experience in serving people with disabilities through its 18 plus years of relay experience. Hamilton has attended countless outreach events with relay users, responded to thousands of requests from relay users, and has made hundreds of visits to homes and businesses to discuss relay and to make the telephone network accessible to all. Hamilton's professionals in this area look forward to serving Ohio Relay users.

CapTel

CapTel, Inc. actively recruits, employs and promotes individuals with disabilities based on their qualifications and skills. The company has strong ties with several state and local agencies focused on job placement for disabled individuals. CapTel has employed, currently employees and will continue to employ persons with disabilities in management and supervisor positions including our current Director of Consumer and Regulatory Affairs and our Outreach Manager, both of whom are individuals who are deaf.

Relay Your Way®

Operations and Staffing

Please refer to Tab 5 Section III.B.4 for staffing information. Please refer to Tab 5 for operational information. Hamilton describes in detail its ability to manage contract performance as well as its staffing tools, practices, and procedures to ensure outstanding relay service. In Attachment B, Hamilton gives a complete and detailed description of its organizational structure and staffing by including an organization chart, job descriptions, and resumes for key personnel. The same information for Hamilton's subcontractors can be found in Attachment N.

Relay Your Way®

Other Information

Hamilton continues to explore technologies that will increase the speed of relay. One such technology that Hamilton has tested in its Wisconsin Center is Speech to Text voice recognition software called Fastran, developed by Ultratec. This computer voice recognition software was designed specifically for TRS Communication Assistants. This technology allowed the CA to transcribe and relay conversations more quickly and accurately than traditional typing. Instead of typing everything the voice user said, the CA re-voiced every word into the computer, which changed the CA's spoken words into typed words for the relay user to read on his/her TTY. If the CA re-voiced a word or name that the computer voice recognition software did not know or it generated the wrong word, the CA had the ability to correct or type the correct word before it was sent to the TTY. The computer voice recognition software provided the ability to send the voice (hearing) person's message to a TTY more quickly than traditional typing and almost as quickly as a "regular" voice-to-voice telephone conversation (approximately 100+ words per minute).

Hamilton believes that technologies such as speech to text applications will begin to become a very important part of how relay service is provided in the future. Hamilton is very involved in this technology. Hamilton's relay platform is highly advanced and easily retrofitted to meet the many different and changing needs of relay. Hamilton is confident that it will be able to make use of speech to text technology in its existing relay platform. **Selecting Hamilton as the Ohio relay provider ensures that Ohio relay users will benefit from the latest developments in telecommunications and technology including speech to text functionality.**

Relay Your Way®

Customer Delight

Hamilton's focus to go beyond customer satisfaction to delight has resulted in outstanding service for Hamilton's relay users. Part of this focus led to the establishment of an internal committee designed to strengthen and improve Hamilton's language, procedure, and technology – keeping in mind that every change made is calculated to deliver customer delight. Hamilton has been able to implement changes even more quickly and more effectively as a result of this committee's work. Customer delight also involves Hamilton's Communication Assistants. Hamilton knows that when employees are "delighted", customers are "delighted". **Throughout this proposal, Hamilton describes how it is striving to delight all relay customers and the level of dedication Hamilton has to accomplishing this goal.**

Hamilton's Average Answer time is very low. Hamilton provides a type of high quality relay service that is responsive not only to call volumes (ability to keep answer seconds low all the time) but is also responsive to individual relay users.

Hamilton's answer performance is among the best in the country. In a recent bid, Hamilton calculated the average daily answer performance of Sprint and Hamilton as contained in both companies' proposals.

Based on Sprint's answer performance standards in its proposal, Sprint answered an average of **90.65%** of all calls within 10 seconds daily in March of 2006.

- Based on Hamilton's answer performance in its proposal, Hamilton answered an average of **95.8% of all calls within 10 seconds daily** in a six month period – from January to June 2006. This is a significant difference in performance. Hamilton's answer performance is far superior.

- Hamilton calculated average speed of answer (ASA) from the data in Sprint's proposal and compared it to the average answer seconds contained in Hamilton's proposal. These statistics indicate that **Sprint's ASA was 2.51** seconds for the month of March 2006. **Hamilton's ASA was 0.97** in a six month period – from January to June 2006.

Average Answer Seconds is probably one of the most important indicators of quality in a relay center. It is probably the most "telling" statistic in terms of whether a relay caller has to wait for a Communications Assistant to answer. In this most important area, Hamilton's Average Answer performance is far superior. No competitors can match Hamilton's performance.

Hamilton consistently answers faster than any of its competitors. This is an important distinction. For example, if another provider has an average answer second time which is 2 or 3

Relay Your Way®

seconds compared to Hamilton's 1 second (or lower), and you add this to 10,000 or 20,000 calls during a month, relay users are waiting an additional 3 to 6 hours each month for a CA at other relay centers. This does not happen at Hamilton. Relay users want their calls answered quickly. Hamilton provides that level of service. Please see Attachment C for Hamilton's latest answer performance statistics.

Relay Your Way®

Superior Relay Service

Hamilton leads the relay industry in many important service categories and as a result of its superior features and services, Hamilton is further surpassing the competition, ensuring paramount relay service for Ohio relay users. Hamilton is dedicated to deploying leading edge technology that is certain to benefit relay users across Ohio. **Hamilton looks forward to providing Ohio with a customized relay service that will meet the specific needs of individual relay users through our Relay Your Way® program and looks forward to working with the Commission and the Consumer Advisory Board to bring new technology to Ohio relay users when so desired.**

Hamilton will be responsive to the relay users in Ohio and to demonstrate **superiority** in its ability to provide technologically advanced features and services in a cost effective manner. **Hamilton is the right choice to meet the communication needs of people who are Deaf, Hard of Hearing or Speech Disabled in Ohio.**

Relay Your Way®

Advantages of Selecting Hamilton

- ***Through its advanced training programs, Hamilton provides in-depth CA training on Deaf Culture, ASL, etc.*** Hamilton has included detailed information regarding its provision of Deaf Culture Training as well as the method in which Hamilton trains CAs to translate limited written English to correct spoken English in Tab 5 Section III.E.1.a Hamilton easily accomplishes customization for each relay user.

- **Hamilton will be constantly available to relay users, the Commission, the CAB and any other interested parties including all organizations that serve relay users.** This allows for definitive regulatory and administrative control. Hamilton gives the Commission and other interested parties great control in what happens within the relay center, which in turn benefits all relay users. Hamilton will work with these groups to identify areas of weakness *in Ohio Relay and will fix any problems through additional CA training as well as through* procedural changes. Hamilton will bring this level of service to Ohio.

- **The Commission, the CAB and all Ohio Deaf or Hard of Hearing organizations as well as the relay user community are welcome in any of Hamilton's Relay Centers to assist with training and to provide essential feedback.** Hamilton understands the importance of the regulatory body and the relay users' input in providing a high quality relay service. Hamilton welcomes this feedback.

- The Commission and any relay users who desire it will receive **constant attention** from Hamilton. Hamilton has a reputation for its responsiveness. The reason Ohio Relay will be pleased with Hamilton as its Relay Services provider is not only because of our quality, but also our responsiveness. Hamilton will provide Ohio with a type of relay service that is responsive to relay users and to the individuals responsible for regulating the relay. Hamilton guarantees open communication between itself as the relay provider, the relay using community, other organizations that serve relay users, and the Commission. **Hamilton will use the feedback from Ohio relay users to change and improve its call processing procedures.**

- **Hamilton desires to build a strong partnership with the Commission, the CAB and other organizations that serve relay users and welcomes any assistance these organizations might offer. As the Ohio Relay provider, Hamilton will share consumer complaints with the Commission and the CAB and will work with these organizations to determine the best solution to make the service better for all Ohio Relay users.** Because Hamilton will further develop relationships with organizations and other groups associated with relay users and because of its size, Hamilton will meet the needs of individual relay users and provide a level of service that can only come from companies who have the ability to empower employees and who have very little bureaucracy.

Ohio Relay

Relay Your Way®

- **Hamilton ensures outstanding customer service.** Individual relay users can call for help at anytime and if needed, someone from the relay will go to their business or home to assist them with equipment when using the relay. If a complaint arises, Customer Service handles all problems immediately and always follows-up with each complainant to ensure the problem has been addressed to his/her satisfaction.

Hamilton will deliver high quality relay services and a high level of responsiveness. Hamilton will surpass expectations as set forth by this RFP and the FCC. The Commission, the CAB and Ohio relay users will have control of their service, the features, and procedures that are implemented and the overall quality of the relay. With Hamilton, the Commission and Ohio relay users always have choices. **This makes Hamilton the right choice.**

Hamilton is a privately held company and we intend to continue to be privately held. We are not merging with another company, not facing bankruptcy, and we are not at risk of changing our course. We are dedicated to providing relay service as it is one of our primary business lines and a fundamental part of our company's mission.

Hamilton has been selected as the relay provider 52 out of 53 times considering renewals and RFP successes. In 18 years of providing Relay, Hamilton only lost one Relay contract in an RFP process. Hamilton then won the contract back fifteen months later as the result of a new RFP process. Several months later, the same Procurement office issued a separate RFP for Captioned Telephone and awarded that contract to Hamilton as well. Hamilton encourages the evaluation committee to look closely at its pricing proposal. Hamilton has proven to be the most cost efficient relay provider, without always submitting the lowest bid.

Hamilton's past record of performance, dedication to providing state-of-the-art features and services, and willingness to "go the extra mile" for relay users in the States of Nebraska, Idaho, Louisiana, Rhode Island, Kentucky, Wisconsin, Maine, Wyoming, Iowa, Montana, Georgia, West Virginia, Arizona, Kansas, Maryland, Massachusetts, the Island of Saipan, the Virgin Islands and the District of Columbia has allowed Hamilton to satisfy many relay customers. Hamilton will do this for all Ohio relay users.

Hamilton Relay continually meets the needs of its customers by listening to what they share and using that information to build outstanding products and services. Our commitment to ongoing technology development remains steadfast. This ensures that our customers have access to the latest communication technologies. Hamilton continues to bring technology choices to its relay customers, enhancing the quality of life for our relay users.

Ohio Relay

Relay Your Way®

Throughout this entire proposal, Hamilton presents a story that includes experience, dedication, know how, and desire to ensure that Ohio Relay goes beyond success, to meet the needs of individual relay users. Hamilton explains how it accomplishes this one-on-one approach through the use of its relay platform, features and services, disaster recovery plans, call processing, customer service, CA training, and much more. *This story is just beginning.* **Hamilton looks forward to working with the Commission to write the rest of the story that ends with satisfaction for each relay user in Ohio.**

Tab 3
Bidder Profile

Ohio
Relay

Relay Your Way®

3. *Bidder Profile*

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

Hamilton's Relay Services Philosophy

Hamilton has a tradition and reputation for offering quality telecommunication products and services. In fact, part of Hamilton's mission statement "is to provide our customers with the latest in ***quality*** telecommunications services . . ." When the opportunity to add relay services as another business line emerged, Hamilton identified it as a telecommunication service that matched its overall company philosophy.

The relay customer always comes first at Hamilton. So when designing its relay platform, Hamilton used technology that would be flexible enough to meet the changing needs of relay users as well as keep up with changes in technology. As new telecommunication services are brought to the market, Hamilton is in a position to implement those features quickly.

Beyond technical abilities, Hamilton is able to design and implement customized relay solutions for individual states and individual users. Because of its size, Hamilton is able to respond quickly to customer requests and implement specific services and features without many training or technical issues. Hamilton will do this for Ohio Relay users.

Hamilton is not a national long distance company making its perspective of relay services significantly different. We did not get into the relay business to enhance our own long distance services. Hamilton truly believes that it has the core competencies, the experience and the dedication needed to provide the highest quality relay services available. Unlike our competition, telecommunication relay service makes up nearly half of Hamilton's total revenue. This large percentage gets the attention of the Board of Directors, Senior Management and all employees of Hamilton. ***Hamilton manages its operation in such a manner that emphasizes personalized outreach programs, low average answer seconds, high percentages of calls answered within 10 seconds, Communication Assistants that are dedicated and knowledgeable and the implementation of technical features that are second to none.***

Relay Your Way®

Hamilton's philosophy of quality, personalized relay services has been tested in several states. **Even though Hamilton was not the lowest bidder in several RFP processes, Hamilton was still awarded the contract. In addition, Hamilton has received consecutive re-bid awards from Nebraska, Idaho, Kentucky, Louisiana, Rhode Island and Wisconsin.**

And if you don't take our word for it, read what our relay users say about our service. Following are some of the comments that our relay users have made about our relay service in the last few months:

- "Hamilton CAs are wonderful. I appreciate the service."
- "We love relay!"
- "Excellent job CA with this very difficult call! The term party was speech disabled and you were still able to understand and type what was said without having the person repeat their message."
- "CA, you are very good at what you do."
- "I just wanted to let the relay know the CA did an exceptional job on her call the other day."
- "The CA did an exceptional job on a rather lengthy call."
- "I just wanted to let customer service know that the CA did a marvelous job on the call."
- "I wanted all to know what a fantastic job CA XXXX does for the relay. I feel he needs to get a special hug. He is so efficient and caring and fast."

Throughout this proposal, Hamilton explains its technical abilities to provide relay services, its outreach programs, as well as its Communication Assistants training programs that allow Hamilton to receive the types of comments listed above.

Current Organization/Date of Incorporation/Ownership/Years in Business

Hamilton Telecommunications, corporate offices located at 1001 12th Street, Aurora, NE 68818, is a Nebraska Corporation. Its business phone number is 402/694-5101. Hamilton has one class of stock (voting common) of which 96.64 percent is held by Nedelco, Incorporated, a Nebraska corporation incorporated in August of 1963. One hundred percent of Nedelco, Incorporated stock is held by Phillip C. Nelson, Nancy Nelson, James Nelson (two brothers, one sister) and a small percentage of stock is held by John Nelson and Jim Nelson (sons of Phillip C. Nelson). Phillip C. Nelson is President of the Company. Hamilton Telephone Company is a local exchange carrier certified by the Public Service Commission of the State of Nebraska. Nedelco's base of operation is in Aurora, Nebraska. Nedelco, Incorporated also owns 100 percent of the stock in Aurora Telemarketing, Inc., Hamilton Relay, Inc., Hamilton Information Systems, Inc., Hamilton.net, Inc. and Hamilton Wireless, Inc. This family of company business lines is generally telecommunications related services or products. Please see further in this document for a descriptive listing of Hamilton's business lines.

Relay Your Way®

Hamilton was incorporated in 1901 and has been providing local telephone service in Nebraska since that time. The Nelson family has had ownership of the company since 1961. Throughout those years Hamilton has expanded and diversified to offer its customers a variety of telecommunications products and services. Relay services is one such business line that began in 1991. Hamilton Telephone Company has been in business for over a century. Hamilton Telephone Company celebrated its 100th anniversary in June of 2001. Nedelco was incorporated in 1963.

Total Number of Employees

With just over 590 employees nationwide. Nedelco has approximately 332 employees in Nebraska including relay employees. In addition, Hamilton has located a relay center in Baton Rouge, Louisiana **where 71 employees are employed**. The Georgia Center has **63 employees**. Hamilton's Maryland Center has **74 employees**. The Massachusetts Center has **31 employees**. Hamilton has **four employees** in its relay center located in Madison, Wisconsin as our subcontractor employs all other personnel in Wisconsin. Hamilton has **17 additional employees** in other states who perform outreach services.

Hamilton makes all employment-related decisions based on each employee or applicant's ability to perform the essential functions of the job with or without reasonable accommodation. Because all of these decisions are made strictly on performance criteria, Hamilton does not track percentages of employees throughout the company who are women and minorities.

At the present time, Hamilton employs no staff in the State of Ohio. If awarded the contract to provide Telecommunications Relay Services to the State of Ohio, Hamilton will hire an in-state outreach coordinator with an office located within the State of Ohio.

Total Number of Offices

Hamilton Telecommunications provides the following services and has 12 offices in the following locations:

Telecommunications Relay Services – Hamilton provides relay services for 16 States, the Island of Saipan, the Virgin Islands and the District of Columbia from six Centers in the following locations:

Nebraska Relay Center
1006 12th Street
Aurora, NE 68818
Hamilton provides relay service for the States of Nebraska, Wyoming, Saipan, the Virgin Islands and Montana from this Center.

Ohio Relay

Relay Your Way®

Louisiana Relay Center
9107 Bluebonnet Centre Blvd.
Baton Rouge, LA 70809
Hamilton provides relay service for the States of Louisiana, Kentucky, Arizona and Idaho from this Center.

Wisconsin Relay Center
8383 Greenway Blvd., Suite 90
Middleton, WI 53562
Hamilton provides relay service for the States of Wisconsin, Rhode Island, Maine, Iowa, Kansas and the District of Columbia from this Center.

Georgia Relay Center
2231-T Dawson Road
Albany, GA 31707
Hamilton opened a new Relay Center in Georgia on April 1, 2006.
Hamilton provides relay service for the States of Georgia and West Virginia from this Center.

Maryland Relay Center
1 Science Park
Frostburg, MD 21532
Hamilton opened a new Relay Center in Maryland on June 1, 2007.
Hamilton provides relay service for the State of Maryland from this Center.

Massachusetts Relay Center
703 Housatonic Street, Suite 148
Pittsfield, MA 01201-6634
Hamilton opened a new Relay Center in Massachusetts on July 1, 2008.
Hamilton provides relay service for the State of Massachusetts from this Center.

Local Telephone Service – Hamilton Telephone Company provides local telephone service to nine contiguous telephone exchanges in the Aurora, Nebraska area.

Interexchange Carrier Services – Hamilton provides non-switched, dedicated telecommunications services to a variety of businesses in central Nebraska.

Cable Television Services - Mid-State Community TV, Inc., provides cable television services to seven communities within Hamilton's telephone service area.

Ohio Relay

Relay Your Way®

Hamilton provides the above services from its corporate offices located at:

Hamilton Telephone Company d/b/a Hamilton Telecommunications
1001 12th Street
Aurora, NE 68818

Internet Services – Hamilton provides Internet services to several communities across Nebraska. In addition, Hamilton supplies nine local telephone companies in Nebraska with Internet access for their customers. Hamilton provides this service from its corporate office (location listed above) as well as the following location:

Hamilton.net, Inc.
509 N. Dewey
South Platte, NE 69101

Information Systems – Hamilton sells and repairs a variety of personal computers, servers, routers and similar equipment. Hamilton also installs and provides all equipment for a variety of business networks. Hamilton provides this service from the following locations:

Hamilton Information Systems
1115 M Street
Aurora, NE 68818

Hamilton Information Systems
3341 W. State Street Suite #3
Grand Island, NE 68803

Call Center Operations – Hamilton performs teleservices, including direct sales, lead generation and market research for a variety of clients across the country from three centers located in Central Nebraska.

Aurora Telemarketing
1006 12th St
Aurora, NE 68818

Columbus Telemarketing
PO Box 499
1414 15th Street Suite 100
Columbus, NE 68601

Relay Your Way®

Kearney Telemarketing
2030 Central Avenue
Kearney, NE 68847

Revenue Totals For the Last Fiscal Year

Revenue totals for the last fiscal year ending June 30, 2008 for Hamilton Telephone Company are $5,548,000. Revenue totals for the last fiscal year ending June 30, 2008 for Nedelco, Incorporated, parent company of Hamilton Telephone Company are $4,176,000. Please refer to Attachment I for copies of Hamilton and Nedelco's recently published income statement.

Home Office Location and Profile Information

Hamilton Telecommunications corporate offices are located at 1001 12th Street, Aurora, NE 68818.

The combination of Hamilton's call processing experience in relay and in our other business lines, plus an experienced technical staff to support these kinds of telecommunications operations puts Hamilton in an ideal position to continue to provide quality relay services to Ohio Relay users.

Hamilton has received national attention for its progressive efforts in providing telecommunication-related products and services. CBS and NBC News have been in Aurora to film stories about the impact telecommunication has in rural areas. News articles about Hamilton have appeared in the Wall Street Journal and the Omaha World Herald. **In 2005 Hamilton Relay was recognized by Broadcast News Corp. as an innovative business that is changing and improving the way Americans live, work and play.** A news segment focused on Hamilton Relay was featured on "The Winners Circle, hosted by Terry Bradshaw". The segment aired in May 2005 on a national news broadcast station. "The Winners Circle" is a campaign of national television segments, highlighting companies and organizations that represent the backbone of America's economy. Hamilton Relay used this opportunity to educate Americans about Relay and to increase public awareness of Relay.

TRS Offerings in Other States

For all relay customers, Hamilton has provided a "full" relay service package including all services requested for the operation of the Ohio Relay Service. Hamilton has continually added to its basic service package throughout its years as a relay provider. Enhancements include a "self-learning" database that captures speed of equipment for each customer on the first initial call through the relay. Error Correcting software and Carrier of Choice also are part of Hamilton's relay package. Hamilton has added a variety of call types using VCO and HCO, a customer profile database (please refer to Attachment J) and much more. Hamilton also continues to diversify and implement new technology to ensure continuous service and

Relay Your Way®

outstanding answer performance. Training for Communication Assistants is continual. Hamilton also has developed an extensive outreach program in each state. Outreach Coordinators in each state host user group meetings, focus group meetings, present relay information at conferences, attend and host organizational meetings and other related workshops for both hearing and non-hearing groups, give in-home demonstrations, answer questions and perform many other important outreach functions. For a complete list of the types of outreach activities Hamilton has completed, please refer to Attachment H.

Hamilton's relay service includes the following elements:

- Communication Assistant, Supervisory, Management, and all support staff, including technical support and training.
- All telecommunications facilities, including toll-free services, outbound call completion, equal access facilities, trunking, circuits, and all needed channel banks, etc. to receive and terminate relay traffic.
- All switching, workstation, database, networking, and call routing hardware and software.
- All billing and reporting hardware, software and associated staff.
- Continued technical development and maintenance.
- Disaster Recovery Protection, back-up power, back-up switching capabilities, etc.
- All call processing functions.
- Call monitoring and quality assurance programs.
- Outreach programs, customer service department, and consumer input programs.
- All features contained in Attachment J.

Experience and Proven Capabilities

With a well-established record of success, Hamilton will meet and exceed the Commission's and Ohio relay users' expectations for relay service. Below is a checklist of Hamilton Telecommunications' qualifications that it brings to the Ohio.

1. Hamilton is operating FCC certified telecommunications relay services in the States of Nebraska, Idaho, Louisiana, Kentucky, Wisconsin, Rhode Island, Maine, Wyoming, Iowa, Montana, Georgia, West Virginia, Arizona, Kansas, Maryland, Massachusetts and the District of Columbia. Hamilton is also operating the Saipan Telecommunications Relay Service and the Virgin Islands Relay Service. Hamilton encourages the Evaluation Committee to contact the references listed in Tab 4 for verification of Hamilton's ability to operate Ohio CTRS.
2. Hamilton has been providing telecommunication relay service for over **18 years.**
3. Hamilton is a facility-based telecommunications relay provider. The types of equipment used by Hamilton and its network and switching configuration are thoroughly explained

Relay Your Way®

in this response. Hamilton owns and operates all of its own relay equipment.

4. Hamilton has received consecutive contract awards from the Nebraska PSC (third consecutive award of contract), the Kentucky PSC (third consecutive award of contract), the Idaho PUC (fourth consecutive award of contract), the Louisiana Relay Administration Board, the Rhode Island PUC (second consecutive award of contract) and the Wisconsin Division of Enterprise Technology to continue to provide relay service for each of their states.
5. **Since January 1, 2007**, Hamilton has been awarded **nine new state contracts** for the provision of TRS and/or CapTel, resulting from RFP processes.
   - The Iowa Utilities Board issued an RFP for CapTel services and awarded the TRS contract to Hamilton as the successful bidder. Hamilton began providing CapTel services for Iowa on January 1, 2007.
   - The State of West Virginia awarded the TRS contract to Hamilton as the successful bidder. Hamilton began providing relay service for West Virginia on January 31, 2007 from its Georgia Relay Center.
   - The State of Arizona awarded the TRS contract to Hamilton as the successful vendor. Hamilton began providing relay service for Arizona on February 1, 2007 from its Louisiana Relay Center.
   - The State of Kansas awarded the TRS contract to Hamilton as the successful vendor. Hamilton began providing relay service for Kansas on May 1, 2007, primarily through its Wisconsin Center.
   - The State of Maryland awarded the TRS contract to Hamilton as the successful vendor. Hamilton began providing relay service for Maryland on June 1, 2007, through a new In-State Center.
   - The Pennsylvania awarded the Captioned Telephone Relay Service contract to Hamilton as the successful vendor. Hamilton began providing CTRS to Pennsylvania on August 6, 2007.
   - The State of Massachusetts recently awarded the TRS contract to Hamilton as the successful vendor. Hamilton began providing relay service for Massachusetts on July 1, 2008, through a new In-State Center.
   - The District of Columbia recently awarded the TRS contract to Hamilton as the successful vendor. Hamilton began providing relay service for D.C. on July 13, 2008, primarily through its Wisconsin Center.
   - The DC Public Service Commission then issued a separate RFP for Captioned Telephone and awarded the contract to Hamilton. Hamilton began providing DC Captioned Telephone on November 17, 2008.
6. Hamilton provides CapTel® Service in the States of Wisconsin, Maine, Wyoming, Nebraska, Kentucky, Montana, Rhode Island, Iowa, Idaho, West Virginia, Arizona, Kansas, Maryland, Georgia, Pennsylvania and the District of Columbia. Hamilton was the first TRS provider to trial CapTel Service.

Relay Your Way®

7. Hamilton provides Internet Relay (including Wireless Internet Relay) Service and Web CapTel nationally.

Experience in the Provision of CapTel Service

In addition to Hamilton's experience demonstrated throughout this proposal in the provision of TRS, Hamilton also has experience in the provision of CapTel and is currently working with several of its states that do not currently offer CapTel to launch the service in those States.

CapTel Service has great potential, as there are many people (many who are not using relay today) who will benefit from this service. Several states have participated in a trial of CapTel Service, including Hamilton's state of Wisconsin, which was the first state to trial this new technology. **Hamilton was the first TRS provider to trial CapTel Service.** In addition, Hamilton began providing CapTel Service in the States of Wisconsin, Maine, Wyoming, Nebraska and Kentucky in 2004. Hamilton began providing CapTel to Montana, Idaho and Rhode Island in 2006. In 2007 Hamilton began providing CapTel to Iowa, West Virginia, Arizona, Maryland, Kansas and Pennsylvania. Hamilton began providing CapTel service in Georgia and the District of Columbia in 2008.

Hamilton is more than qualified to manage the TRS and CapTel Services for the Commission. Ohio Relay users will receive personal attention from Hamilton and complete responsiveness, something our competitors cannot deliver. Hamilton is of the size that it can individualize its programs to meet the needs of the relay users in every state. In addition, Hamilton has all the resources needed to be successful in Ohio; we have the people, outstanding financial resources, and a strong desire to deliver the best possible service to the TRS and CapTel users in Ohio.

Hamilton has been selected as the relay provider 52 out of 53 times considering renewals and RFP successes. In 18 years of providing Relay, Hamilton only lost one Relay contract in an RFP process. Hamilton then won the contract back fifteen months later as the result of a new RFP process. Several months later, the same Procurement office issued a separate RFP for Captioned Telephone and awarded that contract to Hamilton as well. Hamilton encourages the evaluation committee to look closely at its pricing proposal. Hamilton has proven to be the most cost efficient relay provider, without always submitting the lowest bid.

Relay Your Way®

Nebraska Relay Center

1006 12th Street, Aurora, NE 68818
Hamilton provides relay service under contract for the States of Nebraska, Wyoming and Montana from this Center.
Hamilton handles an average of **115,614 session minutes per month** from this center.

State TRS: Nebraska Relay Service

- **Contracting Entity**

Public Service Commission of the State of Nebraska

- **Contract Details**
  - Hamilton has provided Relay Services to the State of Nebraska since January 1, 1991.
  - Hamilton was the successful bidder as a result of a bidding process that took place in mid 1990. Actual signing of the contract took place on Sept. 30, 1990, and service start-up took place on schedule, Jan. 1, 1991. ***That service start-up was accomplished successfully in 90 days and at a time when Hamilton did not have any of the hardware and software developed or in place, any Communication Assistants on staff, or any experience in relay.***
  - The term of the first contract was from January 1, 1991 – June 30, 1993 with the possibility of two two-year renewals, which the PSC exercised.
  - The term of the second contract was from July 1, 1997 - June 30, 2000 with the possibility of one two-year renewal. Again, the PSC exercised the renewal, which expired June 30, 2002.
  - Hamilton underwent a third RFP process and was awarded its **third consecutive contract**, the term of which is July 1, 2002 to June 30, 2005 with the possibility of two two-year renewals, both of which have been exercised.
  - Hamilton provides this service from an in-state center located in Aurora, Nebraska.

- **Call Volume**

Average of 102,442 session minutes per month

Relay Your Way®

State TRS: Wyoming Relay Service

- **Contracting Entity**

Wyoming Division of Vocational Rehabilitation

- **Contract Details**
  - Hamilton began providing relay to the state of Wyoming on August 1, 2004.
  - As the result of a competitive bidding process, **Hamilton was selected over Sprint, who had operated the Wyoming Relay Service since its inception in June of 1992.**
  - The term of the Contract is from August 1, 2004 through July 31, 2006 with an option to renew the contract for a total period not to exceed four additional years, three of which have been exercised.
  - Hamilton provides this service primarily from its Nebraska Center.

- **Call Volume**

Average of 16,871 session minutes per month

State TRS: Montana Relay Service

- **Contracting Entity**

State of Montana Department of Public Health and Human Services (DPHHS), Montana Telecommunications Access Program (MTAP)

- **Contract Details**
  - Hamilton began providing relay to the state of Montana on February 28, 2006.
  - As the result of a competitive bidding process, Hamilton was selected over Sprint, who had previously operated the Montana Relay Service.
  - The term of the Contract is from February 28, 2006 through February 27, 2009, with an option to renew the contract for seven - one year intervals for a total period not to exceed ten years.
  - Hamilton provides this service primarily from its Nebraska Center.

- **Call Volume**

Average of 36,250 session minutes per month.

Relay Your Way®

Louisiana Relay Center

9107 Bluebonnet Centre Blvd., Baton Rouge, LA 70809
Hamilton provides relay service under contract for the States of Louisiana, Idaho, Kentucky, Arizona, the Island of Saipan and the Virgin Islands from this Center.
Hamilton handles an average of **320,921 session minutes per month** from this center.

State TRS: Louisiana Relay Service

- **Contracting Entity**

Relay Administration Board of the State of Louisiana

- **Contract Details**
  - Hamilton began operating the Louisiana Relay Service from Baton Rouge, Louisiana on January 15, 1998.
  - Hamilton was the successful bidder as a result of a bidding process that took place in the summer of 1997. The other bidder in this process was Sprint.
  - **Actual signing of the contract took place in October of 1997 and service start-up for an entire new center and new technology took place on schedule, January 15, 1998.**
  - The term of the first contract was January 15, 1998 - January 14, 2001 with the possibility of two one-year renewals.
  - The RAB exercised both renewals, with the final renewal expiring January 14, 2003.
  - Hamilton underwent another RFP process with the State of Louisiana and was awarded its second consecutive contract, the term of which is January 15, 2003 to January 14, 2006 with the possibility of two two-year renewals, both of which have been renewed.
  - The service is provided from an in-state center located in Baton Rouge.

- **Call Volume**

Average of 281,224 session minutes per month

State TRS: Idaho Relay Service

- **Contracting Entity**

Public Utilities Commission of the State of Idaho

- **Contract Details**
  - Hamilton has provided Relay Services to the State of Idaho since December 1, 1992.
  - The other bidder was Sprint. Actual signing of the Idaho contract took place in the fall of 1992 and service start-up took place on Dec. 1, 1992. *The Idaho Relay Service start-up was accomplished in less than 90 days from date of award.*

Ohio Relay

Relay Your Way®

- The term of the first contract with the State of Idaho was from December 1, 1992 – November 30, 1995.
- Hamilton then underwent a second RFP process with the State of Idaho and was awarded the contract, the term of which was December 1, 1995 through November 30, 1998 with a renewal for two additional one-year terms.
- The Idaho PUC exercised both renewals.
- Hamilton then underwent yet another RFP process with the State of Idaho and was awarded its third consecutive contract. The term of the third contract is from December 1, 2000 through November 30, 2003 with the possibility of two one-year renewal terms.
- Both of the renewal terms have been exercised.
- **Hamilton underwent another RFP process with the State of Idaho and was awarded its fourth consecutive contract on October 17, 2005.** The term of the fourth contract is from December 1, 2005 through November 30, 2008 with the possibility of two one year renewal terms, the first of which has been renewed.
- The PUC exercised the first renewal.
- Hamilton provides this service from its Relay Center located in Baton Rouge, Louisiana.

- **Call Volume**

Average of 47,744 session minutes per month

State TRS: Kentucky Relay Service

- **Contracting Entity**

Public Service Commission of the State of Kentucky

- **Contract Details**
  - Hamilton began operating the Kentucky Relay Service September 20, 1998.
  - Hamilton transitioned the Kentucky Relay Service from AT&T, its previous relay provider.
  - The term of the first contract was September 20, 1998 – September 19, 2000.
  - Hamilton underwent a second RFP process in September of 2000 and was awarded the second consecutive contract. The term of the second contract is from September 20, 2000 – September 19, 2003 with the possibility of two one-year renewals.
  - Hamilton was awarded both renewals.
  - **Hamilton recently underwent a third RFP process with the State of Kentucky and was awarded its third consecutive contract on July 29, 2005.** The term of the third contract commenced September 20, 2005 – September 19, 2008 with the possibility of two one-year renewals the first of which has been renewed.
  - Hamilton provides this service from its Relay Center located in Baton Rouge, Louisiana.

Relay Your Way®

- **Call Volume**

Average of 182,302 session minutes per month

State TRS: Arizona Relay Service

- **Contracting Entity**

Arizona Commission for the Deaf and Hard of Hearing

- **Contract Details**
  - Hamilton began providing Relay Services to the State of Arizona February 1, 2007.
  - Hamilton was the successful bidder as a result of a bidding process that took place in 2006. Hamilton transitioned the Arizona Relay from MCI-Verizon its previous provider. The term of the contract is from December 28, 2006 – December 27, 2009 with the possibility of two one year renewal options.
  - Hamilton provides this service from its center located in Baton Rouge, Louisiana.

- **Call Volume**

Average of 130,929 session minutes per month

U.S. Territory TRS: Saipan Relay Service

(The Island of Saipan is a United States Territory).

- **Contracting Entity**

Micronesian Telecommunications Corporation d/b/a Pacific Telecom, Inc. (PTI)

- **Contract Details**
  - Hamilton began providing relay to the **Island of Saipan** on October 1, 2004.
  - The term of the initial contract was for two years.
  - The term of the second contract is from October 1, 2006 to September 30, 2008, with additional one year extension periods, the first of which has been renewed.
  - Hamilton provides this service primarily from its Nebraska Center.

- **Call Volume**

Average of 741 session minutes per month

Relay Your Way®

Virgin Islands Relay Service

- **Contracting Entity**

Innovative Solutions

- **Contract Details**
  - Hamilton began providing relay to the U.S. Virgin Islands on August 25, 2005.
  - The term of the contract is from August 25, 2005 to August 25, 2008 with the possibility of renewals. The first of which has been renewed.
  - Hamilton provides this service primarily from its Nebraska Center.

- **Call Volume**

Average of 1,510 session minutes per month

Relay Your Way®

Wisconsin Relay Center

8383 Greenway Blvd., Suite 90, Middleton, WI 53562
Hamilton provides relay service under contract for the States of Wisconsin, Rhode Island, Maine, Iowa, Kansas and the District of Columbia from this Center.
Hamilton handles an average of **419,753 session minutes per month** from this center.

State TRS: Wisconsin Telecommunications Relay System

- **Contracting Entity**

Wisconsin Department of Administration

- **Contract Details**
- Hamilton began operating the Wisconsin Relay Center on February 1, 1999.
  - Hamilton was selected over Sprint to provide an in-state center.
  - Hamilton orchestrated a smooth transition in a very timely manner. Hamilton was notified of award of the contract in late October of 1998 and was able to begin providing service from a new center on February 1, a very short start-up.
  - The term of the first contract was from February 1, 1999 - January 31, 2002 with the possibility of two one-year renewals.
  - The Wisconsin Division of Enterprise Technology exercised both renewals.
  - Hamilton underwent a second RFP process with the State of Wisconsin and was awarded its second consecutive contract, the term of which is February 1, 2004 to January 31, 2007 with the possibility of two one-year renewals, both of which have been exercised.
  - Hamilton provides this service from an in-state center located in Madison.

- **Call Volume**

Average of 263,265 session minutes per month

State TRS: Rhode Island Telecommunications Relay Service

- **Contracting Entity**

Public Utilities Commission of the State of Rhode Island.

- **Contract Details**
  - Hamilton began providing TRS for Rhode Island on August 1, 2001.
  - Hamilton was the successful bidder as a result of a bidding process that took place in May of 2001. Hamilton transitioned the Rhode Island Relay from AT&T its previous provider on August 1, 2001.

Ohio Relay

Relay Your Way®

- The term of the contract is from August 1, 2001 – July 31, 2005 with the option to renew for the fifth year This option was exercised.
- Hamilton underwent a second RFP process with the State of Rhode Island and was awarded its second consecutive contract, the term of the contract is from November 1, 2006 – October 31, 2010 with one year extension periods.
- Hamilton provides this service from its center located in Madison, Wisconsin.

- **Call Volume**

Average of 58,191 session minutes per month

State TRS: Maine Relay Service

- **Contracting Entity**

TRS Advisory Council, State of Maine

- **Contract Details**
  - Hamilton began providing TRS for Maine on April 20, 2004. The term of the contract is from April 18, 2004 for a period of three years and may be extended for additional one-year periods. Two renewals have been exercised.
  - Hamilton transitioned the Maine Relay Service from AT&T, its previous relay provider.
  - Hamilton provides this service primarily from its Wisconsin Center.

- **Call Volume**

Average of 60,062 session minutes per month

State TRS: Iowa Telecommunications Relay Service

- **Contracting Entity**

Iowa Utilities Board

- **Contract Details**
  - Hamilton began providing service for Relay Iowa on January 1, 2005.
  - The term of the contract is three-years beginning on January 1, 2005 and ending on December 31, 2007, with one possible additional three-year extension, which has been exercised.
  - Hamilton was selected as the result of recent competitive bidding process over Sprint, who had operated Relay Iowa since its inception.
  - Hamilton transitioned Relay Iowa from Sprint seamlessly.
  - Hamilton provides this service primarily from its Wisconsin Center.

Relay Your Way®

- **Call Volume**

Average of 102,804 session minutes per month

State TRS: Kansas Relay Service

- **Contracting Entity**

Kansas Relay Service, Inc (KRSI)

- **Contract Details**
  - Hamilton began providing Relay Services to the State of Kansas on May 1, 2007.
  - Hamilton was the successful bidder as a result of a bidding process that took place in 2006. Hamilton transitioned the Kansas Relay Center from SBC-AT&T its previous provider. The term of the contract is from May 1, 2007 – April 30, 2012.
  - Hamilton provides this service primarily through its Wisconsin facility.

- **Call Volume**

Average of 121,323 session minutes per month

State TRS: District of Columbia Relay Service

- **Contracting Entity**

Public Service Commission of the District of Columbia

- **Contract Details**
  - Hamilton began providing TRS for the District of Columbia on May 5, 2004.
  - Hamilton transitioned the DC Relay Service from AT&T, its previous relay provider. **The DC Relay Service start-up was accomplished in 30 days.** Hamilton was notified of the intent to award the contract on March 31, 2004, actual signing of the contract took place on April 16, 2004 and service start-up took place on schedule, May 5, 2004.
  - The term of the contract is for one year with the option to renew for 2 one-year periods.
  - Two renewals have been exercised.
  - In April 2007, Verizon began to provide Relay services to the District of Columbia. After only 15 months with Verizon, Hamilton was again chosen as the D.C. Relay provider.
  - Hamilton began providing Relay Services to the District of Columbia on July 13, 2008.
  - Hamilton was the successful bidder as a result of a bidding process that took place in 2008. Hamilton transitioned the District of Columbia from Verizon its previous provider. The term of the contract is from July 13, 2008 – July 12, 2009.

Relay Your Way®

- Hamilton provides this service primarily through its Wisconsin facility.

- **Call Volume**

Average of 29,000 session minutes per month

Relay Your Way®

Georgia Relay Center

2231-T Dawson Road, Albany, GA 31707

Hamilton opened a new Relay Center in Georgia on April 1, 2006.

Hamilton provides relay service under contract for the States of Georgia and West Virginia from this Center.

Hamilton anticipates handling an average of **202,840 session minutes per month** from this center.

State TRS: Georgia Telecommunications Relay Service

- **Contracting Entity**

Georgia Public Service Commission

- **Contract Details**
  - Hamilton began providing service for Georgia on April 1, 2006.
  - The term of the contract is three-years beginning on April 1, 2006 and ending on March 31, 2009, with one possible additional two-year extension.
  - Hamilton was selected as the result of recent competitive bidding process. The other bidder in process was Sprint.
  - Hamilton provides this service primarily from an in-state Center in Georgia.

- **Call Volume**

Average of 335,800 session minutes per month

State TRS: West Virginia Relay Service

- **Contracting Entity**

Public Service Commission of West Virginia

- **Contract Details**
  - Hamilton began providing Relay Services to the State of West Virginia January 31, 2007.
  - Hamilton was the successful bidder as a result of a bidding process that took place in 2006. Hamilton transitioned the West Virginia Relay from AT&T its previous provider. The term of the first Temporary Certificate of Convenience and Necessity is from January 31, 2007 – July 30, 2008 with the possibility of a six month extension, extended as the PSC sees fit. One renewal has been exercised.
  - Hamilton provides this service from its center located in Albany, Georgia.

- **Call Volume**

Average of 32,791 session minutes per month

Relay Your Way®

Maryland Relay Center

1 Science Park, Frostburg Business Park, Frostburg, Maryland 21532
Hamilton opened a new Relay Center in Maryland on May 31, 2007.
Hamilton provides relay service under contract for the State of Maryland from this Center.
Hamilton anticipates handling an average of 175,360 **session minutes per month** from this center.

State TRS: Maryland Relay

- **Contracting Entity**

Maryland Department of Information Technology

- **Contract Details**
  - Hamilton began providing service for Maryland on May 31, 2007.
  - The term of the contract is effective March 1, 2007 through May 31, 2012.
  - Hamilton was selected as the result of recent competitive bidding process.
  - Hamilton provides this service primarily from a new in-state Center in Maryland.

- **Call Volume**

Average of 175,360 session minutes per month

Relay Your Way®

Massachusetts Relay Center

703 West Housatonic Street, Suite 148, Pittsfield, Massachusetts 01201-6634
Hamilton opened a new Relay Center in Massachusetts on July 1, 2008.
Hamilton provides relay service under contract for the State of Massachusetts from this Center.
Hamilton anticipates handling an average of 190,000 **session minutes per month** from this center.

State TRS: Massachusetts Relay

- **Contracting Entity**

Verizon Services Corporation

- **Contract Details**
  - Hamilton began providing service for Massachusetts on July 1, 2008.
  - The term of the contract is effective July 1, 2008 through June 30, 2013.
  - Hamilton was selected as the result of recent competitive bidding process.
  - Hamilton provides this service primarily from a new in-state Center in Massachusetts.

- **Call Volume**

Hamilton anticipates handling an average of 190,000 session minutes per month.

By winning contracts again and receiving numerous contract renewals, Hamilton has reinforced its position as a very high quality relay provider with the ability to respond to the needs of customers, state regulatory bodies and other relay-related organizations efficiently and effectively.

Hamilton is more than qualified to manage the ORS. Relay users will receive personal attention from Hamilton and complete responsiveness, something our competitors cannot deliver. Hamilton is of the size that it can individualize state TRS programs to meet the needs of the relay users. In addition, Hamilton has all the resources needed to be successful in Ohio, we have the people, outstanding financial resources, and a strong desire to deliver the best possible service to the relay users in Ohio.

Every day, Hamilton is striving for customer delight. In order to achieve customer delight, a company must have a keen understanding of what it takes to operate a successful relay business. Hamilton does. The name "HAMILTON" is used below to illustrate resources and experience to support its proposal and to pictorially depict how Hamilton and outstanding relay service are intertwined. **Hamilton's unique combination of each of the ingredients listed below will ensure the successful operation of Ohio Relay.**

Relay Your Way®

Human Resources

Hamilton has the needed human resources to effectively operate Ohio Relay. Hamilton has the technicians, operations staff, human resources people, accounting, billing, and reporting staff, project management, and overall leaders that have successfully started and continue to operate several relay centers.

Hamilton will supply Ohio Relay with highly professional Communication Assistants, trainers, human resources personnel, technical personnel and other support staff. Hamilton's outstanding human resources and consequently its related experience will bring customer delight to Ohio Relay users.

As stated below, Hamilton has several labor and technical intensive business lines in operation in addition to its relay services division. With this expertise in place, Hamilton has access to numerous personnel who are skilled in human resource and technical development.

In Tab 5 Section III.B.4, Hamilton explains in detail how it ensures that Ohio Relay will operate continually, 24 hours a day, seven days a week, 365 days a year. This includes making certain that enough Communication Assistants are available at all times, and that routing, switching and other technical capabilities are in place to guarantee continuous service.

Relay Your Way®

Assets

Hamilton Telecommunications has outstanding financial resources. Hamilton has more than enough financial resources to operate Ohio Relay and has the financial wherewithal to continue to operate and maintain Ohio Relay as well as easily manage any associated liabilities. Hamilton's debt ratio and other pertinent numbers show Hamilton to be in excellent financial condition. Hamilton has more than enough assets to financially carry out all operation and expansion costs.

It doesn't take billions of dollars to be in the relay business. What it does take is state-of-the-art technology, which Hamilton has and continues to develop. It takes knowledgeable leadership, which Hamilton has and continues to invest in through further training and job promotion. **Hamilton's outstanding financial resources ensure excellence in the operation of Ohio Relay. Please see the Executive Summary for more information.**

Relay Your Way®

Management

As emphasized under Human Resources, Hamilton has the experienced management staff to lead Ohio Relay.

The officer with ultimate responsibility for Ohio Relay and who is able to ensure decisions are rendered and implemented promptly, manage contract changes, delegate authority, etc. is:

John Nelson, Vice President of Hamilton Telecommunications
and President of Hamilton Relay, Inc.
1001 Twelfth Street
Aurora, NE 68818
Voice: 402/694-3656
Voice: 800/821-1831
Voice & TTY: 800/618-4781
Fax: 402-694-5037
E-mail john.nelson@hamiltontel.com

In 1998, John Nelson returned to Hamilton Telecommunications from a position as System Administrator at a Breckenridge, Colorado, resort. John has extensive experience in the support and maintenance of telecommunications equipment, along with strong skills in software development and troubleshooting. John was the on-site technical backbone of the Louisiana Relay Center for four years, before moving to Aurora, Nebraska where he joined Hamilton's Senior Management team. An active board member and Vice President for Hamilton's parent company, John holds overall responsibility for relay at the senior management level.

In addition, Gary Warren, another member of senior management, contributes to Relay. Gary is involved in the general management of the company, with particular emphasis on planning, developing and implementation of new projects including relay. Gary was primarily responsible for the planning, development and implementation for Hamilton's relay centers. Gary has handled a variety of new project implementations during the course of his present employment. He holds a B.S. degree, is a University of Nebraska Law School Graduate and is licensed to practice law in the State of Nebraska. Gary's prior career experience included 13 years of practicing law during which time he was involved in project development for several client companies. Gary has been employed in his present capacity with Hamilton Telecommunications since 1988.

Gary Warren has very relevant and recent experience having been the person directly responsible for managing the implementation, completion and testing of all State TRS programs provided by Hamilton Relay. In addition to his organizational capability, Gary has attended relay users'

Relay Your Way®

focus groups, attended seminars on the topic, participated in conferences, seminars and has been a presenter on several occasions on the topic of relay for conferences and seminars. Gary has been active in several national telecommunications relay industry teams organized to work on relay issues and interface with advocacy groups on the national level. Gary was elected by other relay providers to fill one of two positions for relay providers on the NECA Relay Advisory Council. Gary completed his term serving as Chairman of the NECA Relay Advisory Council.

The person with primary responsibility for the Public Utilities Commission of Ohio throughout the life of the contract is:

Dixie Ziegler, Vice President of Relay
Hamilton Relay Service
1006 Twelfth Street
Aurora, NE 68818
Voice & TTY: 402-694-3656
Fax: 402-694-5037
E-Mail: dixie.ziegler@hamiltonrelay.com

As Vice President of Relay, Dixie is authorized to make decisions, answer questions, or provide clarification to the proposal and subsequent contract.

A graduate of Dana College in Blair, Nebraska, with degrees in Organizational Communication, Print Media, and Marketing, Dixie Ziegler served as the Director of Relay for Hamilton Relay Service for four years. Promoted to the position of Vice President of Relay, she is responsible for the provisioning of high quality relay service to the States of Idaho, Kentucky, Louisiana, Nebraska, Rhode Island, Wisconsin, Maine, Wyoming, Iowa, Montana, Georgia, Saipan, Virgin Islands, Arizona, Kansas, West Virginia, Maryland, Massachusetts and the District of Columbia. From 1994 to 1998, Dixie served as Director of Marketing for Hamilton Telecommunications based in Aurora, Nebraska, where she became familiar with telecommunications regulation.

As part of her duties with Hamilton, Dixie manages all aspects of the relay including start up activities, contract and financial management, operations, marketing, customer service, outreach functions and technical development. Dixie is also responsible for the development and implementation of new relay features and services, including IP Relay, Video Relay and Wireless Relay. Other responsibilities include the development of reporting systems and usage reports. Dixie also maintains contact with the FCC, drafts FCC filings and is responsible for completing the annual NECA data request.

Dixie holds primary responsibility with the regulatory bodies in all states served by Hamilton and frequently interacts with relay users in the states served by Hamilton. Dixie has represented

Relay Your Way®

Hamilton at the National Association of State Relay Administrators, Telecommunications for the Deaf Inc., National Association for the Deaf, Hearing Loss Association of America, National Association of Regulatory Utility Commissioners and at other national relay activities. Dixie was elected to serve a second term as a council member of the National Exchange Carrier Association (NECA) Relay Advisory Council. Dixie was recently appointed by Chairman Powell to serve a second term as a member on the Consumer Advisory Committee (CAC). In addition, Dixie was selected by the Chair of the Consumer Advisory Council to serve as the TRS Subcommittee Chair.

The main contact for the Public Utilities Commission of Ohio throughout the life of the contract is:

Beth Slough, National TRS Contract Manager
Hamilton Relay Service
1006 Twelfth Street
Aurora, NE 68818
Voice & TTY: 402-694-3656
Fax: 402-694-5037
E-Mail: beth.slough@hamiltonrelay.com

Working first as a Lead Communication Assistant then in Corporate Administration, Beth later moved to the position of Relay Communications Coordinator, before being promoted to a Contract Management Role. As a result of eleven years experience in Telecommunications Relay Service, she possesses a well rounded, diverse knowledge of both relay and deaf culture. Beth has in-depth knowledge of federal and state TRS requirements and utilizes that sophistication to ensure contract compliance and to assess quality and customer service in Hamilton's State TRS programs and makes recommendations that will improve any areas of weakness to the Vice President of Relay. Beth has played a key role in the growth of Hamilton Relay.

Please refer to Attachment B for resumes. Also in Attachment B you will find resumes for the persons who will be performing system design, maintenance, outreach and operations support. **Hamilton has the needed Management to ensure excellence in the operation of Ohio Relay.**

Relay Your Way®

Instruction and Training

Instruction and Training is a key component of Hamilton's customer delight program. As explained in Attachment F, Hamilton uses the feedback from its relay users to change and improve its call processing procedures. *Hamilton wants to make sure that we are providing relay service in a manner that best serves each relay user.*

Communication Assistants working for Ohio Relay will be thoroughly trained. Please refer to Attachments K and L for outlines of Hamilton's Training and Procedural Manuals. These documents contain the needed information to thoroughly train Communication Assistants. **In addition, Communication Assistants will have the needed supervisory support, human resource support, and technical support to ensure excellence in the operation of Ohio Relay.**

Relay Your Way®

Longevity

Hamilton has been in business since 1901. Hamilton has been in the relay business since 1991. Many of Hamilton's key relay employees have been with Hamilton since 1991. In addition, Hamilton's retention rate for Communication Assistants is outstanding. Hamilton is a great place to work and our Communication Assistants stay. This makes for outstanding relay service as our Communication Assistants are very experienced and efficient at their jobs. Over the last decade, Hamilton has developed two switching platforms, has added countless relay enhancements, has grown its relay division responsibly, and has been able to satisfy all of its State relay administrators and customers. Hamilton has fulfilled all of its relay commitments and will do the same in Ohio.

Relay Your Way®

Technical

Hamilton has a staff of technicians that have installed and maintained a variety of telecommunications hardware and software, including three relay switches, three central office digital switches, several digital remote line switches and a variety of interconnect equipment including PBXs and automatic call distributors. Hamilton's ability to provide this level of technical support is a large advantage. Hamilton personnel maintain and program all relay equipment on site. In addition, Hamilton has added several programmers and developers on its technical team allowing us to develop and implement new features faster then ever before.

Hamilton's relay platform and technical expertise are explained in detail throughout Tab 5 Section III.B.4. Hamilton has the telecommunications and switching networks needed to provide service 24 hours a day. Hamilton has the technical staff on hand to ensure continuous operation of the relay service and to ensure development of relay features. *Hamilton has the experience to maintain all needed equipment for Ohio Relay, including telecommunications facilities, workstations, database servers, back-up power, monitoring stations, cabling, and all other hardware and required software.*

Hamilton has setup six relay centers and provides relay service to 16 states, the Island of Saipan, the Virgin Islands and the District of Columbia. **Hamilton still employs many of the key personnel who were responsible for the successful installation, transition and operation of those states. In addition, Hamilton has added other experienced staff, including technical, operational, outreach and customer service staff that will assist with the operation of Ohio Relay. Hamilton has the experience, knowledge, resources, and capabilities to successfully operate Ohio Relay.**

Hamilton will provide state-of-the-art technology to Ohio Relay. Hamilton's relay platform leads the industry in its ability to adapt and make use of new technology. The switching matrix and database servers that run the platform are very flexible allowing us to accommodate many call types, call processing situations, etc. Workstations are very easy to use making call set-up fast and simple for Communication Assistants and relay users.

Hamilton has many features and enhancements. A list of all the features available to relay users in Ohio is contained in Attachment J. Hamilton looks forward to providing Ohio Relay users with these features and services that make using Hamilton Relay Services a pleasure. **Hamilton has the needed technical resources to operate Ohio Relay.**

Relay Your Way®

Outreach/Customer Service

Hamilton has included detailed information regarding its provision of outreach and customer service programs in Tab 5 Section III.I.3. **Hamilton will provide an Outreach Coordinator to serve Ohio Relay. No other relay provider can match Hamilton's outreach efforts. The combination of staff dedicated to outreach, customer service and educational efforts at Hamilton are unbeatable and will ensure excellence in the operation of Ohio Relay.**

Customer Service

Hamilton will provide 24 hour a day, 7 days a week customer service via a toll-free telephone number accessible anywhere in the U.S. to assist TTY and voice callers with Ohio Relay inquiries.

Unlike our competitors, Hamilton has established separate toll-free Customer Service numbers for each state that it provides relay and will do the same for Ohio. **In each of its relay centers, trained Hamilton personnel answer Customer Service calls for that State, ensuring Hamilton relay users receive the highest quality service.** Accessible to both TTY and non-TTY users, Hamilton's Customer Service is available 24 hours a day to ensure customers have constant access to customer support. Hamilton's customer service department is very responsive to the needs of its customers and works to resolve all customer issues in a timely manner.

Customers may also contact Hamilton via e-mail and through a web-site that is strictly for Ohio Relay, in person, as well as in writing. Communication Assistants do not handle any inquiries or complaints. **Any caller to the relay center having a complaint is able to reach a supervisor, administrator or customer service representative while still online during a relay call.** All Hamilton personnel who handle Customer Service inquiries have had extensive training on Deaf Culture and the needs of people with speech and hearing disabilities.

Hamilton's Customer Service department provides free education and instructs relay users on items such as:

- how to place relay calls
- answers questions about any changes that have been made
- assists relay users with billing questions
- performs equipment testing
- provides a variety of referral numbers to State Organizations
- schedules one-on-one outreach visits for training purposes or larger outreach activities.

Relay Your Way®

Promotion of Customer Service Number

Hamilton will promote the Ohio Relay Customer Service Number through all Customer Service activities, newsletters, relay materials, etc. so that relay users know how to contact customer service.

All Customer Service activities are performed with the belief that customers are the most important part of relay. The primary function of the Customer Service Department is to provide education and outreach to current and potential customers on relay usage and to respond to concerns, compliments and requests for information.

Customized Customer Service in all Ohio Communities

Hamilton ensures outstanding customer service. Individual relay users can call for help at anytime and if needed, someone from the relay will go to their business or home to assist them with equipment when using the relay. If a complaint arises, Customer Service handles all problems immediately and always follows up with each complainant to ensure the problem has been addressed to his/her satisfaction. **In addition, Hamilton's customer service team will be involved with organizations in Ohio that serve relay users as well as in local and state events.** At these types of events, Hamilton will have equipment set up to allow actual hands on experience in making relay calls. Hamilton will also use these events to gather feedback. Hamilton will bring this level of service to Ohio Relay users.

Relay Your Way®

Necessary

Hamilton understands how necessary the relay is to those who use it every day. Our Communication Assistants share that one of the most rewarding parts of their job is that they get to make communication happen – on every relay call. Hamilton takes great pride in guaranteeing no downtime and that a Communication Assistant is available when needed.

Hamilton also understands how necessary confidentiality is to the relay process. All of Hamilton's employees protect the confidentiality of relay calls every day. We work to maintain a secured environment for the relay floor. We work with Communication Assistants to ensure they keep their confidentiality pledges.

Hamilton understands what it takes to operate and maintain a relay center. **Hamilton will use its talents to ensure excellence for Ohio Relay.** This proposal contains a detailed description of the methods Hamilton will use to meet and exceed all RFP and FCC requirements.

Tab 4
References

Ohio
Relay

Relay Your Way®

4. References

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

List of References of State TRS Administrators

Following are Hamilton's current TRS customers. All of these customers procured Telecommunications Relay Service and are very similar to the services requested in the State of Ohio's RFP.

The name and phone number of the contact person in the contracting entity for each of Hamilton's customers are listed below. The contact person is followed by the average number of outgoing calls for each customer. Hamilton has also included the average number of session minutes per month handled for each state.

Please see Tab 3 for detailed information regarding Hamilton's background and history as well as its experience and qualifications for providing relay service in Ohio. This Section also includes detailed information regarding each of Hamilton's TRS contracts including dates and the location from which the services are provided.

Nebraska Relay Service **Average of 49,194 session minutes per month**

Hamilton has provided Relay Services to the State of Nebraska since January 1, 1991. Hamilton has provided CapTel Service to the State of Nebraska since October 2004.

The name and phone number of the contact person in the contracting entity follows:

Mr. Gene Hand (Primary staff person responsible
Director of Telecommunications for relay, member of NASRA)
Nebraska Public Service Commission
300 The Atrium, 1200 N Street/ P.O. Box 94927
Lincoln, NE 68509-4927
Voice (402) 471-3101 / TTY (402) 471-0213
Fax (402) 471-0254
E-mail: gene.hand@psc.ne.gov

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Relay Your Way®

Kim Remington
Nebraska Telecommunications Association
121 South 13th Street
Lincoln, NE 68508
Work: (402) 476-2423
Fax: (402) 476-2453

(Nebraska TRS Advisory Committee member
Representing: Telephone Industry)

James P. Devaney
1704 N 85th St
Omaha NE 68145
Home: (402) 397-6432 tty
Fax: (402) 397-0991

(Nebraska TRS Advisory Committee member
Representing: NCDHH Commission)

Sarah Ann Borghesi
323 West B Street
North Platte, NE 69101
Home: (308) 534-6871

(Nebraska TRS Advisory Committee member
Representing: Hard of Hearing)

Arthur G. Nelson
5255 Oak Hills Drive
Omaha, NE 68137-3339
Home: (402) 895-7476

(Nebraska TRS Advisory Committee member
Representing: Speech-Impaired)

Tami Richardson – Nelson
5255 Oak Hills Drive
Omaha, NE 68137-3339
Home: (402) 895-7476

(President Nebraska TRS Advisory Committee
Representing: Deaf)

Albert Sparks
5320 Sherman Street
Lincoln, NE 68506
Home: (402) 489-5412

(Nebraska TRS Advisory Committee member
Representing: Public)

Gerald L. Vap
PSC
PO Box 94927
Lincoln NE 68509-4927
Work: (402) 471-3101 V

(Nebraska TRS Advisory Committee member
Representing: Public Service Commission)

Ohio Relay

Relay Your Way®

Mr. Chuck Leach
Goodwill Industries
1804 South Eddy Street
Grand Island, NE 68801
TTY (308) 384-7896

(Active in SHHH in the area – user of relay)

Ms. Tanya Wendel
Executive Director of the
Nebraska Commission
for the Deaf and Hard of Hearing
4600 Valley Road
Lincoln, NE 68510
TTY/V (402) 471-3593

(Key participant in development of relay legislation, prior experience in relay, participates in almost all relay related meetings)

Idaho Relay Service **Average of 17,670 session minutes per month**

Hamilton has provided Relay Services to the State of Idaho since December 1, 1992. Hamilton has provided CapTel Service to the State of Idaho since June 1, 2006.

The name and phone number of the contact person in the contracting entity follows:

Mr. Bob Dunbar
Idaho TRS Administrator
2545 N. Waggle Pl.
Meridian, ID 83642
Voice/Fax (208) 846-8371
E-mail: bdunbar2@mindspring.com

(Primary interface between state and relay provider, continues to monitor all phases of relay for the State of Idaho, member of NASRA)

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Mr. Wes Maynard, MBC, CI/CT
1720 Westgate Drive, Suite A
Boise, Idaho 83704
Voice (208) 334-0879
TTY (208) 334-0803
Fax (208) 334-0952

(Executive Director Idaho Council for the Deaf and Hard of Hearing

Mr. Jonas (Sonny) Cabbage
668 W. Waterbury Dr.
Meridian, ID 83642
TTY (208) 888-2385

(Relay user)

Ohio Relay

Relay Your Way®

Mr. William Andrew
P.O. Box 112
Gooding, ID 83330
TTY/Voice (208) 934-4457

(Superintendent, School for the Deaf also Co-Chairman for the Idaho State Council)

Louisiana Relay Service **Average of 124,336 session minutes per month**
Hamilton has provided Relay Services to the State of Louisiana since January 15, 1998.

The name and phone number of the contact person in the contracting entity follows:

Thelma Covello
205 Herring Street
Leesville, LA 71446
TTY (337) 239-7056
Fax (337) 239-3817
E-mail: Lsucajunlady@aol.com

(Vice President of the Louisiana Relay Administration Board)

Ms. Bonnie Eades
365 Canal Street Room 3010
New Orleans, LA 70130
Voice (225) 528-2090
Fax (504) 528-9427
E-mail: bonnie.eades@bellsouth.com

(Member of the Louisiana Relay Administration Board and Regulatory Manager for Bell South in Louisiana)

Julia Thornton
19475 Kelly Wood Court
Baton Rouge, LA 70809
Voice: (225) 751-6651
Email: julia.thornton@centurytel.com

(Member of the Louisiana Relay Administration Board)

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Mr. Larry Henning
Louisiana RAB
7266 Tom Drive, Suite 205
Baton Rouge, LA 70806
Voice (225) 927-1377
FAX (225) 927-1378
E-mail: larryh@ltassn.org

(Former President of the Louisiana Relay Administration Board, the regulatory Body over the relay in Louisiana, and Former Member of NASRA)

Ohio Relay

Relay Your Way®

Mr. Buddy Stricker
602 N. 5th Street
Baton Rouge, LA 70802
Voice (225)-342-5710
E-mail: buddy.stricker@la.gov

(Former Secretary/Treasurer of the Louisiana Relay Administration Board)

Mr. Medford Magill
132 Cloud Drive
Baton Rouge, LA 70817-7862
Phone (225) 927-0136

(Former Chairperson of the Louisiana Administration Board, the regulatory Body over the relay in Louisiana)

Ms. Peggy Thompson
LA Self Help for Hard of Hearing
Louisiana State Coordinator
517 Oriole Lane
Shreveport, LA 71105
Phone (318) 868-2983

(State Coordinator for the LA Self Help for Hard of Hearing and primary contact for public relations)

Mr. John Bowman
B.R. Speech and Hearing Foundation
535 West Roosevelt Street
Baton Rouge, LA 70802
Phone (225) 343-4232

(Director Baton Rouge Speech and Hearing Foundation)

Daphne R. Washington, M.A., CCC/SLP
Louisiana Tech University
711 South Vienna
Ruston, LA 71270
Phone (318) 257-4562

(Deputy Assistant Director Center for Biomedical Engineering and Rehab Science Louisiana Tech University)

Kenny David
Dean of Students
Louisiana School for the Deaf
2888 Brightside Lane
Baton Rouge, LA 70820
Phone: (225) 769-8160

(Dean of Students for the Louisiana School for the Deaf)

Ohio Relay

Relay Your Way®

Kentucky Relay Service **Average of 72,679 session minutes per month**
Hamilton has provided Relay Services to the State of Kentucky since September 20, 1998.
Hamilton has provided CapTel Service to the State of Kentucky since October 2004.

The name and phone number of the contact person in the contracting entity follows:

Jim Stevens
Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601
Voice (502) 564-3940
Fax (502) 564-7279
E-mail: wjstevens@ky.gov

(Primary staff person responsible for relay, member of NASRA)

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Betty Timon
630 Truman Lane #512
Bellvue, KY 41073
Phone:(859) 261-2221

(Member Kentucky Relay Advisory Board)

Bill Rogers
919 College Road
Paris, KY 40361
Phone: 859-362-4270

(Member Kentucky Relay Advisory Board)

Wisconsin Relay System **Average of 127,944 session minutes per month**
Hamilton has provided Relay Services to the State of Wisconsin since February 1, 1999.
Hamilton has provided CapTel Service to the State of Wisconsin since February 2004.

The name and phone number of the contact person in the contracting entity follows:

Jack Cassell
Contract Administrator
101 E. Wilson, 8th Floor
Madison, WI 53703
TTY (608) 267-6934
Fax (608) 266-2164
E-mail: Jack.Cassell@doa.state.wi.us

(Primary administrative person responsible for relay)

Ohio Relay

Relay Your Way®

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Tom Harbison (Chairperson of the WTRS
WI Association of the Deaf member Advisory Council)
4618 Viewcrest Drive
Delavan, WI 53115
TTY (262) 728-4370
Fax (262) 728-7129

Wendy S. Wolfgram (Hamilton Relay Consumer)
N6707 Linden Street
Lake Mills, WI 53551
TTY (608) 227-1329

Janet L. Sims (Hamilton Relay Consumer)
7806 E. Oakbrook Circle
Madison, WI 53717
TTY (608) 829-3815

Rhode Island Relay **Average of 32,344 session minutes per month**
Hamilton has provided Relay Services to the State of Rhode Island since August 1, 2001.
Hamilton has provided CapTel Service to the State of Rhode Island since November 2006.

The name and phone number of the contact person in the contracting entity follows:

James E. Lanni (Oversees relay contract for State of RI)
Associate Public Utilities Administrator for Operations and Consumer Affairs
State of Rhode Island, Division of Public Utilities and Carriers
89 Jefferson Blvd.
Warwick, RI 02888
VOICE (401) 780-2120
Fax (401) 941-4885
E-mail: jlanni@ripuc.state.ri.us

Ohio Relay

Relay Your Way®

Names and phone numbers of persons within the area who could respond to requests for the quality of services rendered are:

Pam Zellner (Coordinator RI Commission on the Deaf
RI CDHH and Hard of Hearing)
One Capitol Hill, Ground Level
Providence, RI 02908-5850
Voice (401) 222-1204 / TTY (401) 222-1205
Fax (401) 222-5736

Jan Luby (Acting Chairperson
Goodwill Industries Rhode Island Commission
Coordinator of Deaf Services on the Deaf and Hard of Hearing)
100 Houghton Street
Providence, RI 02904-1014
Voice (401)-861-2080 or TTY (401)-331-2830
Fax (401)-454-0889

Maria Okwara (President Rhode Island Association
Rhode Island Association of the Deaf of the Deaf)
100 Houghton Street
Providence, RI 02904
TTY (401) 431-0465 (h)
V/TTY (401) 222-3525 (w)

Maine Relay Service **Average of 34,443 session minutes per month**

Hamilton has provided Relay Services to the State of Maine since April 20, 2004. Hamilton has provided CapTel Service to the State of Maine since July 2004.

The name and phone number of the contact person in the contracting entity follows:

William Black, Counsel (Oversees relay contract for State of Maine)
Maine Office of the Public Advocate
State House Station, #112
Augusta, ME 04333
Voice (207) 287-2445
Fax (207) 287-4317
E-mail: william.c.black@maine.gov

Relay Your Way®

William H. Nye (Chair Maine Relay Service Advisory Council)
253 Bruce Hill Road
Cumberland Center, ME 04021-9714
Voice/Fax (207) 829-3051
Email: wpnye@maine.rr.com

Wyoming Relay Service **Average of 8,157 session minutes per month**
Hamilton has provided Relay Services to the State of Wyoming since August 1, 2004. Hamilton has provided CapTel Service to the State of Wyoming since August 2004.

The name and phone number of the contact person in the contracting entity follows:

Lori Cielinski (Contract Administrator for WYRS)
Division of Vocational Rehabilitation
851 Werner Court, Suite 120
Casper, WY 82601
(800) 452-1408 Voice/TTY
Fax: (307) 472-5601
Email: lcieli@state.wy.us

Heather Parsons (TRS Advisory Committee Chair)
1822 South Cedar Street
Casper, WY 82601
Phone: (307) 472-2152 TTY
Email: lavenderrose76@aol.com

Saipan Relay Service **Average of 53 session minutes per month**
Hamilton has provided Relay Services to Saipan since October 1, 2004.

The name and phone number of the contact person in the contracting entity follows:

Tess Masga
Micronesian Telecommunications Corporation (d/b/a the PTI)
P.O. Box 500306
Saipan, MP 96950
Phone: 670-682-2614
Email: tess.masga@corp.pticom.com

Ohio Relay

Relay Your Way®

Libby Carpenter
Micronesian Telecommunications Corporation (d/b/a the PTI)
P.O. Box 306
Saipan, MP 96950
Email: libby.carpenter@corp.pticom.com

Relay Iowa **Average of 56,838 session minutes per month**
Hamilton has provided Relay Services to the State of Iowa since January 1, 2005. Hamilton has provided CapTel Service to the State of Iowa since January 1, 2007.

Joni Nicoll (Project Manager for Relay Iowa)
Iowa Utilities Board
350 Maple Street
Des Moines, IA 50319-0069
(515) 281-6441 Voice
Email: joni.nicoll@iub.state.ia.us

Virgin Islands Relay Service **Average of 764 session minutes per month**
Hamilton's Contract with the Virgin Islands became effective on August 25, 2005.

The name and phone number of the contact person in the contracting entity follows:

Dave Sharp (Oversees Relay for the Virgin Islands)
President, Innovative Solutions
PO Box 6001, 26A Charlotte Amalie
St. Thomas, USVI 00804
Phone: (340)-715-8907

Montana Relay Service **Average of 21,950 session minutes per month**
Hamilton has provided Relay Services to the State of Montana since February 28, 2006.
Hamilton has provided CapTel Service to the State of Montana since February 28, 2006.

The name and phone number of the contact person in the contracting entity follows:

Connie Phelps (State Contract Manager/Project Manager)
MTAP Executive Director
PO Box 4210
Helena, MT 59604
(406) 444-4290 voice
Email: cphelps@mt.gov

Ohio Relay

Relay Your Way®

Georgia Relay Service **Average of 139,689 session minutes per month**

Hamilton has provided Relay Services to the State of Georgia since April 1, 2006. Hamilton has provided CapTel Service to the State of Georgia since January 1, 2008.

The name and phone number of the contact person in the contracting entity follows:

Michael Russell (Contract Administrator for Georgia Relay Service)
Georgia Public Service Commission
244 Washington Street, SW
Atlanta, Georgia 30334-5701
(404) 656-0995 Voice
Fax: (404) 656-0980
Email: MIKERU@psc.state.ga.us

West Virginia Relay Service **Average of 30,964 session minutes per month**

Hamilton has provided Relay Services to the State of West Virginia since January 31, 2007. Hamilton has provided CapTel Service to the State of West Virginia since January 31, 2007.

The name and phone number of the contact person in the contracting entity follows:

David Howell (Contract Administrator for West Virginia Relay Service)
Utility Analyst
Public Service Commission of WV
201 Brooks Street
Charleston, WV 25323
(304) 340-0300 Voice
Fax: (304) 340-0325
Email: dhowell@psc.state.wv.us

Arizona Relay **Average of 113,347 session minutes per month**

Hamilton has provided Relay Services to the State of Arizona since February 1, 2007. Hamilton has provided CapTel Service to the State of Arizona since February 1, 2007.

The name and phone number of the contact person in the contracting entity follows:

Sherri Collins (Contract Administrator for Arizona Relay)
Executive Director
Arizona Commission for the Deaf and the Hard of Hearing
1400 W. Washington, Room 126
Phoenix, AZ 85007

Ohio Relay

Relay Your Way®

(602) 542-3383 Voice
(602) 364-0128 TTY
Fax: (602) 542-3380
Email: sherri.collins@acdhh.state.az.us

Kansas Relay Center **Average of 93,786 session minutes per month**
Hamilton has provided Relay Services to the State of Kansas since May 1, 2007.
Hamilton has provided CapTel Service to the State of Kansas since June 1, 2007.

The name and phone number of the contact person in the contracting entity follows:

Joyce Hightower (Contract Administrator for Kansas Relay Center)
Kansas Relay Service, Inc.
4848 SW 21st Street, Suite 201
Topeka, Kansas 66604-4415
(785) 234-0200 Voice
(785) 234-0207 TTY
Fax: (785) 234-2304
Email: jhightower@kstelecom.com

David Rosenthal (President Kansas Telecommunications Industry Association)
Kansas Relay Service, Inc.
4848 SW 21st Street, Suite 201
Topeka, Kansas 66604-4415
(785) 234-0307 Voice
(785) 272-0002 TTY
Fax: (785) 234-2304
Email: drosenthal@kstelcom.com

Maryland Relay **Average of 199,280 session minutes per month**
Hamilton has provided Relay Services to the State of Maryland since May 31, 2007. Hamilton has provided CapTel Service to the State of Maryland since May 12, 2007.

The name and phone number of the contact person in the contracting entity follows:

Ohio Relay

Relay Your Way®

Brenda Kelly-Frey (Contract Administrator for Maryland Relay)
MD Department of Information Technology
301 West Preston Street, 10th Floor, Suite 1008A
Baltimore, MD 21201
(410) 767-5891
Fax: (410) 767-4276
Email: Brenda.Kelly-Frey@doit.state.md.us

Pam Stewart (Project Manager for Maryland Relay)
MD Department of Information Technology
301 West Preston Street, 10th Floor, Suite 1008A
Baltimore, MD 21201
(410) 767-6970
Fax: (410) 767-4276
Email: Pam.Stewart@doit.state.md.us

Massachusetts Relay **Average of 190,000 session minutes per month**
Hamilton has provided Relay Services to the State of Massachusetts since July 1, 2008.

The name and phone number of the contact person in the contracting entity follows:

Marilyn Benoit (Contract Administrator for Massachusetts Relay)
MassRelay Administrator
P.O. Box 848
Marlborough, MA 01752
508-480-1484 Voice
Email: mbenoit@massrelay.com

Stephanie Wallace
MassRelay
603-475-2077 Cellular
Email: wallace362@msn.com

District of Columbia Relay Service **Average of 29,000 session minutes per month**
Hamilton has provided Relay Services to the District of Columbia since July 13, 2008.

The name and phone number of the contact person in the contracting entity follows:

Ohio Relay

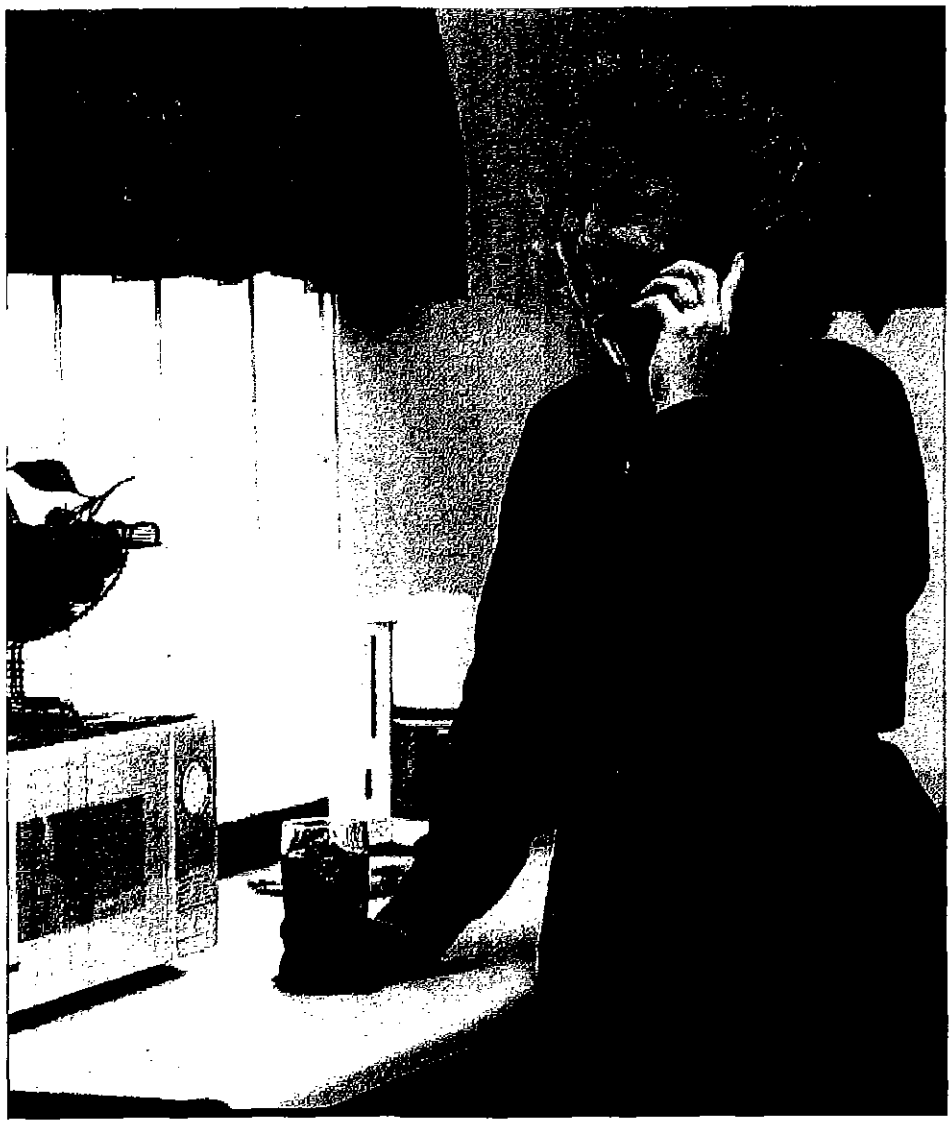
Relay Your Way®

Dave Rolka (Contract Administrator for DC TRS)
Rolka Loube Saltzer Associates
12th Floor
One South Market Square
Harrisburg, PA 17101
(717) 231-6661 Voice
Email: drolka@r-l-s-a.com

Through the detailed information above regarding Hamilton's organization, personnel, experience and references, Hamilton has demonstrated its qualifications and capabilities to perform the services required by this RFP.

Letters of recommendations received from a variety of State regulators and customers served by Hamilton can be found in Attachment A. **We encourage the Commission and the Evaluation Committee to contact any of our references about the quality of relay service provided to each of the states we serve.**

Tab 5
Body of Response



Ohio
Relay

Relay Your Way®

III. SCOPE OF SERVICE AND GENERAL REQUIREMENTS

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

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

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

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

TRS Scope of Service

Hamilton understands and will comply. If awarded the contract, Hamilton will provide for the uniform and coordinated provision of Ohio TRS on a statewide basis. Hamilton ensures Ohio TRS will be available at all times (24 hours a day, 7 days a week, 365 days a year).

Hamilton's relay service is designed to provide the means whereby a deaf, hard of hearing or speech disabled person utilizing a TTY or another form of text telephone can communicate over the existing telecommunications network with a non-TTY user (and vice-versa) through the voice assistance of the relay service (Communication Assistant). Hamilton will provide state-of-the-art technology, use highly trained and specially skilled CAs and will operate the Ohio Relay 24 hours a day, seven days a week, every day of the year in accordance with system requirements and performance standards in the RFP and contract. Included in this service **are 24-hour customer service support and a full outreach program.**

Relay Your Way®

Hamilton will furnish all necessary facilities, personnel, equipment, software, circuits, telephone service, training, start-up and testing to operate the Ohio Relay in a manner that meets or exceeds all Federal, State and RFP requirements.

Hamilton knows that the underlying standard of the relay is to provide users access to the telephone network that is functionally equivalent to persons who are not disabled in their ability to use the telephone.

Hamilton's Relay Services platform is very functionally equivalent to the telecommunications network used by those who do not use the relay. Hamilton continues to make advancements that make the differences between the two systems less significant i.e. the use of SS7 technology. Hamilton believes the Commission will find Hamilton's relay service to be very cost efficient. At the same time Hamilton will provide a service that is very functional and equivalent to standard telecommunication services.

Because Hamilton is continually working to "personalize" its relay services to obtain "Relay Your Way®," Hamilton has become quite capable of developing innovative solutions and product offerings that are functionally equivalent to voice to voice conversations. Hamilton is in a position to take user input and combine it with the latest technology to provide the types of products and services wanted by relay users in a cost effective manner. Hamilton demonstrates this ability throughout its proposal.

Hamilton believes the Commission will find Hamilton's proposal to be the most advantageous to the State of Ohio when considering all factors including conformance to this RFP, compliance with all FCC required services, price and other factors considered.

Hamilton encourages the evaluation committee to look closely at its price proposal. Hamilton has proven to be the most cost efficient relay provider, without always submitting the lowest bid, by lowering the number of minutes it has billed in each State it has taken over from another provider. An efficient relay provider can handle more calls rapidly and reduce the number of minutes, thus cutting costs on a per call basis. Hamilton uses several tools in regards to hardware, software, staffing, training, procedural innovations and call processing to make Hamilton the most efficient relay provider.

- Hamilton uses very accurate reporting and measuring tools and bills the State for session time as defined in the RFP.
- Hamilton has increased the speed of its equipment within its second generation relay platform.
- Hamilton assigns each of its relay states to its own queue. Our relay switch will first look for a dedicated Ohio Communication Assistant. If there is not a Ohio CA available, the relay

Relay Your Way®

switch will automatically look for the next available CA. Larger queue size lets Hamilton handle more relay calls per CA per hour thus saving labor costs and allowing Hamilton to submit a competitive price to the State of Ohio.

- Hamilton makes use of an ANI driven customer profile and self-learned profile that allows for faster call setup. Hamilton has an automatic identification of connection speed system within its relay platform. The advantage to the relay user is that connections are made faster with more reliability. Our internal testing indicates that this feature and the manner in which we have deployed it saves anywhere from 2 to 5 seconds of call set-up time compared to other centers, thus cutting costs to the State on a per call basis.
- Hamilton Customer Profile features such as speed dial, carrier of choice and customized greetings directly impact call efficiency.
- **Hamilton's relay software has been designed to ensure fast terminating connections. When the called party answers the phone, the CA can connect directly to ASCII or Baudot by pressing only one key. This allows the CA to set up the outbound call faster.**
- Hamilton has organized its relay workstation software making it easy for the Communication Assistant to keep track of the originating and terminating parties. The workstation has the ability to abbreviate standard messages (hot keys) and handle them with one keystroke thus saving call set-up, connect and wrap-up time. The workstation can also be monitored by the supervisor workstation for training and quality assurance purposes. **All of these features assist the CA in maintaining the flow of the conversation, assuring that clear conversation takes place, while at the same time promoting efficiency at the workstation.**
- Hamilton uses well trained, rested and **experienced** Communication Assistants to ensure relay call efficiency. Hamilton's CAs are very efficient at call processing.
- Hamilton uses the following items to increase the speed of the conversation between relay parties:
  - 60 and beyond word per minute typists (Communication Assistants)
  - Turbo Code
  - Automatic Spell Check as the conversation is being typed
  - Automatic expansion of commonly used abbreviations
  - Hot keys
  - Higher pay to CAs who exceed the mandated typing speed and accuracy standards

Hamilton will bring this level of efficiency to the State of Ohio.

Relay Your Way®

A. Operational standards

1. Communication Assistants (CA)

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

Hamilton trains its CAs to effectively meet the specialized communication needs of individuals with hearing and speech disabilities. CAs are tested to ensure competent skills in typing, grammar, spelling, interpretation of typewritten ASL, familiarity with Deaf cultures, languages and etiquette. CAs are given an oral test to ensure clear and articulate voice communications. CAs are given oral-to-type tests without the use of technological aids to ensure actual typing speeds of 60 words per minute. Please refer to Sections III.E and IV.B of this Tab for a complete description of Hamilton's training policies. Hamilton has also included in these Sections the pre-hire tests and proficiency examinations that are given to all Hamilton CAs to ensure all State and FCC CA standards are met.

2. Types of calls

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

a. Voice Carryover (VCO):

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

Voice Carryover (VCO)

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

Relay Your Way®

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

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

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

"A person who may be deaf or hard of hearing and uses Voice Carry Over is calling through Ohio Relay. This is CA # _____. Have you received a VCO call before?"

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

If the party answers "Yes,"
The CA will VOICE: "One moment for your conversation to begin."

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

Two-Line VCO

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

Reverse Two-line VCO

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

VCO to VCO

This service allows two VCO users to contact each other through the relay. Hamilton provides VCO to VCO service where the CA types to both parties, preventing the VCO users from having to type their part of the conversation. This is a great relay enhancement and Hamilton is pleased to offer it to ORS.

Relay Your Way®

VCO to TTY/ASCII and TTY/ASCII to VCO

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

Announcement to TTY/ASCII Terminator:
The CA will type: ORS CA# ____ with a call from vco user (gender) ga

CONVERSATION BEGINS

The VCO user voices his/her conversation which the CA types to the TTY user. The TTY user types his/her conversation directly to the VCO user.

Explanation to TTY Terminator:
I will type your caller's conversation to you. You will type directly to them.

In addition, Hamilton will provide VCO to TTY or ASCII services as well as all other combination of call types involving VCO.

VCO to Speech-to-Speech

Hamilton provides this service in which a VCO user can call a person with a speech disability who does not use a TTY, with the CA typing the words of the person with the speech disability to the TTY user.

VCO to HCO and HCO to VCO

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

VCO Permanent Branding via Customer Profile

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

Relay Your Way®

b. Hearing Carryover (HCO):

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

Hearing Carryover (HCO)

This feature allows relay users to place calls to or receive calls from a hearing-capable caller who is speech disabled permitting the caller to hear the communication directly from the call recipient without such transmission being processed by the CA. The CA then voices any conversation typed by the HCO user to the other party.

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

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

"A person who may be speech impaired and uses Hearing Carry Over is calling through Ohio Relay. This is CA # _____. Have you received an HCO call before?"

If the party answers, "Yes,"
The CA will VOICE: "One moment for your conversation to begin."

If the party answers "No,"
The CA will VOICE: "The person calling you through the relay uses Hearing Carry Over. The caller can hear you and I will simply read your caller's typed response to you. When I say, "Go Ahead", it is your turn to talk. Please talk directly to your caller and say, "Go Ahead", when you are finished speaking. One moment for your conversation to begin."

Two-Line HCO

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

The CA will identify the call to the voice terminator using the language described in the previous section. If the voice party is not familiar, the CA will use the following explanation:

Relay Your Way®

"The person calling you through the relay uses Hearing Carry Over. The caller can hear you and I will simply read your caller's typed response to you. Please talk directly to your caller."

Reverse Two-line HCO

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

2LHCO/Speech to Speech

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

HCO to TTY/ASCII and TTY/ASCII to HCO

This feature allows HCO users to contact TTY or ASCII users (or vice versa) via the relay. The CA will voice the TTY/ASCII user's typed conversation to the HCO user. The TTY/ASCII user receives the HCO user's typed conversation directly from the HCO user.

Announcement:
The CA will type: "ORS CA# ____ with a call from hco user (gender) ga"

CONVERSATION BEGINS

The CA will voice the TTY user's typed conversation to the HCO user. The TTY user receives the HCO user's typed conversation directly from the HCO user.

Explanation:
"I will voice what you type to them. They will type directly to your TTY."

HCO to HCO

This service allows two HCO users to contact each other through the relay. Hamilton provides HCO to HCO service where the CA voices to both parties, preventing the HCO users from having to read the other party's conversation. This is a great relay enhancement and Hamilton is pleased to offer it to relay users.

Announcement:
The CA will type: ORS CA# ____ with a call from hco user (gender) ga

Relay Your Way®

When the terminator requests HCO, the CA will connect HCO and voice: "HCO on ga"

CONVERSATION BEGINS

The CA will then voice all conversation from the terminator to the originator and vice versa.

Explanation:
"The person calling you is also using Hearing Carry Over. You will hear me as I read your typed responses to each other."

HCO to Speech to Speech

Hamilton provides this service in which an HCO user can call a person with a speech disability who does not use a TTY, with the CA voicing the HCO user's typed conversation to the STS user. The STS user can either voice his/her conversation directly to the HCO user or can call on the CA to "re-voice" as needed.

Two-Line HCO/Speech to Speech

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

HCO Permanent Branding via Customer Profile

Hamilton provides this service through its Customer Profile. Profiled customers who always want to connect HCO are automatically connected to HCO without any CA intervention at the workstation. Once HCO is connected, the Communication Assistant voices "HCO ON" followed by " Ohio Relay CA # ____. Number to call please".

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

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

Speech to Speech

Hamilton's STS service allows individuals with a speech disability to use his/her own voice or a speech synthesizer when using the relay. As described below, STS users are able to

Relay Your Way®

communicate with any and all relay users including but not limited to VCO, HCO, TTY, 2LVCO, other STS users or standard phone users. Specially trained CAs process Speech to Speech calls. STS is also available in Spanish. Hamilton will establish a dedicated toll-free telephone number for STS relay calls if so desired.

Hamilton will process all Ohio Speech to Speech calls from its relay center located in Wisconsin, a facility subcontracted with SAI. Hamilton assumes prime contractor responsibility.

Hamilton's provision of Speech to Speech meets all FCC requirements for Speech to Speech call processing.

Greeting: **"(Ohio Relay) Speech to Speech CA ####. Number to call please ga."**

After number to dial is given, say **"Are you familiar with Speech to Speech?"**

- If yes, ask **"Will I be revoicing for you on this call?"**

  ✓If yes, process call.

  ✓If no, say "I will stay in the background. I will not explain or identify STS until you request me to revoice for you. If you would like me to write down any numbers, names or addresses, please let me know. Dialing ### ### ####…. "

- If no, say, "you are calling through Speech to Speech. I will revoice every three to four words you say. If I do not understand, I may ask you to repeat. Please say "go ahead" when you are ready for a response. Please hold while I dial ### ### ####

Voice Terminating Party
Greeting: "Ohio Relay Speech to Speech CA #### with a call. Are you familiar with Speech to Speech?"

- If yes, process call.
- **If no, say,** "You are receiving a Speech to Speech call from a person with a speech disability. The caller will speak, and I will revoice every three to four words. When you hear the words "go ahead," it's your turn to respond. Please speak directly to the caller, and say "go ahead" when you are ready for a response. Caller you may begin. "

Speech to Speech/Spanish

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

Relay Your Way®

Speech to Speech/VCO

STS/VCO is designed for people who are hard of hearing or Deaf and have a speech disability. The relay user can make or receive phone calls through the relay through a Speech to Speech CA using his/her own voice or voice synthesizer and read everything said by the voice caller on a TTY or VCO telephone.

STS to other TRS Communication Modes

Hamilton also allows STS users to place calls to people who use a TTY or other TRS-communication modes such as 2-Line VCO, HCO, 2-Line HCO, or to another person with a speech disability. Speech to Speech can be used a variety of ways:

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

Speech to Speech Training

In order to become a STS CA, an individual must pass the same tests as traditional CAs, meet the strict STS criteria and pass an STS exam by successfully demonstrating the ability to understand a variety of speech patterns. Prospective STS CAs demonstrate their fluency in English as documented by the primary supervisor during their first 6 months of employment as regular (non STS) CAs. A CA must be recommended by the primary supervisor in order to apply for a STS CA position. Having met this requirement, those wishing to become STS CAs must complete specific testing of English language skills, specifically vocabulary, grammar and syntax as well as speech comprehension.

Those successfully completing this phase are then tested for hearing acuity to assure that they are competent to understand people with a variety of speech disabilities.

Once a CA has been accepted into the STS Program, he/she receives specialized STS training (described further in this Section).

During the training, STS CAs learn about speech disabilities and are given specific strategies to use in order to facilitate calls between STS users and end users. STS CAs also receive detailed

Relay Your Way®

training on STS policies and procedures. As follow-up to the initial training, the STS Program Supervisor continually educates all STS CAs on speech disabilities, their respective implications and etiquette through the use of a STS newsletter, STS Resource Library materials (articles, books, videos, etc.) workshops, and in-service meetings.

Hamilton maintains a specialized STS staff. These CAs cover the STS line 24 hours a day and 7 days a week and, on their respective shifts, have become very familiar with STS Users' speech patterns. Hamilton's Speech to Speech CAs are very experienced as the average length of service of these CAs is almost 4 years.

Prior to all outgoing calls, STS CAs verify the number for accuracy and then repeat the number when dialing out. This verification process is repeated for all busy numbers after dialing out and receiving a busy signal.

STS CAs are permitted to facilitate a call for a user with a speech disability if the user does not oppose the intervention as required by the FCC. STS CAs do not interfere with the independence of the user; the user maintains complete control of the conversation. The STS CA may retain information only for subsequent calls.

STS users can leave messages on answering machines or other voice processing systems. STS CAs are instructed to wait a few seconds after hearing the answering machine "beep" in order to allow the STS User to leave a message. STS callers can also dictate a message to the STS CA in advance so that the STS CA can recite a prepared message to an answering machine.
Hamilton provides STS users the same profile and all of the features contained within that profile which are currently available to other relay users. **Hamilton has a feature, which allows all relay users, including STS users, to maintain a list of names and telephone numbers. A relay user simply gives the name of the person to call to the CA, the CA will repeat the name and state the number of the person to call. The Speed Dial feature will be of great benefit to STS users. Hamilton will transfer this information to any new STS provider.**

Hamilton complies with the 15-minute requirement prior to changing STS CAs. STS CAs understand the difficulties involved in changing CAs and only request a relief under emergency circumstances. A Supervisor must approve and facilitate a STS CA change. Hamilton STS CAs truly care about STS consumers and are willing to stay with a call until completion even at the end of a shift, at lunch time or break time. Hamilton exceeds the FCC standard for substitution of STS CAs.

If a change in STS CA is necessary, another CA will replace the CA relaying the call at the same workstation so that the relay user's call is not interrupted except to identify the new CA to both parties. The replacement STS CA will announce, "This is CA# ____continuing your call." A supervisor monitors the change and must approve the change based on the caller's request or emergency circumstances.

Relay Your Way®

All STS CAs have the authority, at the request of the STS user, to retain information beyond the duration of a call in order to facilitate the completion of consecutive calls. This information is retained only for the duration of the inbound call. STS CAs retain any important information given by the STS user which might be difficult for the STS relay user to repeat (i.e. credit card numbers, telephone numbers, account numbers, etc.) for use in a subsequent outbound call. Hamilton places a great emphasis on maintaining the confidentiality of relay users. As a result, all information is destroyed immediately upon termination of the inbound call. The above meets all FCC requirements for Speech to Speech call processing.

With a staff of highly trained STS CAs, Hamilton provides the best service possible to an emerging group of relay users.

Speech to Speech Qualifications Screening Test

Hamilton tests all STS CAs to insure that they are qualified to relay STS Calls. All STS CAs are screened to measure their natural ability to understand a variety of speech patterns with an audio tape test. The audio tape test is described in more detail later in this section. Each STS CA spends a minimum of 10 hours listening to live calls with an experienced STS CA (Mentor), observing and learning each of our consumer's speech patterns. When the new STS CA feels comfortable with most of our consumers' speech patterns and has demonstrated success in comprehension as witnessed by the STS Mentor or the STS Supervisor, the STS CA may begin to relay calls independently with the Mentor or STS Supervisor acting as observer and helper. The new STS CA is never allowed to relay STS calls alone until they have reached an acceptable level of comprehension with most consumers. It is the expectation that even after that level of comprehension has been reached that the new STS CA will call for a Mentor or STS Supervisor to observe in order to ensure that the STS Supervisor is aware of his/her performance and progress. Please see previously in this Tab for information that describes Hamilton's standard application and training process.

STS Screening Test

To assure the CAs ability to understand the irregular speech patterns of people with speech disabilities, an audio tape screening test is administered to all STS CA applicants. This screening tool is an audio tape with 21 sentences spoken by individuals with a variety of speech disabilities. The levels of speech disabilities include the following:

9 sentences spoken by a person with a severe speech disability (111 words);
5 sentences spoken by a person with a moderate speech disability (85 words);
3 sentences spoken by a person with a mild speech disability (65 words);
4 sentences spoken with the assistance of an augmentative communication device (42 words).

The total number of words on the tape is 303. A STS candidate must achieve a score of 80 percent or higher in order to be hired as a Speech to Speech CA. A CA who does not score a

Relay Your Way®

minimum of 80 percent is not eligible to become a STS CA. Please see below for a sample of the Speech to Speech screening test administering and grading instructions.

Quarterly Assessments

After the initial screening test, each STS CA is retested quarterly. These quarterly tests measure ability to understand various speech patterns, as well as the CA's understanding and application of policy and procedure. The quarterly assessments include a written test designed to measure understanding of STS policies and procedures, and a written test designed to test the STS CA's ability to apply STS policies and procedures to specific situations. The other two quarterly assessment tests consist of 100-word audio tapes designed to measure the CA's ability to understand a variety of speech patterns. Please see sample tests below.

Relay Your Way®

Quarterly Speech to Speech Test

Part 1 True or False

The first 10 questions are worth 5 points each. Please read each question carefully. Circle the correct answer.

1. The caller can request a different CA? True or False
2. The caller can request a different gender CA? True or False
3. The caller can request a specific CA? True or False
4. The person with the speech disability is the person who decides if the CA should revoice or not. True or False
5. The CA can voice the name and number of the speed dial selected? True or False
6. The CA will refer to the orig as "caller" and the term as "ma'am, sir or ms." True or False
7. CA will always enforce the GA? True or False
8. If the caller stutters, the CA will stutter as they revoice also? True or False
9. Always mirror the consumer's voice tone? True or False
10. "What?" is the preferred technique when you don't understand what is said? True or False

Relay Your Way®

Part 2 Context Worth 50 points

Webster's Definition of Context: "The part of a written or spoken statement that surrounds a word or passage and that often specifies its meaning."

To say something is out of context means that it doesn't fit logically with all that surrounds it. Example: The baby is driving the car to South Carolina by herself. The word that is out of context is baby. Why? Babies don't drive. For Speech to Speech purposes, it is important that you understand the concept of context. If you believe you heard the word "baby" and you are pretty sure that the rest of the sentence is correct, you would be wise to question yourself. If you made an educated guess, "lady" would be a good place to start because babies don't drive and the last word is "herself" which tells you the subject is female. Using the techniques for understanding, continue to work with the consumer to see if your guess is correct. By using context, common sense and your knowledge of the world, your guesses may be fairly accurate.

In the following 4 passages, several words are out of context or don't fit. Circle any word you believe to be wrong. Each correctly circled word is worth 5 points. Read the passage completely before you decide which words are incorrect. In one of the margins, write the word you believe to be a better word choice for extra credit.

Example 1 **Hint: 3 out of context words**

Hi mom. it's me, Harold. Are you coming to pick me up Monday for church at 9 or 10? I thought we could go to the Old Country Buffet after. The twins might want to come with us. Is that okay with you? I know they raised hell last time, but Buffy promised to behave if she gets ice cream for dessert. Willie wants to come too, but I don't have any money to lend him until he gets paid on Tuesday boring. If you have any money, I can borrow for him, like 20 dollars. Just ring it along with you when you come, okay? Talk to you later. Bye!

Example 2 **Hint: 3 out of context words**

John, this is Kim. Get your ass over here right now! You should have been here two hours ago! I've been eating long enough! I'm thick of you being hit all the time! Call me right away or else! If you're not here in the next 15 minutes, I'm leaving without you!

Relay Your Way®

Example 3 **Hint: 2 out of context words**

Hello baby! This is Jan. Sorry I missed you. I just wanted to see how your day was and tell you that I can't wait to see you. You must have gone to the game early or something, because it's only 6 o'clock now and you told me the game starts at 8:30. Oh, well. I just wanted to make sure that you remembered to pick up some nicorettes and deer at the store before you stop by later. I'll pay you back when I see you. I hope your team wins and you get this message before you come over. See you soon.

Example 4 **Hint: 2 out of context words**

Hi, I think I left the type recorder on at my desk. I was working on that memo and then I got interpreted so I don't remember if I turned it off or not. The paper may still be in there too, as I was in a hurry when I left for the day. Thanks for checking. Bye. See you in the morning.

Relay Your Way®

Speech to Speech Quarterly Quality Assessment

Directions: The first four questions are worth 15 points each. Each question will have a 3 part answer worth 5 points each.

1. If a consumer says call John at (608) 882-3417 and stay in the background. Your reply is……

2. If a consumer says please dial (608) 751-8945 and you can't make out the last four digits, what are some of the techniques you might use to get the complete number? List at least 3.

3. A consumer calls and says to keep this message for all my calls. "My name is Joe and I'm looking for wheelchair accessible housing for under $800 a month. Do you have any vacancies?" After dialing and getting a term on the line, you say…..

4. A consumer says please call _____ and tell them _____ is calling. List at least 3 techniques you would use to help understand the person's names.

5. The last question is worth 40 points, 5 points for each correct answer.

Place a check mark next to the requests you cannot grant.

_____ "Write that number down for me."

_____ "I'd prefer CA number 6999."

_____ "Keep this for all my calls."

_____ "Give them the Speech to Speech number."

_____ "Tell me what time it is."

_____ "Sound angry for me."

_____ "CA, repeat what I said again to them."

_____ "Don't explain or identify Speech to Speech."

Name: _____ Date; _____

Relay Your Way®

STS Quarterly Assessment Records

The quarterly test results are summarized and stored at the relay center without the use of CA names so that the State can verify and analyze test results without violating personnel confidentiality. The STS CA scores are categorized in the following manner:

85% and above Exceeds Expectations;
80% to 85% Meets Expectations;
Below 80% Does Not Meet Expectations.

CAs with scores of 80% or below will be coached immediately and re-trained within 30 days. All STS CAs are required to maintain an average score of 80% or above for quality assurance.

Hamilton has included STS service in the basic relay service price in its Price proposal.

d. Pay-Per-Call Calls:

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

Pay-Per-Call Services

Hamilton's relay platform allows relay users to access intrastate and interstate 800, 900 and 976 pay-per-call services in which the company providing the service bills the end-user directly. **Hamilton has established the necessary trunking to the carriers participating in relay equal access so that the carrier can bill directly for this call.**

A relay user simply calls the TTY relay number and gives the 800, 900 or 976 number to the CA. The CA places the call as usual and begins relaying the call. On all 900 or 976 numbers, Hamilton CAs type the dollar amount per minute associated with the call to the TTY user and asks him/her if he/she want to continue the call before charges begin. This is the point in which callers can disconnect without being charged. The calling party is billed for the call by the 900-service provider or the carrier, whichever is appropriate.

976 calls are local to individual LECS and their service areas. Hamilton performed a search of its system and found that it has not had any requests to dial a 976 local LEC number in the past 5 to 7 year period. If Hamilton were to receive a request for a 976 call, Hamilton will translate the 976 number to either an appropriate 800 number or a 10-digit number. If it is the latter, Hamilton will set the call to no bill.

Relay Your Way®

Because no 900 blocking information is automatically passed to Hamilton from the LEC, Hamilton relies on customer profile data as the only resource for this information. However, if a LEC were to contact Hamilton with this information, Hamilton would use that resource to block 900 access.

Customers who do not want pay-per-calls made from their telephone line through the relay can complete a customer profile form. The customer profile contains an option that will block pay-per-calls calls made through the relay. This prevents anyone from calling a 900 or 976 from that particular telephone line. If someone tries to call a pay-per-calls number through the relay from a line that has a block on it, the CA will receive notification at the workstation that this call is blocked and will not be able to place the call.

All toll calls are billed by the customer's carrier. Hamilton bills no calls and collects no toll.

e. *Spanish Speaking Services:*

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

Spanish to Spanish

Hamilton provides Interstate Spanish to Spanish service via a dedicated toll-free number, meeting this FCC requirement. Hamilton bills any Interstate minutes to the Interstate TRS Fund. Relay users can select "Spanish" as an option on Hamilton's Customer Profile. This information is presented to the CAs at the workstation for proper call processing.

Spanish to English Translation

In addition to Interstate Spanish to Spanish, Hamilton also provides Intrastate Spanish to Spanish, Spanish to English and English to Spanish call handling to Ohio as part of its base price.

Hamilton will utilize the current Ohio Relay toll free Spanish number for all Spanish relay calls or will obtain a new number if so desired, which will be owned by the State. Hamilton will associate the Ohio Spanish 800 number with a separate queue for Spanish calls so that calls flow immediately to Spanish speaking CAs. If a relay user calls another 800 number, Hamilton has the ability to transfer the call to a Spanish speaking CA. In addition, relay users can select "Spanish" as an option on Hamilton's Customer Profile. This information will be presented to the CAs at the workstation for proper call processing.

Relay Your Way®

CAs fluent in the Spanish language are scheduled for all shifts, 24 hours a day, seven days a week.

Hamilton will process Ohio Relay Spanish calls in its relay center located in Wisconsin, which is a facility subcontracted with SAI. SAI is experienced in recruiting and training bilingual CAs.

Hamilton processes all the same call types on its Spanish lines as it does on its English voice and TTY lines, including TTY, VCO, HCO, ASCII, STS and 900 calls.

Spanish CA Training

CAs are evaluated by the Spanish Recruiter and Trainer who determines if the CA speaks Spanish without a distorted non-Spanish accent. CAs fluent in conversational Spanish must pass rigorous tests (Berlitz or equivalent) that measure Spanish language skills including vocabulary, grammar and syntax. Also, Spanish CAs receive Speech to Speech training and must complete the same training as all traditional Communication Assistants. Spanish CAs are supplied with English and Spanish versions of the relay scripts.

Following is a description of how Hamilton identifies and explains Spanish and Spanish to English Translation Relay services to the end user:

SALUDOS (Greetings)

- **Voz de Origen (Greeting to Voice Originator)**
  El relay de *(Línea apropiada)* Asistente de comunicaciones # _____ Adelante

- **TTY de Origen (Greeting to TTY Originator via text)**
  "ORS SP AC #_____F or M Q GA"

- **TTY A VOZ (TTY to Voice Explanation Spanish to Spanish Relay)**
  La persona llamándole por el relay está simplemente tecleando su conversación y yo se la leeré a usted. Cuando digo "adelante" es su turno de hablar. Entonces voy a teclear todo lo que yo oiga, por lo tanto favor de hablar despacio y directamente a la persona llamándole. Por favor diga "adelante" cuando usted termine de hablar. Un momento para comenzar su conversación.

- **VOZ A TTY (Voice to TTY explanation Spanish to Spanish Relay)**
  La persona a quien llama usted por relay simplemente va a teclear su conversación y yo se la leeré a usted. Cuando digo "adelante" es su turno de hablar. Entonces voy a teclear todo lo que yo oiga. Por lo tanto favor de hablar despacio y directamente a la persona a quien usted está llamando. Por favor diga "adelante" cuando usted termine de hablar. Favor de esperar mientras marco ### ### ####

Relay Your Way®

- **Explicación Adicional**
  Después de leer el guión palabra por palabra y la persona sigue confundida, se puede decir..."Es posible que la persona sea sorda, duro de oído , o tenga un impedimento de habla y así es como se comunica por el sistema telefónico.

Voice Terminator(Translation Requested)

- **TTY Spanish to Voice English Greeting**
  This is Ohio Relay CA #### with a translated relay call from Spanish to English. Do you know how to use relay through a translator?

- **TTY Spanish To Voice English Explanation**
  The person calling you through relay is simply typing their conversation in Spanish and I will translate it to you. When I say "go ahead" it is your turn to talk. Then I will translate and type everything that I hear back to your caller. Please speak slowly and directly to your caller. Please say go ahead when you are finished speaking. At times there will exist a slight delay for which your patience is appreciated. One moment for your conversation to begin.

Voice Terminator (Translation Requested)

- **TTY(English) to Voice Spanish**
  ESTE ES EL RELAY DE ___ AC # _____ CON UNA LLAMADA TRADUCIDA DE INGLÉS A ESPAÑOL. SABE COMO USAR EL RELAY A TRAVÉS DE UN/A TRADUCTOR/A?

- **TTY A VOZ (inglés a español)**
  La persona llamándole por el relay está simplemente tecleando su conversación en inglés y yo se la traduciré a Ud. Cuando yo diga "adelante" es su turno de hablar. Entonces le voy a traducir y teclear a la persona llamándole todo lo que yo oiga. Por lo tanto favor de hablar despacio y directamente a la persona llamándole. Por favor diga "adelante" cuando UD termine de hablar. A veces extistira un pequeño retraso por lo que su paciencia es apreciada. Favor de esperar mientras marco ### ### ####.

Voice Originator Translation Request

- **Voice English to TTY Spanish Greeting**
  This is Ohio Relay CA # _____. Do you know how to use relay through a translator?

- **Voice to TTY Explanation**
  The person whom you are calling through relay will simply type their conversation in Spanish. Then I will translate it to you. When I say go ahead it is your turn to talk. Then I am going to translate and type everything that I hear to the person you are calling. Please

Relay Your Way®

speak slowly and directly to the person. Please say go ahead when you are finished speaking. At times there will be a slight delay for which your patience is appreciated. Please hold while I dial ### ### ####.

Voice Originator Translation Requested

- **Voice Spanish to TTY (English)**
  ¿Sabe como usar el relay a través de un/a traductor/a? (Ya que dijiste el saludo correcto en español)

- **VOZ A TTY (español a inglés)**
  La persona a quien llama UD por relay simplemente va a teclear su conversación en inglés. Entonces yo se la traduciré a Ud. Cuando yo diga "adelante" es su turno de hablar. Entonces le voy a traducir y teclear a la otra persona todo lo que yo oiga. Por lo tanto favor de hablar despacio y directamente a la persona a quien UD está llamando. Por favor diga "adelante" cuando UD termine de hablar. A veces existirá un pequeño retraso por lo que su paciencia es apreciada. Favor de esperar mientras marco ### ### ####.

f. *Captioned Telephone VCO Service (CapTel)*

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

Captioned Telephone VCO Service

Hamilton will provide *CapTel* Service and 2 Line *CapTel* Service through a subcontract relationship with Captioned Telephone, Inc. (CTI) of Madison, Wisconsin. Hamilton will subcontract all aspects of *CapTel* Service including the technology, equipment, and needed captionists to CTI. Initially *CapTel* will be provided from the *CapTel* Service Relay Center located at 5801 Research Park Blvd., Madison, WI 53717.

What is *CapTel* Service?
The following information was taken from CTI's literature.

> Ideal for people with some degree of hearing loss, the captioned telephone (*CapTel*) works like any other telephone with one important addition: it displays every word the caller

Relay Your Way®

says throughout the conversation. *CapTel* users can listen to the caller, and can also read the written captions in the *CapTel's* bright display window.

CapTel users place a call in the same way as dialing a traditional phone. As they dial, the *CapTel* automatically connects to a captioning service. When the other party answers, the *CapTel* user hears everything that they say, just like a traditional call.

Behind the scenes, a specially-trained operator at the captioning service transcribes everything the other party says into written text, using the very latest in voice-recognition technology. The written text appears on a bright, easy-to-read display window built into the *CapTel*. The captions appear almost simultaneously with the spoken word, allowing *CapTel* users to understand everything that is said - either by hearing it or by reading it.

Who Benefits from *CapTel*?

- Anyone with some degree of hearing loss, who finds it difficult to understand telephone conversations
- People using hearing aids or assistive listening devices
- People who are deaf or hard of hearing and voice for themselves

Benefits of *CapTel*

- Calls are made in a natural manner, simply dial the telephone number directly for the person you are calling
- Users enjoy natural telephone conversations, and can check the captions for added clarity
- Everyone can use *CapTel* - simply turn off the captions feature to use it as a traditional telephone
- Captions appear nearly simultaneously with the spoken words
- *CapTel* includes an amplified handset and tone control for clarity

2-Line *CapTel* Service

Hamilton's provision of *CapTel* includes 2-Line *CapTel* Service.

2-Line *CapTel* Service truly enhances the functional equivalency and quality of *CapTel* Service. 2-Line *CapTel* benefits users because calls are direct between parties. 2-Line *CapTel* also supports enhancements that users have purchased from their local telephone company, including call waiting and Automatic Call Back (*69). Another advantage is that captions can be turned on or off at any time during the call. This means that multiple users in the same location can enjoy a conversation via another extension in the home or office. Users also benefit because captioning is available on emergency 911 calls and there is no separate telephone number for voice callers to remember.

Relay Your Way®

By using two telephone lines, the *CapTel* users listen to their conversation on one line while receiving typed text from the captioning service on the other line. **When a *CapTel* user receives a call, the standard phone user will simply dial the user's phone line directly instead of dialing an 800 number and accessing the captioning service.** When calling 911 in emergency situations, the 2-Line *CapTel* users' call is routed through the captioning center allowing the user to receive captions on one line and hear the conversation on the other line.

Requirements for 2-Line *CapTel* Service

- A *CapTel* telephone (Model 200)
- Two analog telephone lines with separate telephone numbers are required. The second line cannot merely be an extension line.
- Individuals must configure the *CapTel* phone in order for 2-line *CapTel* service to be enabled. It will not automatically switch to 2-Line mode.

Dialing 911 in an Emergency – Two-Line *CapTel*

When calling 911 in emergency situations using 2-Line *CapTel*, one line is routed directly to the appropriate 911 center and the second line is routed through the captioning center. This allows the user to receive captions on one line and hear the conversation on the other line

Dialing 911 in an Emergency – Single Line *CapTel*

When calling 911 in emergency situations, the single line *CapTel* users' call will be automatically routed to the appropriate 911 center because the call was placed from the users home line. 911 calls will **not** be routed through the captioning service. This means:

- There are no delays in accessing emergency personnel, as calls are directly connected to a 911 call center.
- Emergency 911 calls are **not** captioned in the same manner that regular *CapTel* calls are because the call is not routed through the *CapTel* Captioning Service.
- Emergency 911 calls are treated as VCO calls during which the 911 call-taker can hear everything the *CapTel* user says, and then types their response (on a TTY) that appears on the *CapTel* display screen.
- The *CapTel* user speaks directly into the handset, as with any other *CapTel* call. The 911 call-taker will hear everything the *CapTel* user says. The *CapTel* user will not be able to hear the call taker, but the dispatcher can type instructions on a TTY, which will appear on the *CapTel* display screen.
- Emergency 911 Services will know the ANI caller and be able to locate the individual and send appropriate help, based on the location from which the *CapTel* call is placed.

Relay Your Way®

Spanish *CapTel*

Intrastate and Interstate Spanish Language *CapTel* services will be available to Ohio *CapTel* users. Spanish *CapTel* hours are from 7:00 a.m. to 11:00 p.m. Central Time.

True Caller ID via *CapTel*

Hamilton ensures that FCC compliant Caller ID services will be provided to *CapTel* users of Ohio. The FCC has required that when a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party. **CTI has been providing True Caller ID which passes along the 10-digit number of the person calling since August 1, 2005.**

The actual identity of the Calling Party is presented to the Called Party's Caller ID box (True Caller ID). With True Caller ID, the Called Party may not know that they received a call via the *CapTel* service. Also if the Calling Party blocks their Caller ID, the Called Party does not receive any Caller ID information, functionally equivalent to a normal telephone call.

Three-way Calling via *CapTel*

Hamilton ensures that FCC compliant Three-way calling will be available to *CapTel* users of Ohio. A standard telephone user can initiate a three-way call to a *CapTel* user. For example, two standard phone users are on a call. The party with three-way calling feature on his/her phone line would hook flash to put the other person on hold, and would then dial the national *CapTel* voice number and give the CA the *CapTel* user's telephone number or dial the *CapTel* user direct if a 2-Line *CapTel* user. All three parties would then be joined and the *CapTel* user would receive captions on the call.

With 2-Line *CapTel*, the *CapTel* user can initiate a Three-way call in the same manner that a standard phone user would. The first line works exactly as a regular phone line (able to add another caller) and the second line supports the captions.

Call-Waiting via *CapTel*

Call-waiting is supported by 2-line *CapTel*. When the *CapTel* user hears (or reads in the captions) the "beep" telling him/her a second call is coming in, the party would simply press the FLASH button on their ***CapTel*** phone. The *CapTel* user's second caller will be on-line, and the *CapTel* user will receive captions of the conversation. The *CapTel* user will still receive captions of their first conversation, if/when they return to the first caller by pressing the FLASH button again.

No charges will be assessed to *CapTel* users for these local exchange non-basic services beyond

Relay Your Way®

what the user pays their LEC for these services.

Hamilton ensures that all *CapTel* users in Ohio will have access to audiotext, interactive voice response units and answering machines including message retrieval services.

Using Automated (Touchtone) Systems

With *CapTel*, customers can easily receive and/or leave messages on answering machines or voice mail systems with automated menus.

The *CapTel* user can press the *CapTel* number buttons at any time during a call to make selections. This makes navigating automated systems easy.

The *CapTel* user can press a button as soon as they are ready to make a selection. The captioning service continuously transcribes what is heard regardless of what the *CapTel* user is saying or which buttons they press.

Some automated systems have very short response times which may disconnect the call. If this happens, the *CapTel* user will simply hang up and try the call again.

Leaving Messages on Answering Machines

The *CapTel* user may begin leaving their message as soon as they see "BEEP" on the display screen or hear the recorded greeting end.

If no further information is received, the *CapTel* user may assume their message was recorded. If the answering machine is capable of confirming that a message was left, the *CapTel* user will see the confirmation message on the *CapTel* display.

Retrieving Voice Mail Messages

The *CapTel* user simply calls into their voice mail/answering machine system as a remote caller, and follows the voice mail/answering machine prompts to retrieve the messages.

The *CapTel* user can press the number buttons at any time.

Captioning External Answering Machine Messages

CapTel users can receive captions of voice messages left on an answering machine that is near the *CapTel* phone by playing the messages aloud by following these instructions:

1. With the handset hung up, press the menu button until "Caption External Answering Machine Messages" is displayed.

Relay Your Way®

2. Press the button next to "OK".
3. Pick up the *CapTel* handset and place the handset mouth piece next to the answering machine speaker. Make sure the handset mouthpiece is close enough to "hear" the messages as they are played aloud.
4. In this mode, *CapTel* will automatically dial the captioning service. Watch the display to see when a connection is established.
5. Start playing the voice messages aloud on your external answering machine. Watch the *CapTel* display to see captions of the voice messages.
6. Save or delete voice messages directly on the answering machine. When you are finished, hang up the *CapTel* handset. The "Caption External answering Machine Messages" feature will go off automatically.

Speed Dialing

Hamilton ensures that speed dialing will be available to Ohio *CapTel* users. Speed Dialing, which is built into the *CapTel* phone's Dialing Directory, allows users to quickly dial frequently called phone numbers. To use this feature, the *CapTel* user saves the desired phone numbers in the *CapTel* memory. To speed dial a number in memory, the user simply presses the button next to the "Memory Dial/Redial" arrow. A list of saved numbers and the last number dialed is then displayed. The user then presses the button next to the number they wish to dial again and *CapTel* dials the number automatically.

Recorded Calls at the CapTel Relay Center

Following are the only instances in which a recorded message will be used at the *CapTel* Relay Center, which complies with the requirement delineated above.

- **Voice-In Calls**
  All voice-in calls to the *CapTel* Captioning Service will receive a voice greeting that alerts callers to the possibility of Long Distance charges, and gives callers an option to find out more information. If callers press the # key for more information, a voice recording lets them know they can register their preferred Long Distance carrier of choice with *CapTel* Customer Service, and gives them contact information. The greeting then continues as before, instructing callers how to proceed with their call (prompt to enter area code and phone number of the person calling followed by the pound sign).

  "Thank you for calling the Captioned telephone service. For long distance calls, be sure to register your preferred carrier of choice. For additional information press _pound_. (short pause) Please enter the area code and phone number of the person you are calling followed by the pound sign."

Relay Your Way®

When the pound sign is pressed
"FCC rules require billing of long distance calls. You may arrange to have your calls billed to your established calling plan by registering your phone number with CapTel Customer Service at 1-888-269-7477"

If the caller has already heard the message and chooses to ignore it, the message will stop automatically when they continue to enter the phone number.

- **Intercept Messages (Emergency Situations)**
  Intercept Messages (in voice and captioned message) are provided in the event of a system failure. Minutes of use attributed to accessing intercept messages will not be included in the billable minutes.

  - The following Intercept Message would be used in the case of switch problems, all incoming lines being busy and other network issues. This is available in both voice and text.

    "I'm sorry, all trunks are busy now. Please try again later."

  - The following Intercept Message would be used in case of a disaster or an emergency affecting the building. This is also available in both voice and text.

    "Due to an emergency, CAs need to leave the center. Please hang up and try your call later or dial 711 to use TRS VCO."

Call Billing Record

Each call detail record is functionally equivalent to that of a non-*CapTel* Relay Service and captures accurate jurisdictional information so that each call is billed to the appropriate entity, i.e. to the State or to the TRS Interstate Fund. All intrastate calls, including local and long distance calls are billed to the State. All interstate calls, including out of state long distance and international calls are billed to the TRS Interstate Fund. Jurisdiction information is captured while the call is in progress and recorded in the CDR. This information is passed to the *CapTel* user's carrier of choice for accurate billing to the *CapTel* user.

Standard End User Billing

CapTel users are able to place collect calls, person-to-person calls, and calls charged to a third party. The *CapTel* user dials (area code) 555-1212 and asks for an operator who then places the collect, person-to-person, or third party call for the *CapTel* user.

Hamilton ensures that Ohio *CapTel* will be capable of handling pay-per-call (900-number) calls and will allow *CapTel* users to use all telephone company calling cards for long distance billing.

Relay Your Way®

All billing is performed by the customer's long distance carrier of choice. All billing information is routed to the customer's carrier during the outbound call setup. The carrier provides accurate billing to the customer using the same process used for regular non-*CapTel* calls.

Carrier of Choice

Hamilton ensures that Ohio *CapTel* users will have the ability to access their chosen carrier of choice for intrastate or interstate interexchange carrier calls without regard to what *CapTel* phone they may call from to the same extent such access can typically be made by a TRS user (such as using 10-10-XXXX to access carrier of choice).

Hamilton will inform *CapTel* users of the need to designate a long distance carrier for long distance *CapTel* calls and the consequences of not making such a designation through a variety of outreach methods including newsletters, outreach events, the website, etc. Following is the type of message that Hamilton will use to provide this education to *CapTel* users.

What CapTel users need to know about long distance calling:
If a customer needs to make long distance calls with *CapTel*, they must register their existing long distance service or calling plan with *CapTel* Customer Service to ensure that any long distance charges are billed under their current long distance provider.

If they do not register a preferred long distance provider with *CapTel*, any long distance captioned calls they make will be automatically billed by their state's TRS long distance carrier, at their long distance rate (which varies by state). There is no charge to customers for using the *CapTel* captioning service.

What Voice Users Who Call a CapTel User Needs to Know
People who call a *CapTel* user via long distance should also inform *CapTel* Customer Service of their long distance provider, to ensure their long distance calls to a *CapTel* user are billed under their existing long distance service.

If a voice user who calls a *CapTel* user does not let *CapTel* know their preferred long distance provider, any long distance captioned calls they place to a *CapTel* user will be charged on their phone bill under that state's TRS long distance carrier, at that state's long distance rate (which varies).

Customers can complete a paper copy of the *CapTel* Database Profile Request in order to specify their long distance carrier of choice. Customers can also designate their carrier of choice via the *CapTel* website or by calling Customer Service. Customers simply indicate which carrier they want to use.

Relay Your Way®

Redundancy/Switching System

The *CapTel* Service Relay Center is equipped with redundant systems for power. The *CapTel* Service Relay Center utilizes a combination of battery backup, commercial UPS supply, and/or auxiliary generator to supply uninterruptible power to the *CapTel* Center for extended periods of time to the *CapTel* Center. Redundant systems for power include ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

The *CapTel* switching system includes a redundant Central Processing Unit (CPU) on "hot stand-by" to ensure that no calls are dropped due to processor failure, a full Maintenance and Administrative Terminal with keyboard, screen and printer capabilities, on-line monitoring, real time programming capabilities which will not take the system off-line, the ability to perform preventative maintenance without taking the system off-line, and an inventory of spare critical components which are maintained on site to ensure the required levels of service are met.

CTI recently has set up an additional *CapTel* Center. Adding a second CTRS call center provides the redundancy for *CapTel* and ensures that *CapTel* Relay users have continuous, uninterrupted *CapTel* service.

CapTel Disaster Recovery Plan

In the event of a disaster, Hamilton would follow the procedure below in which Hamilton will act immediately to restore service to CTS users. As an added layer of protection, Hamilton will advise CapTel users to dial 711 to use their phone in VCO mode through ORS. Hamilton will notify the Commission immediately if a major problem occurs.

Hamilton would like to clarify that CTI's customer service hours are from 8:00 a.m. to 5:00 p.m. CT. However, customers can call Hamilton for any complaint or trouble reporting –24 hours a day seven days a week. We are ALWAYS available to customers. Some CTS users will automatically contact Captioned Telephone Inc. directly rather than the Hamilton Customer Service Department.

Hamilton can handle all CTRS trouble reports even after hours and will act immediately to restore service to CTRS users. As an example, Hamilton's procedure follows:

A CTS user contacts Hamilton Customer Service at 10:00 p.m. to report they are unable to connect to CapTel or they are receiving a message stating "DUE TO AN EMERGENCY, CAS NEED TO LEAVE THE CENTER. PLEASE HANG UP AND TRY YOUR CALL LATER OR DIAL 7-1-1 TO USE TRS VCO".

Hamilton Customer Service would inform the customer that the matter will be investigated

Relay Your Way®

immediately. Customer Service would also explain that in the interim, the customer can use Voice Carry Over (VCO) by dialing 7-1-1 or the toll free TTY access number for ORS. The CTRS user will need to inform the CA that s/he would like to use VCO.

Hamilton Relay Customer Service staff would immediately contact Barb Handrup and/or Diane Taylor.

Barb Handrup Senior Relay Manager Office: 402-694-3656 Cellular: 402-694-1195 Home: 402-XXX-XXXX Address: **This information has been redacted.** City, State, Zip: **This information has been redacted.**	Diane Taylor Assistant Relay Manager Office: 402-694-3656 Cellular: 402-631-3135 Home: 402-XXX-XXXX Address: **This information has been redacted.** City, State, Zip: **This information has been redacted.**

Barb and/or Diane would contact the CapTel Call Center to determine the cause and expected duration of the problem in the following order of escalation:

Josh Kammerud Call Center Technician 608-310-8518 Office 608-575-2100 Cell/Home	Pam Frazier Call Center Director 608-310-8502 Office 608-516-7517 Cell or 608-832-6233 Home

Immediately after contacting CTI, Hamilton would contact the State's Contract Administrator to notify them of out outage. All Hamilton call centers would be notified of the outage and warned that they may receive an increase of VCO calls and possibly confused customers.

Should the situation require additional escalation at the CapTel Center, CTI Senior management would be contacted in the following way:

Jayne Turner
Vice President of CapTel
608-441-8800 Office or 608-213-8865 Cell

Blockage

Hamilton ensures compliance with the P.01 customary TRS industry standard for blockage. No more than one call in 100 will receive a busy signal when calling the Captioning Center at the busiest hour. This will be measured by sampling the number of calls being blocked at a

Relay Your Way®

minimum of every 60 minutes during *CapTel* operation and will be reported to the Commission on a monthly basis.

Answer Performance

Hamilton ensures that 85% of all Ohio *CapTel* calls will be answered within 10 seconds on a daily basis including abandons. Hamilton will report daily answer time to the Commission on a monthly basis.

CapTel Training

All *CapTel* CAs are required to have the requisite experience, expertise, skills, knowledge and training and education to perform *CapTel* Services in a professional and confidential manner. CTI has a detailed CA training plan in place to ensure such standards are met by each *CapTel* CA. At any time if a prospective CA does not demonstrate the ability to achieve the expected standards, they may be removed from the training group and employment terminated.

Change of *CapTel* CA

Hamilton ensures compliance with the FCC rule which requires that the CA shall stay with a relay call for a minimum of ten minutes.

The situations in which a CA would change during a call would include:

1) More than 10 minutes past scheduled break or lunch time
2) More than 10 minutes past the end of a shift
3) CA is observed having extreme difficulty processing the call
4) Call has been in progress more than 30 minutes with difficult call content or speed, or 60 minutes or more of an average call

The change of CA is handled through a supervisor who approves the change, finds an available CA to exchange, and issues the Call Take Over. When a change occurs, the new CA is identified to the *CapTel* user. Just prior to the change in CA a message is sent to the *CapTel* user indicating there will be a change in CA. After the change, a new message is sent with the new CA number indicating they have taken over the call. This way the client can choose to stop the standard phone user from talking for a moment until the new CA is fully in place. The change attempts to take place while the client is speaking so that the least amount of information to caption is lost.

CapTel Confidentiality Agreement

Hamilton ensures that all CAs will adhere to strict policies of confidentiality, which comply with all FCC confidentiality requirements. Hamilton will collect only that personal information necessary to provide and bill for the *CapTel* Relay service being rendered. Following is a

Relay Your Way®

Confidentiality Agreement that all CAs are required to sign prior to taking any live calls.

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

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

The success of *CapTel* depends on quality and complete confidentiality. Consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence. It is very important all Captionists understand and abide by the confidentiality policy.

Relay Your Way®

I HAVE READ THE FORGOING AND AGREE AS FOLLOWS:

- I will not disclose to any individual (outside of a member of the *CapTel* management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any *CapTel* call.
- I will not act upon any information received while processing a *CapTel* call.
- I will not disclose to anyone the names, schedules, or personal information of any fellow worker at *CapTel* Inc.
- I will not share any information about *CapTel* calls with anyone except a member of the *CapTel* Inc. management staff in order to investigate complaints, technical issues, etc.
- I will continue to hold in confidence all information related to the work and calls I have performed while at *CapTel* Inc. after my employment ends.
- I will NOT reveal my Captionist ID number in conjunction with my name unless asked by a member of the *CapTel* Inc. management staff.
- I will not share with anyone any technical aspect of my position at *CapTel* Inc. unless asked by a member of the *CapTel* Inc. management staff.
- I will not talk about consumers or call content with any fellow Captionists.
- I will not listen to or get involved in calls taken by fellow Captionists.

I understand a breach of any part of this agreement may result in disciplinary action up to and including termination of employment at *CapTel* Inc. I recognize the serious and confidential nature of my position.

Employee Name _____

Date_____

Relay Your Way®

FCC CapTel Regulations and Waivers

The FCC has issued a separate Ruling specifically for CapTel: Declaratory Ruling on August 1, 2003 CC Docket No. 98-67, FCC 03-190 document. In this Ruling the FCC found that captioned telephone VCO service (CapTel Service is a form of this) is a type of TRS. In addition the FCC waived certain TRS mandatory minimum standards that do apply to captioned telephone VCO service, and waived other TRS mandatory minimum standards for captioned telephone VCO (see list below). On July 14, 2005 the FCC clarified that Two-Line Captioned Telephone Service is a type of telecommunications relay service eligible for compensation from the Interstate TRS Fund.

Hamilton's CapTel Service offering will meet all FCC minimum standards including answering 85% of all calls within 10 seconds.

The Declaratory Ruling referenced above will serve as the primary source in meeting the existing minimum standards including waivers of the six TRS requirements for CapTel Relay Services. The FCC issued an order on August 14, 2006 (CG Docket No. 03-123, DA 06-1627 document) making these temporary waivers permanent.

CapTel waivers include:

1. Speech to Speech (STS) and Hearing Carryover (HCO)
2. Communication Assistants waivers:
   - TRS mandatory minimum standard requiring CAs to be competent in interpretation of typewritten ASL as applied to captioned telephone CAs.
   - CA oral-to-type test requirement and permit the use of an oral-to-text test instead for CapTel CAs.
   - Requirement that CAs not refuse single or sequential calls as applied to CapTel CAs handling outbound captioned telephone calls.
   - Gender preference.
   - 60 wpm mandatory typing speed for CAs.
3. Interrupt Functionality.
4. Call Release.
5. ASCII and Baudot Format.

For future standards and regulations that may be required by the FCC, Hamilton will work with CTI to attempt compliance. If new or increased standards relating to CapTel Service are mandated during the contract term, Hamilton will notify the Commission in advance of implementation. If new or increased technologies and corresponding services develop or any changes in the state and/or federal laws, rules and/or regulations are required with different cost elements, Hamilton will, in good faith, negotiate an appropriate pricing structure with the Commission.

Relay Your Way®

The following outlines the terms and conditions Hamilton has obtained with CapTel, Inc. in order to provide Enhanced VCO with Voice-Recognition TRS:

(a) CapTel Service will be available 24 hours per day, 7 days per week, 365 days per year.

(b) End Users of the CapTel Service will be able to place calls from within Ohio to any point in the world and from all points outside Ohio to any point within Ohio to the same extent that the access is provided by traditional TRS.

(c) Hamilton will provide reports to Ohio for CapTel Service including the following:
- Total number of calls
- Total number of minutes
- Average number of minutes per call
- Speed of answer
- Number of customer complaints

At the present time, all CapTel statistics are compiled into one queue with the data provided on a national basis rather than state by state. For example, answer performance data is currently the same in every state. It may be possible that states will have their own data at some point in time. However, that will be in the future.

(d) CapTel will meet the P.01 standard for blockage. Blockage rates for CapTel Service are available in 60-minute intervals at the current time.

(e) CapTel Service will answer 85 percent of all calls within 10 seconds including abandons.

(f) CapTel Customer Service will be staffed from 9:00 AM to 5:00 PM, Monday through Friday. Ohio CapTel Customers can also call the ORS Customer Service, which will be available 24 hours a day seven days a week. Hamilton is always available to customers.

(g) CapTel relay users can utilize alternate billing arrangements; for example, collect, third number, person to person, calling card, credit card, and 900 number services.

(h) CapTel Relay Service will be available in Spanish.

(i) The CapTel Service will allow CapTel users to place all network call types commonly supported by TRS including: intrastate, interstate, toll free, 911, and pay per call services.

(j) Calls Not Supported by CapTel include Coin-sent calls, all Non-English language calls except Spanish, and any TRS call which is not a CapTel call including, but not limited to, VCO, HCO, STS, VRS, 2-line VCO, and TTY calls, or any other non- CapTel call.

CapTel Service CAs will adhere to the following minimum standards:

- The CapTel CA shall be trained to caption the words spoken by the hearing party as accurately as reasonably possible without intervening in the communications. The CA is permitted to provide background noise identification;
- The CapTel CA shall not maintain any records of conversation content and shall keep the existence and content of all calls confidential;

Relay Your Way®

- The CapTel CA shall be required to meet the FCC standards for TRS minimum transcription speed;
- The CapTel CA shall not limit the length of a call and shall stay with the call for a minimum of ten minutes when answering and placing a call;
- The CapTel CA shall pass along a CapTel caller's ANI to the appropriate PSAP if the caller disconnects before being connected to emergency services;
- CapTel personnel will have the requisite experience, expertise, skills, education, knowledge and training to perform CapTel Services in a professional manner.

CapTel Service has great potential, as there are many people (many who are not using relay today) who will benefit from this service. **Hamilton was the first TRS provider to trial CapTel Service in its State of Wisconsin.** In addition, **Hamilton provides CapTel Service in the States of Wisconsin, Maine, Wyoming, Nebraska, Kentucky, Montana, Rhode Island, Iowa, Idaho, West Virginia, Arizona, Kansas, Maryland, Georgia, Pennsylvania and the District of Columbia.**

If awarded the contract, the CapTel program would continue with all existing End Users in Ohio and will allow an unlimited number of users every month. Hamilton understands that the Commission has the right to determine the number of phones to be distributed per month.

Hamilton looks forward to providing *CapTel* Service to the State of Ohio. CapTel Service requires alternate pricing. Hamilton has listed a separate pricing plan in its Price Proposal in Tab 7. Hamilton's *CapTel* rate includes both one-line **and** two-line *CapTel* Service.

g. *Additional Call Types:*

Consistent with the obligations of common carrier operators, CAs are prohibited from refusing a single or sequential call or limiting the length of calls utilizing relay services.

Hamilton does not and will not place any restrictions on the length or number of single or sequential calls placed by customers through the relay center. Hamilton has never requested that a relay user finish early. Hamilton is confident it can continue to manage its traffic loads in a manner which will not require it to ask customers to call back later under any circumstances.

TRS shall be capable of handling any type of call normally provided by common carriers and the burden of proving the infeasibility of handling any type of call will be placed on the carriers.

Hamilton is capable of processing non-coin-sent paid calls, sent-paid calls, collect calls, person-to-person calls, international calls, hotel calls and calls charged to a third party. Hamilton also is able to process credit cards, any Ohio local exchange calling cards and all non-proprietary

Relay Your Way®

interexchange company calling cards that are accessed by dialing an 800 number. This includes all major interexchange company calling cards. Relay users simply inform Hamilton's CAs when they want to use an alternate form of billing. The CA selects the correct billing method from an on-screen menu and the call is then placed. The customer's carrier of choice actually bills the call (based on conversation time) as described previously, for intralata, interlata, and international calls. Hamilton bills no calls and receives no revenue.

The format of the bill for all toll calls will be determined by the carrier as Hamilton does not bill any relay calls. However, the call digit information will identify the call as an Ohio relay call and will further designate the type of call (i.e. 3rd number call, direct dial call, collect call, and person-to-person call). This will allow carriers to correctly identify each relay call on their bill. Please see the following section for more information.

All billing to the relay user is based on minutes of conversation and is processed by the relay user's carrier of choice.

Hamilton has the ability to place the following call types:

Bill to ANI	Person to Person
Third Party	PP - Bill to ANI
Collect	PP – Third Party
Calling Card/Credit Card	PP – Collect
Prepaid Calling Cards	PP – Calling Card/Credit Card

Hamilton will continue to meet and adhere to all FCC requirements for all types of calls, ensuring relay certification for the State of Ohio. Please see further in this Tab Section C for detailed information on how billing is transmitted.

Providers of TRS are permitted to decline to complete a call because credit authorization is denied.

Hamilton is not a long distance provider. It is the relay provider. As a result, Hamilton performs no long distance billing. If a long distance provider declines to complete a call because credit authorization is denied, Hamilton will relay the message verbatim to the relay user and ask if he/she wish to make another call.

The scope of this RFP and the consequent bids must only include the processing of intrastate TRS calls. The intrastate relay system will not be required by this RFP to process interstate calls. The intrastate TRS, however, must be capable of accommodating interstate TRS, which is authorized and funded through the federal jurisdiction. Should the provider elect to carry interstate calls, such calls should be recorded separately and distinctly from all intrastate calls

Relay Your Way®

and shall not be billed under the contract, consistent with the FCC's TRS separations requirements.

Automated Billing System to Determine Call Jurisdiction

Hamilton makes use of an automated billing system to determine call jurisdiction. Hamilton marks on every billing record whether the call is local, EAS, intrastate or interstate. This is done immediately when the call is placed. Hamilton performs a second check of call jurisdiction during the monthly settlement process. By determining the jurisdiction of every relay call twice, Hamilton can guarantee that call jurisdictions are established correctly and that the State of Ohio will only pay for intrastate relay minutes. In addition to redundant jurisdiction look-ups, Hamilton also accounts for every minute of relay use. This means that all reports must balance at the end of every month in each jurisdiction category. This additional safeguard ensures that all minutes are accounted for correctly. Hamilton will bill the Interstate TRS Fund Administrator for all interstate minutes.

Hamilton will **report** total interstate minutes of use to the Commission. **Please see Section III.C.1 of this Tab for detailed information regarding Hamilton's billing and reporting process. Hamilton will bill the Commission at the rates stated in Tab 7 for all Ohio intrastate relay traffic.** Hamilton will bill the Commission for intrastate relay traffic. Hamilton will **bill** the Interstate TRS Fund Administrator direct for all interstate minutes.

Bidders, within their proposals, shall identify those types of calls that they believe to be technologically infeasible, and further must explain, in detail, such infeasibility.

Coin Sent Paid

Hamilton is capable of handling any call normally provided by common carriers with the exception of coin sent paid calls. Coin sent paid calls cannot be processed through the relay due to a lack of existing technology. The technology and networks between the common carrier network, payphones, and relay do not allow for signaling to be passed so that a Communication Assistant can determine when coins have been dropped into the payphone. The FCC ordered that coin sent paid calls are not feasible and has made its "temporary solution" of coin sent paid call processing through relay a permanent solution.

Hamilton does not charge relay users who want to place a local call from a payphone as stated in the current FCC coin-sent paid order.

Relay users making a long distance call from a payphone are able to use a calling card (debit card, regular calling card, etc.) or place a collect or third party call. The customer's carrier of choice will then rate and bill any long distance payphone calls. Once billing has been established the call will be processed as a regular relay call. In this manner, all relay users have

Relay Your Way®

access to anyone from a payphone. Hamilton is a part of the industry coin-sent paid team and has done a variety of things to promote the solution approved by the FCC. In Attachment H is a list of coin-sent paid outreach activities that Hamilton has done to educate relay users about how to place relay calls via a payphone. Hamilton also has it own pre-paid calling card that allows for real time rating and integrated announcement capabilities. This card is easy to use and very convenient for relay users. Hamilton's coin-sent paid solution is acceptable to the FCC, meeting all current certification requirements.

The TRS shall also provide its users with conference and three-way calling, and other customer calling features as they become available, to the extent technically feasible. Charges assessed to TRS users for such ancillary services, whether or not traditionally provided by local exchange carriers (LECs), must not exceed the rates assessed to those persons without communication disabilities.

LEC Calling Services

As a local telephone company and relay provider, Hamilton has a great deal of experience working with relay users who have purchased enhanced services from their local telephone companies. Hamilton has made its relay service compatible with the network used by telephone companies to provide these services in a truly functionally equivalent manner.

- **True Caller ID (SS7)**
  Hamilton's relay platform has made use of SS7 signaling since February 2002. Hamilton's relay platforms have been retrofitted to deliver Caller ID in the same manner that these services are delivered today in the public switched network. **Hamilton ensures continuous Caller ID service for Ohio Relay because Hamilton has provided SS7 signaling for several years and has gained significant experience in provisioning and making use of this technology.**

  Hamilton provides true Caller ID service where the actual information of the calling party (not the relay center number) appears on the called party's Caller ID box. Hamilton provides this information on all call types and on all carriers. Hamilton will bring true functional equivalence to Ohio Caller ID relay users.

  Hamilton receives and passes calling line identification information, **including blocking information** from all users calling through the relay service. If the Caller ID block indicator is enabled on the call when Hamilton receives it, the relay caller's number is not passed on to the called party. The call blocking information passes through automatically to the called party with no relay intervention. The relay user has complete control over blocking information with their local phone company.

Relay Your Way®

All relay users, even those who do not subscribe to Caller ID service from their local telephone company, benefit from SS7 signaling through faster connection times to the relay. Because of SS7 technology, originating parties calling in to the relay reach the relay through the telephone network an estimated 5 to 6 seconds faster than in the past. These individuals also wait 5 to 6 seconds less after the CA dials the terminating number.

With Hamilton's advanced SS7 technology, Caller ID information is automatically delivered to a 911 emergency center just as if the relay user had called 911 direct. As the FCC desires, Hamilton is making use of SS7 technology to facilitate the seamless transfer of caller information to a PSAP.

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

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

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

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

Relay Your Way®

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

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

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

- **Three-Way Calling**
  If a three-way call is desired and three-way calling is available from the LEC and the customer has purchased this feature from his/her LEC, the customer can use the feature to either tie the third party directly into the conversation or to tie the third party in by making a second call to the relay center.

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

Cellular/Wireless/PCS Phone Access

Hamilton's Relay switch is capable of processing relay calls that involve pagers, cellular and personal communications services. These services are all part of the Public Switched Network and they are handled just like any other relay call as explained throughout this Tab. The relay switch is compatible with the Public Switched Network. There is no difference in how voice or text initiated calls through relay are processed over wireless devices.

Relay Your Way®

Hamilton treats wireless call types just the same as any other call type and processes the call identically ensuring accurate billing by the wireless provider as Hamilton performs no billing. Hamilton has DTMF boxes at each workstation to perform dialing or access functions for relay users. DTMF boxes send tones that activate automated voice systems and pagers. Relay users can use wireless devices to call through relay including pagers. With DTMF capability, Hamilton Relay can navigate voice menus, answering machines, or any other automated system that either record or passes on voice, text, or electronic message to the other party even when using a wireless device.

The only time Hamilton has experienced difficulty with wireless services is when a call originates from a non-feature group D office (that does not forward the correct ANI information). Although the majority of the time, this is not an issue, there are occasions when a wireless switch sends false ANI information on wireless calls and the CA needs to ask for an alternate form of billing.

For calls originating in areas where false ANI information is forwarded, Hamilton has developed an interim solution. Hamilton's relay switch identifies wireless calls. When a wireless call has a false ANI associated with it, Hamilton processes the call as "no bill" preventing the relay user from having to use alternate form of billing. **This is just another example of Hamilton's customer delight program. Hamilton does what it takes to ensure the customer is satisfied.**

Directory Assistance

Hamilton gives all relay users access to local, intrastate and interstate directory assistance services via the relay and processes directory assistance requests in the same manner as any other relay requests. Hamilton's directory assistance process is described in the next paragraph.

Upon receiving the area code from the relay user, the CA dials the correct area code plus 555-1212. When reaching the directory assistance operator, the CA identifies the relay and asks for the city and state the user has given while at the same time keeping the relay user informed. When the correct number has been obtained the call is handled as a regular relay call.

The relay user can pick which carrier they want to use for directory assistance. The relay user's carrier of choice bills for interlata and intralata directory assistance calls at their tariffed rate. With intralata presubscription, all billing is performed by the customer's carrier.

The cost to the Commission for the relay minutes associated with intrastate directory assistance calls are billed based on the same rates as provided in Hamilton's Price Proposal. The cost of relay minutes for interstate directory assistance calls are billed to the TRS Interstate Fund.

Relay Your Way®

3. *Handling of emergency calls.*

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

Hamilton's Procedure for Handling TRS Emergency Calls

Hamilton partners with a national Emergency Call Relay Center, a company named Intrado, Inc., for the provision of handling emergency relay calls.

Following is a brief Description of Intrado, taken from its website (http://www.intrado.com):

> "For over a quarter of a century, telecommunications providers, public safety organizations and government agencies have relied on Intrado Inc. for their communications needs. Intrado provides the core of the nation's 9-1-1 network and innovative emergency communications services and mobility solutions that transform communications and help save lives. The company's unparalleled industry knowledge and experience reduce the effort, cost and time associated with providing reliable information for 9-1-1, safety and mobility applications. Intrado has received International Organization for Standardization (ISO) 9001-2000 certification.
>
> As North America's leader in 9-1-1 infrastructure, systems and services, Intrado has played a key role in defining, building and maintaining the complex emergency communications infrastructure. In 2005, Intrado systems and services supported an estimated 200 million calls to 9-1-1. Intrado's customers include all major U.S. wireline, wireless, and VoIP carriers, large international operators and a growing number of public safety agencies and municipalities in the U.S. and abroad."

Hamilton has had great success with Intrado and follows the procedures below:

- If the caller has the local emergency number which needs to be accessed, the call is promptly placed and handled in the same manner as any other relay call.

- In the event that the caller does not have the access number to 911 and the emergency appears to be of such a nature that time will not permit the caller to hang up and call directly

Relay Your Way®

to 911, the CA will contact the Emergency Call Relay Center (ECRC) which is accomplished through one stroke on the keyboard.

- Simultaneously, the CA obtains the address from which the person is calling from and selects the "emergency call" box option on the software at the workstation. (A Supervisor assists every 911 call. When a Communication Assistant makes this selection, a Supervisor is notified immediately as a flag indicator on the Supervisor Console is activated.)

- Once connected to the ECRC, the CA will identify as a TTY relay call and relay the location of the caller. (If the CA does not obtain location information, the CA gives the ECRC the ANI of the caller.)

- The ECRC immediately transfers the call to the appropriate PSAP center. The ECRC drops off the call once confirming that both parties are on the line and the correct PSAP has been reached. The CA processes the call as normal.

- Hamilton passes the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services.

Back-up Emergency Procedures

- As a back-up to Intrado in the event that Intrado is unable to match the caller with the appropriate PSAP, Hamilton has procedures in place to access its own emergency database.

- Hamilton's relay software takes the NPA/NXX information from the ANI of an incoming call and matches it to information in its database. The ANI indicates what city or location a call is coming from. This NPA/NXX information is then cross-referenced to a list of locations in Ohio stored in the database. Hamilton will map each NPA/NXX in Ohio to the appropriate PSAP. Once this search is complete (it only takes a second) the correct emergency telephone number is loaded automatically into the "outdial" box and the Communication Assistant can immediately dial the appropriate emergency personnel. This process ensures that ORS users have access to the correct and appropriate PSAP when their call is handled in any Hamilton facility.

- Hamilton passes the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services.

- If the caller is using a cellular phone, the ANI is not a good indication of where the caller is actually calling from. In this case, the CA asks for the nearest city name and initiates an automated search for the appropriate PSAP. If several PSAPs are listed for the same city, the CA will try to identify the correct one with a quick question to the caller.

Ohio Relay

Relay Your Way®

- Hamilton's emergency database application described above meets the current requirements established by the FCC.

FCC Rules for Emergency Calls
In the June 2004 order, the FCC adopted the definition of "appropriate" PSAP as "*either* a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner." Hamilton's database automatically and immediately transfers the caller to the appropriate Public Safety Answering Point based on NPA/NXX information.

The key to providing the best service in emergency situations is to maintain an updated list of Public Emergency Service Answering Point numbers (i.e. 911 centers). Hamilton accomplishes this through two mechanisms to ensure that relay users are connected to the appropriate PSAP: 1) through the use of Intrado's 9-1-1 infrastructure and 2) through Hamilton's own PSAP database, which it will maintain for Ohio as it currently does in its other TRS states. **Hamilton's policy brings a great deal of security to relay users.**

TTY to TTY Communications Between PSAP and Caller
Hamilton will process direct TTY to TTY communications between the PSAP and the TTY caller. Hamilton will "release" these calls if so desired.

If a Caller Disconnects Before Being Connected to the PSAP
In the event that a caller disconnects before being connected to the PSAP even if the CA is unable to get the number of the caller before the call is disconnected, Hamilton's relay technology contains a notification feature that initiates a command to Hamilton's software to write a record of the ANI calling for emergency assistance. The Supervisor can then access this information if needed, so no matter when the caller hangs up, Hamilton can send the correct ANI information to the 911 center.

The Supervisor will contact the appropriate 911 center and give the dispatcher any pertinent information collected on the call. This includes ANI for the caller so that if the 911 center has "Enhanced 911 Services", emergency personnel will be able to locate where the person in need is calling from.

Hamilton is not intending to be a 911 center; however, as stated above we will not turn away an emergency situation and Hamilton will take all reasonable steps possible to get the call placed and summon any necessary help. During the course of any such calls, the CA continually attempts to solicit as much information as possible about the nature of the emergency so that in the event that the caller cannot complete the call for any reason, the CA may have an opportunity

Relay Your Way®

to seek out the appropriate emergency assistance. The CA then gives the dispatcher any pertinent information collected on the call even if the originator of the call has disconnected. This includes ANI for the caller so that if the 911 center has "Enhanced 911 Services", emergency personnel will be able to locate where the person in need is calling from. This meets the FCC's new requirement where a CA must pass along the caller's telephone number to the Public Service Answering Point (PSAP) when a caller disconnects before being connected to emergency services. This allows the PSAP to follow their regular procedures, which is to call back the person calling for help. If time allows, the CA will let the relay user give this information to the dispatcher through normal call practices.

Hamilton's emergency call plan follows this section. This covers the scenario of a relay user disconnecting before the call is completed. If the 911 call is completed, the CA will follow normal relay procedures with the assistance of a supervisor and the caller's ANI is transferred to the appropriate PSAP as described above.

Relay Your Way®

911 Procedures

If the caller disconnects before the emergency call to the PSAP is completed:

Call the 911 Dispatch number that is listed in the Emergencyfile.txt or the emergency dispatch numbers file ASAP (all of this is immediately available on the CA's workstation screen). Remember this is a 911 call.

When you reach the 911 dispatch operator use the following steps:

A. **Greeting**: This is "CA XXXX" from "State" Relay Center. We just received a 911 call that wasn't completed. The caller uses a TTY and may be Hard of Hearing, Speech Disabled, or Deaf. The ANI is XXX-XXX-XXXX.

B. Ask the 911 dispatch operator if they have a TTY. If they do not proceed to item "C". Ask if they know how to use the TTY. If they don't know how to use the TTY proceed to item "C". If they know how to use the TTY proceed to item "E".

C. Give the 911 dispatch operator the Voice relay number for the correct state.
   1. LA 800-947-5277
   2. WI 800-947-6644
   3. KY 800-648-6057
   4. NE 800-833-0920
   5. ID 800-377-1363
   6. RI 800-745-6575
   7. ME 800-457-1220
   8. WY: 800-877-9975
   9. IA: 800-735-2943
   10. MT: 866-253-4090
   11. GA: 800-255-0135
   12. WV 800-982-8772
   13. AZ 800-842-4681
   14. KS 800-766-3777
   15. MD 800-201-7165
   16. Mass 800-439-0183
   17. D.C. 800-643-3769
   18. Saipan: 866-339-9384
   19. Virgin Islands: 800-809-8477

D. Ask the 911 dispatch operator if they know how to use the relay. If yes proceed to item "E".
   1. Relay Explanation
      The person you are calling through relay will be typing their conversation and the CA will read it to you.

E. Ask the 911 dispatch operator for their name or operator number. Record this information on the CA's Emergency Call Slip.

Complete the Supervisor Emergency Call Slip in the Emergency Dispatch Numbers folder.

Relay Your Way®

Hamilton currently handles emergency calls as expeditiously and effectively as possible even though the center is not designed to be a substitute for 911 centers.

Through its outreach programs and outreach materials, Hamilton educates relay users about how to use 911 services. As a part of this information, Hamilton encourages relay users to call 911 direct and to contact their local emergency service personnel using a TTY to ensure that the 911 center will process a TTY call correctly if there ever were an actual emergency.

In addition, Hamilton gives presentations to 911 centers routinely as part of its outreach program. Hamilton provides training and other assistance to emergency dispatchers to ensure TTY calls or relay calls are handled correctly.

4. In-call replacement of CAs

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

Change of CA During a Call

Hamilton, as a matter of practice, does not change Communication Assistants during a call. Even at the end of shifts, over lunch hours, and other breaks, Hamilton's CAs stay with a call until it is completed. Our experience has been that this provides much greater continuity for the user. Hamilton only substitutes a CA if the following should occur:

- **A caller requests a change in gender of the CA**
  Hamilton's Communication Assistants, when requested, will switch a call to another Communication Assistant who is of the gender requested by the caller and retain that gender for the user throughout the relay call.
- **Verbal abuse or obscenity is directed to the CA**
  If a relay user becomes abusive towards a CA (calling names, etc.) or does not give a number to dial, Hamilton's procedure is to send a hot key requesting the number to call three times, waiting approximately 20 to 30 seconds between each time the hot key is sent. If the CA is still being harassed or is not given a number to dial, a supervisor will be called. The supervisor will try to process the call. If abuse continues or there is no response, a disconnect slip will be completed.
- **The call requires a specialist (Spanish language, speech to speech, etc.)**
- **A perceived conflict of interest exists**
- **Or another major emergency exists**

Relay Your Way®

A change never takes place until either the calling or called party has completed their part of the conversation (typed or stated GA).

If a call does need to be transferred, another CA will replace the CA relaying the call at the same workstation (using the same gender as requested), so that the relay user's call is not interrupted (except to identify the new CA to both parties). A supervisor monitors the change and must approve the change based on the criteria listed above.

Most relay centers have a common practice of substituting agents in the middle of calls to accommodate breaks, quitting times, etc. Hamilton does not. Hamilton's CAs truly care about each call and are dedicated to seeing it through completion. Hamilton is also willing to pay over-time for this type of service. **Hamilton exceeds the FCC standard for substitution of Communication Assistants for TTY-based TRS and Speech to Speech TRS.**

The main difference between Hamilton and other providers is that our CAs are willing to go the extra mile for all relay users. Hamilton works very hard at making sure it hires CAs that above all else, care about making the call go through. Often times, this is the most important thing to a relay user. Our CAs excel at providing outstanding service on every relay call.

5. *CA gender preferences*

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

Hamilton's Communications Assistants, when requested, will switch a call to another Communication Assistant who is of the gender requested by the caller and retain that gender for the user throughout the relay call.

If a call does need to be transferred, another CA will replace the CA relaying the call at the same workstation (using the same gender as requested), so that the relay users' call is not interrupted (expect to identify the new CA for both parties). A supervisor monitors the change and must approve the change based on the situations listed above.

All of Hamilton's CAs have been assigned a four digit number. This number, as well as, gender identification is typed to the TTY user and spoken to the voice user. For example, the CA types to the TTY user "ORS CA# _____ (m/f) Number to call pls Q GA" and voices to the non-TTY user "Ohio Relay. CA# ____. Number to call please."

Relay Your Way®

6. STS called numbers

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

Hamilton has a feature, which allows all relay users, including STS users, to maintain a list of names and telephone numbers. A relay user simply gives the name of the person to call to the CA, the CA will repeat the name and state the number of the person to call. Like all profile information, Hamilton will transfer this information to any new STS provider. The Speed Dial feature will be of great benefit to STS users. This information as well as all other profile information will be transferred to any new STS provider.

B. Technical standards

1. ASCII and Baudot

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

Hamilton has all of the necessary equipment needed to be capable of receiving and transmitting in Voice, Turbo Code, ASCII or Baudot formats. All equipment is compatible with industry-wide standards. Hamilton's modems can auto-detect the difference between ASCII and Baudot signals within the same modem so that each call is connected correctly. **Hamilton will furnish all necessary telecommunications equipment and software to be capable of communicating with all voice, Baudot and ASCII calls at the correct Baud rate.** Hamilton's workstations and switching mechanisms are flexible enough to process other formats as they become available to relay users.

Automatic Numbering Identification (ANI) Technology

Hamilton's switch utilizes a self-learning database, which allows Hamilton to automatically connect relay users in the correct mode. This allows for faster call setup. The advantage to the relay user is that connections are made faster with more reliability without a recording. Our internal testing indicates that this feature and the manner in which we have deployed it saves anywhere from 2 to 5 seconds of call set-up time compared to other centers, thus cutting costs to the State on a per call basis.

Hamilton has an automatic identification of connection speed system within its relay platform. This feature provides automatic connection at the speed of the equipment used by the caller for

Relay Your Way®

any caller who has used Hamilton's Relay Services at least one time before. Our switch has a "self-learning" database which is updated the first time callers reach our center (by dialing 711 or an 8XX number) with their originating telephone number and connect mode. On text calls, Hamilton first sends Turbo Code signals and then ASCII signals to the new relay user. If no connection is made, Baudot tones are then sent. Once a connection is made, this information is recorded and stored with the relay user's associated ANI in Hamilton's database. A first time caller through Hamilton's relay center will experience a varied connect time depending on the equipment used. Since Baudot tones are the last tones sent, relay users with this type of equipment will wait a few seconds more on the first call. However, after the relay user's first call, the connect time is reduced significantly since Hamilton recognizes the user's ANI and connects at Baudot immediately on the next call.

As described above, Hamilton's self-learning database records the connection speed of a text call associated with the ANI of the caller. If the end-user changes equipment, Hamilton's system attempts to connect at the next higher speed automatically. This ensures that the switch will make the higher speed connection. ***After the first call, our center's equipment automatically connects the caller in the correct mode when connected to that particular telephone number. Hamilton's automatic identification of connection speed allows Hamilton to further reduce call set-up times, giving us a rather large advantage over our competition.***

Hamilton's automatic identification of connection mode reduces valuable call set-up time for relay users and connections are made faster and with more reliability. Hamilton receives a relay user's **connection speed or voice signal** and matches it with the user's ANI and stored in our database. From that point on, any time Hamilton Relay receives a call from that ANI, Hamilton automatically connects in the appropriate connect mode without the customer completing a caller profile. This type of technology is just another example of how Hamilton is continually customizing its relay service while shortening the number of session minutes.

Hamilton currently stores each relay user's connection mode information based on the user's ANI in its database. Hamilton has the ability to add additional information to its database including carrier of choice, call handling preferences if the person wants the call interpreted, and any other call handling requests via a customer profile. When a relay user calls the relay, the customer's profile appears on the CA's screen. This allows the CA to process the call according to the customer's preferences without the customer needing to repeat preferences on every relay call.

Outbound calls are dialed out in voice mode so the CA can hear the progress of the call. If the phone is answered by a modem the CA will switch to the appropriate mode of Baudot or ASCII based on the tone heard with one keystroke. If the call is answered by a voice person, the CA will request the text device if a voice user originated the call.

Relay Your Way®

2. *Speed of answer*

TRS shall include adequate staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

Hamilton is dedicated to providing high quality relay service to all its users and will maintain these high standards for the Ohio Relay. Hamilton will provide adequate staff to meet the requirements in the RFP and the FCC. Hamilton has explained in detail its staffing techniques below.

Hamilton knows that the underlying goal of the relay is to provide users access to the telephone network that is functionally equivalent to persons without communications impairments. Hamilton does and will continue to monitor and manage its call centers in order to produce the best traffic standards in the industry.

TRS shall, except during network failure, answer 85 percent of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS center's network. The call is considered delivered when the relay center's equipment accepts the call from the local exchange carrier and the public switched network actually delivers the call to the TRS center. Abandoned calls shall be included in the speed-of-answer calculation. A provider's compliance with this rule shall be measured on a daily basis.

Average Answer Seconds

Hamilton will **answer** eighty-five percent (85%) of all Ohio calls within ten (10) seconds from the time the call enters the TRS system during all times of the day and will **answer** at least eighty-five percent (85%) of all calls within ten (10) seconds for the month by any method which results in the caller's call immediately placed, not put in a queue or on hold. Hamilton will greatly exceed these standards. Please see Attachment C for Hamilton's latest answer performance statistics. Relay users do not wait long for a Hamilton Communication Assistant to answer the call. ***Hamilton is dedicated to providing high quality relay service to all its users and will continue to maintain high standards for the Ohio Relay.***

Hamilton will include abandoned calls in its answer performance calculations. **This will result in an overall increase in answer speed for Ohio relay users. Hamilton is pleased to offer this level of service to Ohio relay users.**

Relay Your Way®

Hamilton demonstrates high quality service through its answer performance and its ability to deliver high quality call processing on each relay call. Almost all of Hamilton's states require answer performance above the FCC's 85 percent of all calls answered within 10 seconds requirement. In fact, several of Hamilton's states require that 90 percent of all calls be answered within 10 seconds on a daily basis and 95 percent on a monthly basis. **With this high standard that Hamilton meets daily, Hamilton will meet the RFP standard for the State of Ohio.**

Hamilton begins measuring Average Answer time from the moment a relay call arrives at its relay switch (i.e. in the TRS center's network). Hamilton has no control over the amount of time it takes a call to reach Hamilton's switch since the call is routed over the public-switched network, nor can Hamilton measure this time. As soon as Hamilton's relay equipment accepts the call from the LEC and the public switched network delivers the call to the TRS center, Hamilton starts its call detail record to capture answer time data. Hamilton's timing is very accurate as no rounding takes place since this time is measured in seconds.

The information reported to the Commission will be taken from Call Detail Records for traditional TRS ensuring the accuracy of the data. Each call detail record tracks the amount of time a call waits to be answered. Hamilton's CAs do not answer a call until they are ready to engage the call. Calls in queue or calls receiving the intercept message are not counted as answered. This "queue time" field will continue to be analyzed and reported, but not billed.

Hamilton has the ability to monitor this statistic on a real-time basis via a monitoring system that is accessible to management and supervisors. This information is utilized to make Communication Assistant staffing changes throughout the day. Average answer time is displayed on the supervisor console. The Supervisor workstation and reader boards in the center indicate if calls are in queue waiting to be answered. The Supervisors are responsible for making sure that when that alert comes up that all available Communication Assistant resources are logged in to the system and answering calls. Each of these tracking mechanisms allows Hamilton to respond quickly by adding more Communication Assistants immediately.

Daily activity reports used for internal management purposes also track answer performance information for future scheduling. In addition to this, Hamilton uses a variety of other scheduling techniques to ensure that staffing meets traffic demands. Hamilton makes use of historical data, trending, call patterns and combines that with the knowledge of current events (i.e. football games, weather, Mother's Day, etc.) to anticipate staffing needs.

The answer performance calculations taken from Hamilton's call detail record will be reported to the Commission monthly. Hamilton will report average answer time on a daily basis in seconds with a range of answer times for the month. Please see Attachment G, Report B for a sample report.

Relay Your Way®

Hamilton is delighted to offer an unmatched quality of service which greatly benefits the relay users across the State of Ohio as well as the Commission.

The system shall be designed to a P.01 standard. No more than one call in 100 will receive a busy signal when calling the TRS. The TRS must measure its technical performance on a daily basis.

Call Blockage

Hamilton's relay service is designed to a P.01 standard. No more than one call in 100 will receive a busy signal when calling the relay center at the busiest hour. Hamilton defines "blockage" as any call that arrives at the relay switch but is not answered due to the customer receiving a busy signal. **Currently, Hamilton has never come close to blocking 1 call in 100.**

There has been no blockage at our switch points because our incoming network capacity is well in excess of any peak load requirements. Relay users never receive a busy signal from Hamilton. If a relay user does reach a busy signal, there is a problem somewhere else in the network that is not under Hamilton's control (i.e. local network, long distance network, equipment, etc.) Although very unlikely, in the event Hamilton's switch is down, calls are automatically rerouted (Hamilton's switch puts all calls in a "queue" in order to handle them in the order received and to assign them on a rotating basis to the various workstations) or intercept messages are used rather than busy signals. Hamilton's network maps in Attachment D show how much flexibility Hamilton has in call processing. It also shows the number of incoming trunks Hamilton has provisioned at each switch site.

Hamilton designs its systems to prevent blockage. Hamilton's switch is a high-speed, stand-alone, **non-blocking** digital switching matrix. The system is fully redundant to insure quality and reliable performance, making blockage or any downtime nearly impossible. The system auto-detects any problems and moves to the secondary system immediately if necessary.

Another measure Hamilton has taken to prevent blocking is to use networks that make use of SONET survivability technology. All of the networks controlled by Hamilton - from the point a relay user picks up the phone in their home or business, through the relay and then back to the other phone being called - are redundant and can survive fiber cuts and other such outages. This allows Hamilton to maintain its zero percent blockage rate at the network level. **Hamilton looks forward to providing Ohio relay users a type of relay service where blockage does not exist.**

Hamilton will measure, record and report its blockage rate information to the Commission. This will be monitored every half hour. This information will be included in the average daily blockage report as listed in Attachment G and reported to the Commission on a monthly basis.

Relay Your Way®

Hamilton will continue to abide by the FCC rules (i.e. a LEC shall provide the call attempt and the rates of calls blocked between the LEC and the relay center upon request).

Hamilton uses the Public Switched Network between the origination point of the call and our interexchange carrier's point of presence and in the reverse for outbound calls (please refer to the network maps in Attachment D). Trunks are purchased from a certified IXC and handle traffic back and forth from the IXC point of presence to Hamilton's relay switching platforms. Trunking capacity between the local network and the relay switching platforms, for both originating calls and terminating calls, is more than sufficient to assure that blockage does not occur under any reasonably foreseeable operating conditions. These trunks also have overflow capabilities among all Hamilton facilities.

Hamilton's transmission circuits meet or exceed industry interexchange performance standards for circuit loss and noise. Hamilton has no busies at its center because of a lack of facilities. Hamilton's system is currently provisioned in such a manner that call blockage or busies never happen. This meets the FCC requirements.

TRS Blockage Measurement

Hamilton monitors and measures its TRS blockage rate every thirty minutes, twenty-four hours a day to ensure its service remains at P.01 or better. Should the grade of service fall below P.01, Hamilton will take immediate action to correct the situation.

3. Equal access to interexchange carriers

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

TRS Equal Access (Carrier of Choice)

Hamilton provides both intralata and interlata carrier of choice. Charges for all relay toll calls are billed by the relay user's carrier of choice, which are recorded and billed by the relay user's carrier of choice in the same manner as the carrier bills that customer for other long distance calls not made through the relay, ensuring functional equivalent rates. On each toll call, Hamilton forwards the appropriate information digits, calling number and called number as part of the call information so that the long distance company can bill the customer at the correct rate through their normal billing mechanisms. Calling card or credit card billing is handled in the same manner. All the major carriers (including AT&T, Sprint and MCI) which are participating in relay equal access have established the necessary trunking with Hamilton's relay centers to provide Hamilton's relay users with a choice for their long distance provider. Hamilton offers equal access to all carriers who choose to participate. Hamilton currently has 71 carriers

Relay Your Way®

participating in equal access. Hamilton has provisioned the necessary trunks at each of Hamilton's relay switching tandems so that long distance companies participating in equal access can receive Hamilton's relay traffic.

When a call has been defined as a long distance call, Hamilton sends this call to its relay switching tandem. The customer's selected carrier code is sent with each call so that the tandem sends the call to the customer's carrier of choice. Each call is identified as a relay call. If a relay user has signed up with his/her carrier of choice for a "relay" discount or the carrier is required to give a relay discount, the carrier will bill the call as a relay call and apply any discounts. Relay users will receive one bill from their carrier of choice just like they do for all of their direct calls. **Hamilton explains this type of billing arrangement through all Outreach and Customer Service activities, in newsletters, relay materials, etc. so that relay users understand how to select a carrier and find the best long distance rates.**

Operator services are handled in the same manner as explained above. All operator assisted calls are sent to the customers' carrier of choice for processing and billing. Hamilton does not set any rates for long-distance or operator-assisted calls since the customer's carrier of choice bills these calls.

The type of arrangement explained above gives the control to the relay user. The relay user can pick their carrier of choice, receive one bill for all of their calls, and the relay user can shop for the best rates, just like they do today for calls not made through the relay. Hamilton sees this as a significant advantage to relay users. The relay user can work with one carrier and the relay remains invisible. Hamilton looks forward to providing this type of service to the relay users of Ohio.

Hamilton has developed a customer profile program based on the relay users' ANI that provides automatic connection to the carrier of choice (AT&T, Sprint, MCI, etc.) for both interlata and intralata calls made by the relay user in the same manner that voice users have access to preferred carriers. This allows relay users to obtain the rates of their long distance carrier and receive billing for their long distance relay calls on that carrier's bill every time. Relay users complete a customer profile with their carrier information and Hamilton adds this information to its database. On each subsequent relay call relay users are automatically connected to their carrier of choice. Relay users can also notify the Communication Assistant of their carrier of choice when making a long distance relay call. In the event a relay user elects to change his/her carrier of choice, the Communication Assistant is able to do so. Direct requests for a carrier of choice by relay users will always override the information in the customer profile for the initial outbound call and consecutive outbound calls made in accordance with the inbound call. **The Communication Assistant will also explain carrier of choice to a relay user when asked.**

Relay Your Way®

With the profile system, Communication Assistants do not need to ask relay users the name of their carrier and consequently call set-up time is shortened. It ensures that relay users get their relay calls billed through the same carrier they use for other calls placed from that particular telephone line. This feature is a significant convenience to relay users and a time saver for both users and CAs. This is truly the most functionally equivalent method of providing carrier of choice available today.

Besides carrier of choice, Hamilton Telecommunications also offers 1010 dialing through the relay. This service is functionally equivalent to using 1010 services when not placing calls through the relay. **Hamilton is pleased to offer this type of advanced technology to Ohio relay users.**

Notifying Relay Users of Non-Participating Carriers

If a Relay user selects a long distance company that is not available through Hamilton's list of participating carriers, the CA will so inform the consumer and will then call for a Supervisor for assistance. The Supervisor will then obtain the customer's name, telephone number and 800 number of the long distance company allowing Hamilton to contact that carrier in order to ask them to participate in relay equal access. If a relay user selects a non-participating long distance carrier via the customer profile, Hamilton will notify the customer that the chosen carrier is not participating in equal access. Hamilton's customer service always follows up with the customer and the long distance company concerning this matter.

If a customer contacts Hamilton requesting a carrier that does not participate, Hamilton will contact that carrier both verbally and in writing to notify them of their obligation to provide access to TRS users and encourage them to participate in equal access.

Hamilton's Customer Service Representatives are prepared to discuss carrier of choice with relay users and are also prepared to direct them to other telephone numbers to access more information from particular carriers. Hamilton keeps an updated file of the appropriate access numbers to long distance companies that are participating in relay equal access. **Hamilton maintains a list of participating long distance carriers. As discussed below, Hamilton will mail all certified long distance companies in Ohio a letter asking them to participate in Hamilton's equal access process.**

Encouraging IXC Participation in TRS Equal Access

Hamilton offers equal access to all carriers who choose to participate. Upon award Hamilton will build a list of all certified IXC's and dial-around services operating in the State of Ohio. Hamilton will seek information from the State from which to build this database. Hamilton will then mail all certified long distance companies in Ohio a letter, which follows, asking them to participate in Hamilton's equal access process. Hamilton has provisioned the necessary trunks at

Relay Your Way®

each of its relay switching tandems so that long distance companies participating in equal access can receive Ohio relay traffic. Hamilton will work with each company who responds to the letter to become active in Hamilton's switching tandems. Hamilton will then gain written authorization from each carrier to be added to Hamilton's switch, which allows that company to pick up relay traffic for customer billing purposes.

If a customer contacts Hamilton requesting a carrier that does not participate, Hamilton will contact that carrier to notify them of their obligation to provide access to TRS users and encourage them to participate in equal access.

Relay Your Way®

Date

Company Name
Address
City, State, Zip

RE: TRS EQUAL ACCESS PARTICIPATION

If you are certified to provide toll services in Ohio please read on for important equal access information as it relates to Telecommunications Relay Service.

To ensure full compliance with FCC orders (see attached), Hamilton makes every effort to give relay users access to as many long distance carriers as possible. We are asking your company to participate in relay equal access for intralata, interlata, or both types of toll traffic.

Hamilton's relay switches are located in Louisiana and Nebraska. You have to be connected to both switches in order to provide service for relay users.

All interlata and intralata toll traffic from the **Louisiana** switch is delivered to:

- AT&T Southeast's Goodwood tandem
- 566 Lobdell Avenue
- Baton Rouge, Louisiana 70803-6316
- CLLI code - BTRGLAGW0GT
- Point code – 252161001

All interlata and intralata toll traffic from the **Nebraska** switch is delivered to:

- Alltel tandem
- 1440 M Street
- Lincoln, Nebraska 68508-2513
- CLLI Code LNCLNEXL04T
- ICSC number in Nebraska 800.864.7188
- Fax number 704.841.3231

A facility-based carrier (not a reseller) participating in relay equal access is responsible for picking up its customers' toll traffic from these tandems in Louisiana and Nebraska and hauling it to the terminating destination. Carriers must have facilities that will accept relay traffic (1+,

Relay Your Way®

0+, international, etc.) at each tandem. All certified carriers within any of the states listed above are invited to participate in relay equal access.

To participate as a facilities based carrier for relay you must submit two Access Service Requests (**ASR**) to activate your carrier code (CIC): **one to Louisiana and one to Nebraska.** Additionally, send **Hamilton Relay, Inc.** in Aurora, Nebraska, a Letter of Authorization (**LOA**) indicating every state where you are authorized to provide toll service. The purpose of the LOA is to grant Hamilton Relay the authority to activate you in the relay switches. **Please include your technical contact name, telephone number and email address and your customer service contact information.**

If you are a reseller with an underlying carrier that is certified in Louisiana and Nebraska, then send an **LOA** to **Hamilton Relay, Inc.** indicating every state where you are certified to provide toll service and what CIC to use for your traffic. Also include **your technical contact name, telephone number and email address and your customer service contact information.** The purpose of the LOA is to grant Hamilton Relay the authority to activate you in our relay switches. It is your responsibility to provide your customer information to your underlying carrier or have your underlying carrier activate your CIC in the tandems so your carrier can identify your traffic.

Thank you for your attention to this matter. We look forward to hearing from you.

Sincerely,

JoAnne Lambert
Equal Access Coordinator
joanne.lambert@hamiltontel.com

Relay Your Way®

Attachment to Letter: **Federal Communications Commission**

Washington, D.C. 20554

In the Matter of	)	
	)	
Telecommunications Relay Services	)	CC Docket No. 98-67
and Speech-to-Speech Services for	)	
Individuals with Hearing and Speech	)	
Disabilities	)	

ORDER ON RECONSIDERATION

Adopted: June 2, 2000
Released: June 5, 2000

page 14
(b) *Technical standards.*

(3) *Equal access to interexchange carriers.* TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.

Relay Your Way®

LOA EXAMPLE — Long Distance Service Provider Letterhead

Mmmm dd, yyyy

Hamilton Relay Inc
Attn: JoAnne Lambert, COC Coordinator
1006 12th Street
Aurora, Nebraska 68818

Dear JoAnne:

Please accept this letter of authorization to include *long distance service provider name* as a long distance carrier for Relay users in the follow states:

- *List all states where your company is authorized to provide long distance services. If your service area is nationwide, indicate if it includes the 48 continental states or all 50 states plus territories.*

Long distance service provider name *is active and ready to receive Hamilton Relay users' toll traffic at _____'s tandem in _____, TX, AT&T Southeast's Goodwood tandem (BTRGLAGW0GT) in Baton Rouge, LA, and Alltel's tandem (LNCLNEXL04T) in Lincoln, NE. Please use the following technical information to configure Hamilton's Relay switches:*

- Carrier code(s): *Long distance service provider's carrier identification code NNNN. If you use multiple CIC codes, please indicate the state, jurisdiction, or calling plan associated with each code Relay customers are allowed to choose.*
- Underlying carrier name: *Name of underlying carrier, if used*
- Underlying carrier code: *Underlying CIC NNNN, if used*
- Carrier code(s) to activate in Relay switches and send with calls: *CIC NNNN = LD provider or underlying carrier code(s)*
- Technical contact: *Name of technical person with whom to discuss routing issues*
- Telephone: *Technical contact's telephone number*
- E-mail: *Technical contact's e-mail address*

Should your Relay users need to contact *long distance service provider name*, please have them call our customer service number, *NNN-NNN-NNNN*.

Sincerely,
Authorized signature
Typed name
Title
Telephone number

Ohio Relay

Relay Your Way®

Default Carrier
If a customer does not select a long distance carrier (either in the customer profile or verbally at the time of the call), Hamilton defaults that caller to AT&T in most of the states it serves. The Commission can change this default if so desired.

Hamilton selected AT&T as a default carrier because it had the largest market share. Hamilton was looking for an IXC that would be familiar to the majority of customers, which would result in the smallest number of relay users being charged at a casual user rate. Hamilton also looks at the quality of the network and service reliability and has selected AT&T as its default carrier in the majority of its states based on these two factors.

Hamilton does not use AT&T exclusively as its default carrier. In Iowa, Wyoming and Montana - three of the states that we have taken over from Sprint - we have changed the default carrier to Sprint based on Sprint's presence in those states and the market share already established. **Hamilton will do this for the State of Ohio as well if so desired. The Commission can pick any carrier as the default carrier for ORS.**

Hamilton has a reporting field that indicates if the carrier on each call is selected by default or by PIC. In a 3-month period, an average of 0.02% of all completed toll or operator service calls went to the default carrier.

Hamilton's outreach and customer service teams will work to educate relay users on the importance of pre-selecting a long distance carrier. Profiling a carrier of choice ensures that relay users are **never** charged at the casual user's rate.

Beyond educating relay users on the importance of pre-selecting a carrier, Hamilton's outreach and customer service teams will help relay users "shop" for a carrier, to help them find a long distance carrier and a long distance calling plan that best fits their needs.

Hamilton is willing to change its carrier of choice policies if so desired. Hamilton has and will customize its relay service to meet the needs of ORS users.

TTY Operator Services (OSD)

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

Relay Your Way®

billed based on the same rates as provided in the Price Proposal. The cost to the end user is billed by the customer's carrier.

4. TRS facilities

TRS shall operate every day, 24-hours a day.

Hamilton will operate the Ohio Relay Service 24 hours a day, seven days a week, every day of the year in accordance with system requirements and performance standards in the RFP and contract.

TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.

Uninterruptible Power

All of Hamilton's relay centers make use of an uninterruptible power source with full battery backup to operate each center at full capacity for extended periods of time. In addition, **Hamilton's battery back-up systems have the capability to automatically connect to a generator at each of its existing relay center. The combination of battery and generator back-up allow Hamilton to provide relay service for days and weeks at a time during power outages.**

The power system supports the switch system and its peripherals, switch room environmentals (air conditioning/heating, fire suppression system, emergency lights & system alarms), CA consoles/terminals, CA work-site and lighting and Call Detail Record (CDR) recording at each center. Employees are given procedures to follow in the event of emergency.

Hamilton provides auxiliary power sources for nine central offices in addition to all its relay centers. Hamilton has significant experience at purchasing, installing, testing and insuring that such back-up equipment is in place. All of Hamilton's back-up power systems have redundancy features functionally equivalent to the equipment in normal central offices including uninterruptible power for emergency use.

Disaster Recovery Plan

Please refer to Attachment E for Hamilton's Disaster Recovery Manual. This manual contains Hamilton's contingency plans in the event of a natural and/or man-made disaster. Hamilton's Disaster Recovery Plan details the level of escalation that will be employed to deal with the problem to restore service. This document continues to evolve as new technology and procedures are implemented. Hamilton reviews and updates as necessary its Disaster Recovery plan to accommodate changes in staff and contact information. Any changes to the Disaster

Relay Your Way®

Recovery plan are communicated throughout the proper channels within Hamilton. Hamilton's Disaster Recovery plan is safeguarded in multiple locations in multiple formats. As a result, Hamilton is prepared for all types of disasters.

Hamilton will maintain accurate records of interruptions of service, which will include the nature of the problem, how it was corrected, and the length of time from the start of the interruption of service until the relay service was returned to full operation. **As emphasized in the following section, Hamilton has all of the necessary equipment network and switching mechanisms that it can control in place to prevent downtime.**

Hamilton will notify the Commission immediately if a major problem occurs.

Back-up Plan

Hamilton's alternate routing plans are designed to ensure continuous service to the State of Ohio. Throughout this section, Hamilton describes several different scenarios that may result in the use of alternate facilities and how Hamilton will continue its relay operations under any "back-up" conditions.

Through the routing and backup capabilities that Hamilton can utilize as a result of six centers, Ohio relay users should rarely if ever experience any type of downtime. The Louisiana and Nebraska switching sites connect to fiber facilities on sonet rings (see Attachment D for center maps) to carry incoming and outgoing relay traffic from our IXC's point of presence to the center. In addition, Hamilton uses dual processor switches. This type of network security guarantees continuous technical service. It would take many major trunk outages on several major independent routes for Hamilton to be without service. With this configuration, our technicians are almost always in a position of having at least one routing option and more than one switching option as a backup in the event of any failure in hardware or software. In addition to switch sites in Nebraska and Louisiana, Hamilton has two geographically diverse routes connecting the workstations in Wisconsin, Maryland and Massachusetts to the switch in Nebraska. There are also two geographically diverse routes connecting the workstations in Georgia to the switch in Louisiana. Circuits between the connecting facilities are redundant in both scenarios.

(1) Hamilton uses the public switched network to connect relay users to Hamilton's relay network (please see Hamilton's Relay Center Maps in Attachment D). When a relay user calls the relay, the call is placed on the public switched network and is then delivered to Hamilton's (or its IXC's) point of presence. Hamilton has a point of presence for each of its switch locations. The public switched network has many layers of redundancy and many redundant circuits to geographic areas where users are concentrated. Hamilton does not control an outage in the public switched network nor does Hamilton control the messages used when an outage

occurs in the public switched network. However, because of the redundancy within the public switched network, outages within the public switched network are very rare.

(2) If a disaster affects local incoming circuits, traffic is automatically rerouted around fiber rings in the local or IXC networks without any call interruption to Hamilton's relay switches. These circuits are on redundant fiber rings and can survive physical cuts in one location without interruption to relay calls.

(3) If the disaster is such that the outbound and/or local inbound circuits are affected in one of Hamilton's switching networks on all facilities (very unlikely) then the traffic would be rerouted by automatic overflow through a diverse and separate existing public switched route to the unaffected switch site. The Nebraska Center's provisioned public switched network provides us the option of going three different directions for the incoming and outgoing circuits needed to operate the Nebraska center. One direction is through facilities going east from Aurora using our east fiber ring and then continuing east using a combination of copper and fiber facilities owned by Alltel to the carrier's point of presence in Lincoln, Nebraska. Another route which is used for outgoing interlata traffic goes west of Aurora using our second fiber ring through Doniphan, Nebraska then Hastings, Nebraska and onto Alltel's fiber ring back to all of the major carrier's point of presence in Lincoln. A third route, which is all fiber, and is the primary route used for all incoming and outgoing intralata relay traffic runs between Aurora and Grand Island, Nebraska. Once in Grand Island, incoming call traffic reaches Hamilton's Point of Presence in Grand Island and is hauled to the Nebraska Relay Center. Depending on the location of the disaster, Hamilton can assign priority traffic to go on any of these routes. Please see Hamilton's network diagram in Attachment D for a visual picture of Hamilton's multiple routes for the Nebraska Center. If the Nebraska switch is not operational, all incoming calls are automatically rerouted over another network facility (see Attachment D for detailed information about Hamilton's relay network) to the Louisiana switch immediately. This is pre-programmed into the network. Full reporting capabilities are maintained throughout this whole process.

Through its underlying carrier, Hamilton has access to the routing plans for all of its 800 numbers and can change those plans at any time. This means that Hamilton can send traffic associated with any of its 800 numbers to any switching point and can even allocate traffic from one 800 number to multiple switches.

With multiple redundant routes even at the local loop level, the Ohio TRS traffic will reach a Hamilton relay switch for call processing. This type of configuration continues to assure network security for Ohio relay users 24 hours a day.

(4) If a disaster would result in the destruction of our equipment requiring replacement components not maintained on-site, Hamilton will overflow all of its relay traffic to the other

Relay Your Way®

centers not affected by the disaster. Traffic simply can be routed to the other centers still in operation while the original center becomes operational again. This acts as an additional level of security.

The routes described above are used to route calls to another center for overflow purposes if we are experiencing long queue times at any center. **No calls are dropped during this overflow process or when alternate facilities are used. No messages will be transmitted to users if alternate facilities are used. Overflow and the use of alternate facilities happens automatically. Full traffic reporting is maintained during any use of alternate facilities.**

At almost all points in Hamilton's network and in the IXC networks used by Hamilton, circuits used for originating and terminating the traffic have redundancy levels equivalent to or exceeding those used for voice conversations in the Public Switched Network.

By having six relay centers, two main switching points with dual processors, many alternate facilities within the local and long distance network for the routing of relay calls and backup switching equipment, **Hamilton is in a position to ensure that Ohio Relay will experience minimal downtime as a result of network or switching failure.** A disaster of large proportions would need to occur to knock out all six centers at the same time since all six centers are geographically separated by great distances. **Hamilton takes great pride in its reliable and quality relay services. Provisioning its switching and routing network in such a manner to secure no downtime is just another example of Hamilton's dedication to relay users.**

Other Measures used to ensure that the relay user's call reaches one of Hamilton's Relay Centers

Telecommunications Service Priority Program

Hamilton has completed the process for enrolling all of its relay centers in the National Telecommunications Service Priority Program with a priority level assignment of 3. To enroll for priority restoration under the TSP System, Hamilton completed an on-line form with the FCC to get the appropriate TSP numbers. The FCC then sent Hamilton the appropriate TSP numbers so that we could assign TSP to all of our circuits and work with our carriers and local exchange carriers to implement.

Hamilton's relay network is designed to reroute traffic to other Hamilton Relay centers, which are geographically separated by great distance, to ensure uninterrupted service with minimal downtime. However, in the event of a local, regional or national disaster that caused service to be disrupted in a manner that relay users could not receive or place calls, Hamilton's active participation in the TSP program requires local exchange carriers to restore service to the affected Hamilton Relay Center as quickly as possible consistent with the priority status assigned to the center.

Relay Your Way®

No interruption in service at Hamilton's Baton Rouge, Louisiana Relay Center due to the 2005 and 2008 hurricane disasters

Hamilton knows what it means to be prepared. For years, Hamilton has had plans and procedures in place to counter the threat posed by hurricanes and other severe weather.

Hamilton's relay center in Baton Rouge, Louisiana remained fully operational – the relay did not go down at all during any of the recent Hurricanes (Katrina, Rita and Gustav). Even though several locations in Louisiana experienced outages with the LEC (which is out of the relay provider's control), as long as the customer was able to place a call to the 800 number, they reached our relay center and we successfully placed their calls.

In preparation for the hurricanes, we asked employees to voluntarily stay at the Louisiana Center over night, through the day of the storm and beyond, as we believed that this would allow the center to remain open for business the next day. Several employees did just that.

During all storms, we rerouted a portion of traffic from the Louisiana switch to the Nebraska switch to compensate for the anticipated staff shortfall in the Louisiana facility. The Louisiana center remained open and operational throughout the hurricanes, even though many employees were unable to travel to work during the storms.

Our other centers in Nebraska, Wisconsin, Maryland and Massachusetts were able to bring in extra Communication Assistants to manage the additional traffic from the Louisiana Center. Employees in these centers did extraordinary things (rearranged schedules, worked long days, etc.) to process as many calls as possible.

Our network redundancy and great employees ensured success during a disaster of great proportions. We share this as an example of the measures Hamilton will take to ensure that every relay call is processed. The combination of Hamilton's network and its people simply guarantee the best relay service.

Plan of Action Relating to Department of Homeland Security Guidelines

Hamilton developed a plan of action relating to the Department of Homeland Security guidelines, to ensure that TRS will continue to operate in the event of terrorist acts. On its website at www.ready.gov, the U.S. Department of Homeland Security has a document titled "Every Business Should Have a Plan" that outlines measures business owners and managers can take to prepare for an attack or disaster. When developing the Hamilton Relay Emergency Plan (Attachment 2), Hamilton followed the recommendations of the Emergency Preparedness and Business Continuity Stand, which was developed by the National Fire Protection Association

Relay Your Way®

and endorsed by the America National Standards Institute and the Department of Homeland Security.

Following is an outline containing the major points Hamilton considered when developing its plan to stay in business in the event of man-made and natural disasters:

- Be informed i.e. keep abreast of which disasters are most common in the areas of our facilities.
- Continuity planning.
- Hamilton carefully assessed how it functions both internally and externally to determine which staff, materials, procedures and equipment are absolutely necessary to keep TRS operating.
- Determine which employees should participate in the plan i.e. focusing on those with expertise vital to daily technical functions in addition to managers and executives.
- Develop list of Administrators and contact information.
- Emergency planning for employees.
- Communication before, during and after disaster.
- Emergency supplies.
- Evacuation Plan.
- Order evacuation – chain of command
- Emergency routes and exits
- Communicate with people who are deaf or hard of hearing, who might not hear emergency instructions given verbally or on intercom system.
- Secure facilities i.e. seal or board the building/room
- Secure equipment
- Test back-up plan/alternate routing/battery back-up systems
- Communicate with service providers (underlying carrier and other TRS providers) to develop potential alternatives to power the vital aspects of TRS during an emergency.
- Annual emergency plan review.

Hamilton considers its Disaster Recovery Plan, which also includes Hamilton's Back-up Plan and Emergency Plan, as an investment to protect our customers and employees and ensure that relay users have continuous, uninterrupted access to TRS.

Hamilton and its Subcontractor, CTI, have developed contingency plans for maintaining 24/7/365 operational status for both TRS and CapTel.

Relay Your Way®

Intercept Messages

Hamilton will provide a system with automated overflow capability to its other centers. This should eliminate the need for intercept messages. However, if the traffic cannot be rerouted due to multiple circuit failures or for any other reason, the callers will be notified with the appropriate type of intercept messages, which is transmitted in TTY and voice. Minutes of use attributed to accessing intercept messages will not be included in the billable minutes.

Hamilton does not count a call as "answered" when the intercept message is activated. Only when a CA answers, is a call counted as "answered."

Hamilton's Intercept Message follows: "Hamilton Telecommunications...Thank you for calling. We are currently experiencing a temporary interruption in telephone service, please try your call again later." Hamilton's intercept message is activated by Hamilton's IXC's network provider. Hamilton is in control of this and can send a request for automatic re-routing to intercept messages if needed. Once Hamilton submits the request, the automated processing will enable or disable the message within minutes. Intercept messages on inbound circuits in the public switching network are not under Hamilton's control. Hamilton understands that minutes of use attributed to accessing intercept messages will not be included in billable minutes.

TRS shall transmit conversations between TTY and voice callers in real time.

Hamilton transmits conversations between TTY and voice callers in real time.

The TRS must have a sufficient number of CAs, trunks, circuits, and other facilities to achieve the standards and handle the types of calls required in this RFP.

Hamilton will furnish all necessary staffing, equipment, software and facilities to operate the Ohio Relay Service in a manner sufficient to meet or exceed all FCC and State standards. All transmission circuits meet and will continue to meet FCC interexchange performance standards for circuit loss and noise.

TRS Service Expansion

Hamilton believes that it will need 25 to 30 workstations and 50 to 60 Communication Assistants to handle the Ohio TRS call volume.

Hamilton currently has 120 inbound and 120 outbound local trunks plus 48 outbound toll trunks at its Louisiana switching point. Hamilton currently has 96 inbound and 96 outbound local trunks plus 48 toll outbound toll trunks at its Nebraska switching point (please refer to the Center maps in Attachment D). Hamilton anticipates adding an additional 24 inbound and 24 outbound trunks to its Nebraska switch to accommodate the Ohio TRS traffic (please refer to the TRS

Relay Your Way®

Center maps in Attachment D). These numbers for CAs, workstations and trunks are more than sufficient to achieve the standards of service required in the RFP.

Hamilton currently has additional capacity at all of its relay centers. All of Hamilton's relay centers have the capacity to accommodate the current traffic volumes for the Relay as well as any growth throughout the term of the contract. **Hamilton always maintains at least 10 percent more workstations than normally needed at each center at peak load times to accommodate sudden growth and will do the same for Ohio.**

The following factors have all been taken into consideration should expansion to accommodate increased call volumes be necessary. Expansion needs have been efficiently planned allowing for the most cost-effective use of available resources. This is just one more way Hamilton brings efficiency to Ohio to keep costs down.

Hamilton has 20 workstations in Nebraska and Hamilton currently has 41 workstations in operation in the Baton Rouge facility. The Louisiana facility has 30 workstations currently available that are not in use. In addition, the Louisiana facility also has expansion room to accommodate an additional 30 workstations. The Madison, Wisconsin facility has 43 workstations in operation. In addition, the Wisconsin facility has 10 workstations currently available that are not in use. The Wisconsin facility could be remodeled to accommodate another 20 to 25 workstations. The Georgia Relay Center has 45 workstations in operation. The Georgia facility also has an additional 4 workstations that are not in use. The Georgia facility can also be remodeled to accommodate another 15 workstations. The Maryland Relay Center has 30 workstations in operation. The Maryland facility also has an additional 15 workstations that are not in use. The Massachusetts Relay Center has 21 workstations in operation. The Massachusetts facility also has room to expand to allow for an additional 15 workstations that are not in use. Hamilton can obtain workstation equipment within one week.

- Hamilton's hardware and software is more than adequate to expand for any level of traffic reasonably anticipated. All of the needed telecommunications hardware and software could be provisioned to handle any increase in call volume and could be put in place within two weeks. If additional incoming circuits and outgoing circuits are needed from our network service provider, we can provision additional circuits within one month while using overflow routes to other centers to handle traffic in the meantime.

- As a matter of practice for all of our centers we project traffic levels out for 12 months. This has allowed us to sufficiently predict Communication Assistants needed, workstations and other facility needs. Any expansions made for the relay traffic would be done while still maintaining all standards in the RFP. Hamilton has a great deal of experience in meeting the traffic demands of relay users.

Relay Your Way®

- Hamilton is always looking for professional and qualified people to become Communication Assistants. Hamilton has certain standards and work practices that must be met and for these reasons, Hamilton never wants to pass up a qualified Communication Assistant candidate. Hamilton has also been very successful in the past at getting its CAs to volunteer to work overtime to cover unexpected increases in traffic load until such time as staffing needs are met.

These numbers for CAs, workstations and trunks are more than sufficient to achieve the standards of service required in the RFP. Should service expansion be necessary, Hamilton has the facilities in place or is in a position to quickly obtain the required facilities and equipment. Hamilton's TRS Centers are on the leading edge of technology, have outstanding quality and employ highly qualified Communication Assistants, ensuring that even during times of growth, Hamilton will meet all RFP requirements.

Telecommunications Equipment and Software

Following is a description of the equipment and networks Hamilton will use to provide all TRS call types.

In Attachment D is a diagram of the networks Hamilton uses to operate its relay centers. The map visually displays how relay calls reach the assigned switch and how calls are distributed to the correct center. The map also shows how outgoing calls originate back out of the relay center. Hamilton meets interexchange carriers through the connecting companies as shown on these diagrams.

As indicated on the map in Attachment D, relay calls can be handled in any of Hamilton's relay centers during unexpected volume increases as well as during emergency situations. Workstation equipment, database information, and Communication Assistants are located in all of Hamilton's relay centers.

Location of Switches and Relay Platforms

- The actual switches and relay platforms are located in the Louisiana and the Nebraska relay centers.
- Workstations in the Wisconsin, Maryland and Massachusetts centers are controlled by the main processing and switch unit located in Nebraska via digital telecommunications facilities which are redundant T-1 circuits.
- Workstations in the Georgia relay center are controlled by the main processing and switch unit located in Louisiana via digital telecommunications facilities which are redundant T-1 circuits.

Relay Your Way®

- All incoming (Ohio) relay calls will enter Hamilton's relay network. Calls will then be connected to workstations in any Hamilton facility. This all happens instantaneously with no call delays. Calls made to the terminating party exit through the call network as well.
- Please see the network diagrams in Attachment D for a complete view of Hamilton's Relay network.

The following is a step-by-step description of the route which relay calls travel and what happens to the call at each stage of the route. In this network configuration relay users use the Public Switched Network via an 800 number (or by dialing 711) to arrive at Hamilton's switch in Nebraska at which time calls are routed to a workstation in the Wisconsin Relay Center (if the Primary Center location option is selected) **OR** to the first available workstation in Hamilton's network (if the Combination of TRS Centers location option is selected).

Step One - TTY or Voice Caller Dials a Relay Service 800 Number or 711:
The initial 800 or 711 call made to the center travels over the Public Switched Network for purposes of transporting the relay call to the Hamilton center's IXC point of presence. Please refer to the network maps in Attachment D throughout this section.

Step Two - Transport of the Incoming Call (TTY/ASCII or Voice)
When a call originates in Ohio, it travels over the Public Switched Network until it reaches the IXC's point of presence. At this point calls are placed on dedicated facilities and routed to the Nebraska relay switch. If for some unforeseen reason, the Nebraska relay switch is not able to receive any calls or is experiencing any type of blockage, Ohio calls will be rerouted to the other switching facility automatically. Ohio TRS calls can be routed to any Hamilton relay center.

Step Three - Switching of the Call (Please refer to Hamilton's technical call flow diagram in Attachment D for the next steps.): The switch then puts the call in queue to be answered by a workstation. The TRS call will be "ringing" at a workstation at this point. Once the call is answered, Hamilton's system recognizes Turbo Code, ASCII or Baudot and the appropriate baud rate connects automatically without any intervention by the Communication Assistant. **Hamilton uses a "self learning" database which recognizes the ANI of the user and connects the customer's equipment to the relay automatically after the customer's first use of the center.** If a customer changes equipment, our system will attempt to connect at different speeds. **This means that even if customers do not complete customer profiles, they will still be connected at the correct speed for their equipment immediately and automatically. This saves time for the relay user.**

It is important to note that our switch puts all calls in a "queue" in order to handle them in the order received and to assign them on a rotating basis to the various workstations. Hamilton's switch is a high-speed, stand-alone, non-blocking digital switching matrix. The system is fully

Relay Your Way®

redundant to insure quality, reliable performance. Common equipment frames can be added to accommodate any expansion necessary. The system utilizes a standard T1 interface and the SS7 network that enables it to be linked to other digital switches. The system is set up to automatically access the secondary operating system on the switch with no human intervention. The system auto-detects any problems and moves to the secondary system immediately if necessary. Hamilton has installed an intercept message, which notifies relay users to continue to hold and wait for the next available CA if ever needed.

Hamilton has two switches that are capable of standing alone. Each switch has redundant processors. This provides a network configuration (routing diversity) which is very difficult to match and virtually unbeatable in terms of minimizing the potential for relay downtime. With this configuration our technicians are always in a position of having several routing options and more than one switching option as a back-up in the event of any failure in hardware or software.

Step Four - Database Access: The relay switch system and workstations access a database for a variety of reasons. This system provides the ASCII and Baudot interfaces to the text user. Redundant Windows servers are used to store the database applications containing all information required to run the workstation application.

Step Five - Call Arrives at Relay Workstation: This component of the system uses our integrated workstation. The workstation provides both voice and data paths to support basic relay functions. The workstations access a switch host, which is a high-speed processor running the UNIX operating system to support the programmable relay switch environment. The switch host processes requests from the workstation and sends commands to the switch to control the communications environment.

The workstation also accesses redundant onsite database servers, on which high-speed processors running the Windows server operating system reside. The database server provides information about call routing and user preferences. A server is located in each of Hamilton's TRS Centers.

Hamilton has organized its relay workstation software making it easy for the Communication Assistant to keep track of the originating and terminating parties. Everything typed to or typed by the originating party is in capital letters. Everything typed to or typed by the terminating party is in lower case. Each party has its own "window" making the system even more efficient – one box contains the text conversation received and the other box contains the conversation typed by the Communication Assistant. Because Hamilton can process a variety of call types, including VCO to TTY in which the CA types to both parties, Hamilton has established an easy mechanism that allows Communication Assistants to dictate and change which party receives typed communication. The workstation has the ability to abbreviate standard messages (hot keys) and handle them with one keystroke thus saving call set-up, connect and wrap-up time.

Relay Your Way®

The workstation can also be monitored by the supervisor workstation for training and quality assurance purposes. **All of these features assist the CA in maintaining the flow of the conversation, assuring that clear conversation takes place, while at the same time promoting efficiency at the workstation.**

Step Six - Call Travels Back to Switching Matrix/Billing Record Created: A call record is made for every call attempt through the relay system. Calls that are incomplete or local calls are analyzed for purposes of providing the necessary reports to the State. If the call is a toll call, the caller's carrier of choice terminates the outbound portion of the call and the necessary information digits, calling and called number are forwarded over the circuit so that that interexchange carrier can bill the customer directly. Hamilton is providing equal access in the same manner as suggested by the Interexchange Carriers Compatibility Forum as prescribed in 1993. Hamilton connects with the interexchange carriers electing to participate in relay equal access.

Step Seven - Traffic Reports: Another software tool is utilized to obtain the necessary management reports produced by the relay service. These reports contain information about average answer seconds, abandoned calls, average work time per call, connected call counts, average call length, CA productivity, etc.

Step Eight - Outgoing Calls are Transported Out (Please refer back to the network diagram in Attachment D): The outgoing traffic from the TRS center travels the same type of facilities travelling back out of the Relay Center as the incoming calls did coming into the relay center, with the exception that the various segments of the network are accessed in the reverse direction. Also any toll calls go out over the caller's carrier of choice. Hamilton routes local outgoing calls over Hamilton's underlying network at no cost to the end user. This routing takes place from the switching point but local calling areas are determined from the caller's originating call and the outbound call requested.

At the termination of each call, a billing record is created for use as necessary in the billing cycle. Only actual completed conversation minutes are billed to the end-user by the long distance carrier, if a long-distance call is made.

Hamilton uses the Public Switched Network between the origination point of the call and our interexchange carrier's point of presence and in the reverse for outbound calls (please refer to the network maps in Attachment D). Trunks are purchased from a certified IXC and handle traffic back and forth from the IXC point of presence to Hamilton's relay switching platforms. Trunking capacity between the local network and the relay switching platforms, for both originating calls and terminating calls, is more than sufficient to assure that blockage does not occur under any reasonably foreseeable operating conditions. These trunks also have overflow

Relay Your Way®

capabilities among all Hamilton facilities. Hamilton has sufficient trunks at its switch points to accommodate the Ohio TRS traffic (please refer to the network maps in Attachment D).

Hamilton currently has 120 inbound and 120 outbound local trunks plus 48 outbound toll trunks at its Louisiana switching point. Hamilton currently has 96 inbound and 96 outbound local trunks plus 48 toll outbound toll trunks at its Nebraska switching point (please refer to the Center maps in Attachment D). Hamilton anticipates adding an additional 24 inbound and 24 outbound trunks to its Nebraska switch to accommodate the Ohio TRS traffic.

Adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

Throughout Section III B, Hamilton described in detail how its network facilities are used in conjunction with TRS so that under projected calling volume, the probability of a busy response due to loop trunk congestion is functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network. As stated previously, **Hamilton looks forward to providing Ohio relay users a type of relay service where blockage does not exist.**

5. *Telecommunications Service Priority (TSP) Program*

The TRS must be enrolled in the FCC's TSP program. In the event of a natural disaster or a regional or national crisis, the LECs would be required to restore service to the TRS call center(s) as rapidly as possible consistent with the priority status assigned to the call center(s).

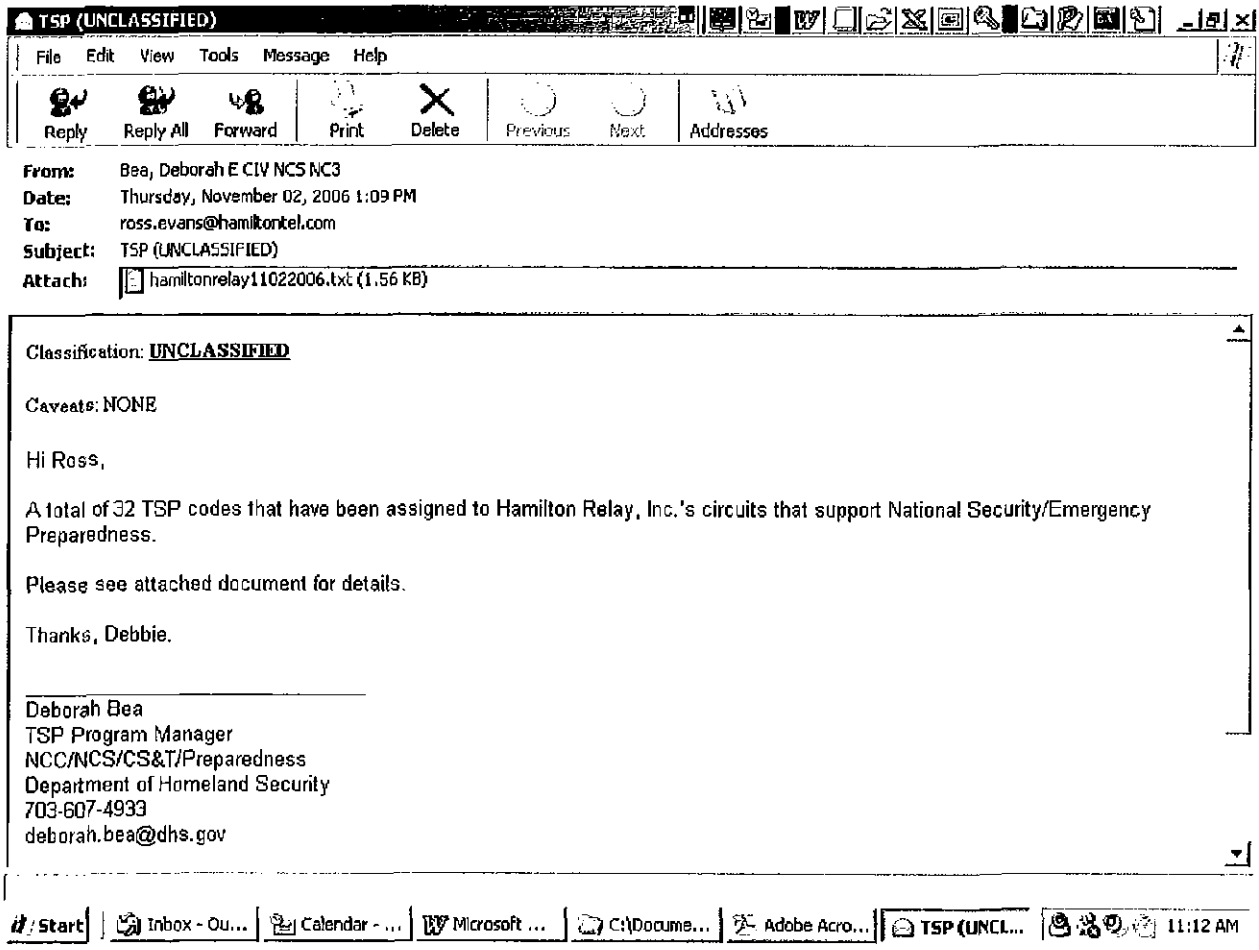
Telecommunications Service Priority Program

Hamilton has completed the process for enrolling all of its relay centers including the Wisconsin Relay Center in the National Telecommunications Service Priority Program with a priority level assignment of 3. Hamilton has included an Official Email from Deborah Bea, who is the TSP Program Manager with a Division of the Department of Homeland Security to serve as documentation to prove Hamilton's compliance with minimum Offeror qualifications defined above.

To enroll for priority restoration under the TSP System, Hamilton completed an on-line form with the FCC to get the appropriate TSP numbers. The FCC then sent Hamilton the appropriate TSP numbers so that we could assign TSP to all of our circuits and work with our carriers and local exchange carriers to implement.

Relay Your Way®

Hamilton's relay network is designed to reroute traffic to other Hamilton Relay centers, which are geographically separated by great distance, to ensure uninterrupted service with minimal downtime. However, in the event of a local, regional or national disaster that caused service to be disrupted in a manner that relay users could not receive or place calls, Hamilton's active participation in the TSP program requires local exchange carriers to restore service to the affected Hamilton Relay Center as quickly as possible consistent with the priority status assigned to the center.



Relay Your Way®

6. *Technology*

No regulation set forth in this RFP is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to persons with disabilities.

State of the Art Technology

Hamilton will provide to Ohio TRS and CapTel programs with state of the art technology so as to achieve functional equivalency. Hamilton understands that the Commission desires to provide the most cost-effective and efficient relay service possible. Hamilton has worked diligently to achieve this goal in its other relay states and will do the same in Ohio. Please see Hamilton's cost proposal to see how Hamilton has become the most cost-effective and efficient relay provider in the industry. If awarded the contract, Hamilton will operate Ohio Relay in the same manner. Throughout the following section, Hamilton has described the methods it will use to ensure that Ohio Relay remains on the leading edge of technology.

Plans to Inform the State of Technological Advances

Hamilton will work to ensure that all enhancements are cost-effective for Ohio. Hamilton will notify the Commission and the Contract Administrator immediately of its intent to make technological improvements to its system. Hamilton will use a variety of communication methods to inform the Commission and the Contract Administrator of new developments or products such as formal letters, e-mail, or phone conversations when appropriate.

TRS New Products and Technologies

Using flexible software and hardware (i.e. standard carrier switch, common equipment frames, standard T1 interfaces, redundant windows servers, UNIX operating System, etc.) where components can easily be modified in order to accommodate new technology, Hamilton has the ideal relay platform for today's rapidly changing technologically advanced environment. Hamilton can quickly add new features and make changes based on the input from relay users and from our internal evaluations. **Hamilton will take advantage of innovations and technological improvements to continually enhance the Ohio relay service so as to achieve functional equivalency. Not only is Hamilton designing features to make the relay better for customers, but also features that minimize the amount of time required to handle relay calls thus saving the State money.**

When determining if new technology is viable and reliable, Hamilton tries to balance the benefit of the new technology with how accessible the new technology would be and how much it would cost relay users in new equipment to receive the benefit of the new technology. Hamilton also looks at new technology to determine if a new feature or service enhances quality of life for the relay user.

Relay Your Way®

TRS Switching System

Hamilton's second generation relay platform makes use of an Excel telecommunications switch. The GS-2000 is a programmable, non-blocking switching system that supports a wide range of digital telephony services. Its open, modular architecture and programmable interfaces allow for simplified and cost-effective application development. The GS-2000 supports up to 2,048 ports in a single high-density system. Its components include a matrix CPU, network interface cards, Digital Signal Processing service cards and SS7 packet engine cards. The GS-2000 adapts to all standard network and line interfaces, including T1, E1, J1, and ISDN PRI.

The InterCall Switch Operating System (ISOS) was developed in response to the need to quickly develop applications on the Excel Inc. programmable switching platforms.

The ISOS can simply be loaded on a UNIX host, and plugged into the switch to offer basic tandem type switching capabilities including routing and call detail records. The ISOS is a fully operational basic switch and has great flexibility. Hamilton took advantage of this flexibility and has customized many relay functions in the ISOS operating system.

A new relay workstation application was developed to take advantage of the power and flexibility of the ISOS operating system. It provides a high level of Communication Assistant control processing with complete flexibility to connect any type of call protocol to any other type of call protocol. A database was developed to maintain a profile of each caller to speed up call connections and to provide information for tailored call processing.

Hamilton's switching systems contain a fully redundant central processing unit on hot standby with automatic failover. This is to ensure that no calls are dropped due to technical failure. It also has a redundant power supply on hot standby. Backup control and database servers are also on hot standby with automatic failover. Hamilton maintains an inventory of spare critical components for the switching system onsite to ensure that the required levels of service are met (listed below).

Hamilton's switch is a high-speed, stand-alone, non-blocking digital switching matrix. The system is fully redundant to insure quality, reliable performance. The system utilizes a standard T1 interface that enables it to be linked to other digital switches. All cards and power supplies within the system are redundant which gives us the flexibility to switch from one side of the switch to the other to perform updates or to troubleshoot without interrupting call processing. The system is set up to automatically access the secondary operating system on the switch with no human intervention. The system auto-detects any problems and moves to the secondary system immediately if necessary.

Relay Your Way®

The on-sight switching system spare equipment includes:

D4 channel bank
All required channel bank cards
T1 CSU packs
Switch T-1 card
Switch conference card

If one of Hamilton's switching systems cannot be returned to service by transferring control to redundant equipment, the calls automatically will overflow to another switching system. Hamilton's switching systems are designed to provide a very high level of operational security with two fully redundant processors and power supplies in each switch. Each fully redundant control system, which includes keyboard, monitor and printer capabilities, are used to control and monitor each of the switching systems. **The control systems provide online system monitoring and real-time programming capabilities that will not take the system off-line and the ability to perform preventative maintenance or repair while the system is online.** Remote capabilities are also provided so the system can be remotely monitored, reconfigured or controlled as necessary. All of this is provided to insure the required levels of service are always met.

Hamilton has either developed and owns or has properly licensed software and software source, firmware and other related intellectual property related to the Hamilton relay platform which may be required to perform the relay services described in this response. Hamilton will continue to add features, develop, enhance and upgrade its relay platform to provide the latest in relay services to all of its relay customers.

VCO, HCO, and Caller ID technology are required to be standard features of TRS.

Hamilton will provide VCO and HCO services to the State of Ohio and has included a detailed description previously in this Tab in Section III.A.2.a.

True Caller ID (SS7)

Hamilton's relay platform has made use of SS7 signaling since February 2002. Hamilton's relay platforms have been retrofitted to deliver Caller ID in the same manner that these services are delivered today in the public switched network. **Hamilton ensures continuous Caller ID service for Ohio Relay because Hamilton has provided SS7 signaling for several years and has gained significant experience in provisioning and making use of this technology.**

Hamilton provides true Caller ID service where the actual information of the calling party (not the relay center number) appears on the called party's Caller ID box. Hamilton provides this

Relay Your Way®

information on all call types and on all carriers. Hamilton will bring true functional equivalence to Ohio Caller ID relay users.

Hamilton receives and passes calling line identification information, **including blocking information** from all users calling through the relay service. If the Caller ID block indicator is enabled on the call when Hamilton receives it, the relay caller's number is not passed on to the called party. The call blocking information passes through automatically to the called party with no relay intervention. The relay user has complete control over blocking information with their local phone company.

All relay users, even those who do not subscribe to Caller ID service from their local telephone company, benefit from SS7 signaling through faster connection times to the relay. Because of SS7 technology, originating parties calling in to the relay reach the relay through the telephone network an estimated 5 to 6 seconds faster than in the past. These individuals also wait 5 to 6 seconds less after the CA dials the terminating number.

With Hamilton's advanced SS7 technology, Caller ID information is automatically delivered to a 911 emergency center just as if the relay user had called 911 direct. As the FCC desires, Hamilton is making use of SS7 technology to facilitate the seamless transfer of caller information to a PSAP.

Technology such as turbocode, which allows faster data transmission, is also required to be a standard feature of the TRS.

Turbo Code

Hamilton provides Turbo Code as part of its base price. Turbo Code is a proprietary alternate protocol developed by Ultratec that is faster than Baudot (Turbo Code is similar to "real-time") and does not have the limitation of ASCII. Turbo Code allows for "interrupt" capability while one party is still typing. Hamilton's modems auto-detect the end-user's equipment for Turbo Code. If Turbo Code is found, Hamilton automatically connects in "Turbo Code" to the relay user. Hamilton has secured a license from Ultratec to use this protocol in its relay modems. Ohio relay users will be able to automatically connect "Turbo Code" on every relay call type. **With Turbo Code, Hamilton relay users can use their Turbo Code Interrupt feature and the CA will acknowledge the interrupt.**

7. Voice mail and interactive menus

CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall

Relay Your Way®

electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls which must be made by the relay user in order to complete calls involving recorded or interactive messages.

Machine Recording Capabilities

Hamilton's recording function allows the Communication Assistant to record a voice announcement and then play back the message at a speed controlled by the Communication Assistant. The CA informs the relay user through the use of a hot key on the CA's terminal that a recording has been reached, followed by another hot key stating (CA HERE WOULD YOU LIKE COMPLETE MSG TYPED OR HOLD FOR A DEPT OR LIVE PERSON Q).

If a caller requests a department or live person, the CA types, "HLDING FOR DEPT/PERSON" and presses the appropriate option when the recording prompts.

If a caller requests listening to the complete message, the CA sends a hot key that states, "COLLECTING INFO PLS HLD" and the CA continues to collect the recording.

The message is retained for the length of the call. This prevents the caller from having to call back several times to get the entire message. Once the originator of the call disconnects, the recording is automatically deleted from the system. Keys on the keyboard are used to control the speed of the recording ensuring the message is transmitted accurately by the CA. This makes the recording function very easy for Communication Assistants to use.

Whenever Hamilton has to redial to an answering machine, voice mail, interactive voice messaging unit, or any other type of recording system, for whatever reason, Hamilton does so without billing the customer for any subsequent long distance relay calls.

TRS Answering Machine and Voice Mail Retrieval

Communication Assistants are trained in retrieving and relaying TTY messages to voice users and voice messages to TTY users from voice processing systems. Communication Assistants use the following procedures to obtain messages for relay users:

1. The user is informed that the Communication Assistant has reached a voice processing system and asked if want to leave a message.

2. If the user requests message retrieval, Hamilton will obtain the appropriate access codes from the user. Hamilton will not retain access codes or any other information needed to access a voice mail system subsequent to the call. **This information is considered "call" information and just like any other call information, is kept totally confidential.**

Relay Your Way®

3. After the voice processing system has been accessed, Hamilton's Communication Assistants will begin to relay any messages that have been recorded or leave a message as requested. Hamilton will make use of its advanced recording function to capture this information.

4. If the Communication Assistants must call again to finish relaying any messages, Hamilton's Communication Assistants will do so without billing the end user for subsequent calls.

Hamilton alerts relay users to the presence of a recorded message and/or interactive menu. Please see Attachment M for the hot keys (automated macros) Hamilton uses to announce recordings or interactive messages. Hamilton does not charge a relay user for subsequent calls to a recording or interactive messages.

Answering Machine Retrieval (Single-Line)

Hamilton provides this service in which messages from a voice or TTY answering machine or a single line telephone are retrieved by the CA. The caller requests Automatic Message Retrieval (AMR) or Single Line Answering Machine (SLAM) and plays the messages to the Communication Assistants by putting the handset near the speaker of the answering machine. Hamilton's technology records any messages, enabling the Communication Assistants to capture the information and type or voice it back to the relay customer. Once the information is relayed to the caller and the call is completed, the recording is automatically erased when the caller disconnects.

Whenever Hamilton has to redial to an answering machine, voice mail, interactive voice messaging unit, or any other type of recording system, for whatever reason, Hamilton does so without billing the customer for any subsequent long distance relay calls.

Answering Machine Procedures

Communication Assistants are trained to relay recorded messages and leave recorded messages on telephone answering machines or hang up at the request of the caller.

Answering Machine procedures are as follows:

- Communication Assistant informs the relay calling party that an answering machine has been reached.

- The relay user can tell the Communication Assistant to simply leave a message if they do not want the Communication Assistant to type the entire recording. Otherwise, the Communication Assistant will type the entire answering machine message. The Communication Assistant will record messages and convey the message in its entirety.

Relay Your Way®

- The CA asks the caller if they want to leave a message.
- If the calling party would like to leave a message, the Communication Assistant will either voice or type the message onto the answering machine.
- Communication Assistant notifies the calling party that the message has been left.
- The relay customer will only be charged for the first call to the answering machine, if a toll call, regardless of the number of calls that may be required to retrieve and convey the answering machine message and/or to leave a message.

If the relay user gives the CA directions of how they want the call handled, the CA will follow the user's directions. The customer's directions always override established procedures. At Hamilton, the customer has control.

Hamilton looks forward to providing all of these options to Ohio relay users. By having so many options available as well as advanced recording technology, Hamilton eliminates the problem of "fast recording" for the CA and insures that communication is received and transmitted accurately.

C. TRS System Standards

1. Billing

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

TRS Network Access

Hamilton will provide functionally-equivalent network access for Ohio Relay users. This includes access to local, intrastate (including intralata and interlata), interstate, and international call types. **Hamilton's system includes methods of providing IXC's with sufficient billing information to allow calls to be billed accurately. Hamilton's system is capable to providing ANI, including the area code, the billing start and end time, and the type of call. Please see further in this Tab in Section III.F for a description of Hamilton's Call Billing Records.**

Hamilton's system provides for and serves all of the following types of calls. All trunks

Relay Your Way®

today are provisioned to be accessible from any jurisdiction.

(1) Local calls originating and terminating within Ohio, including EAS and optional calling plan calls
(2) Intralata, interstate calls which are considered local calls – Billed to the TRS Interstate Fund (NECA)
(3) Intralata calls originating and terminating within Ohio
(4) Intrastate, interlata calls originating and terminating in Ohio
(5) Interstate calls that originate within Ohio and terminate outside of Ohio - Billed to the TRS Interstate Fund (NECA)
(6) Interstate calls that originate outside of Ohio and terminate in Ohio - Billed to the TRS Interstate Fund (NECA)
(7) Interstate calls that originate outside of Ohio and terminate outside of Ohio - Billed to the TRS Interstate Fund (NECA)

Ohio TRS 800 numbers, including 711, will be able to place the call types listed above. Hamilton's service is designed so that all calls made through its relay centers are billed from the originating telephone number to the terminating telephone number as if the call were made directly with no relay intervention. Hamilton will include in its relay platform the necessary information about extended area service and optional calling plan arrangements in Ohio so that calls made within an EAS area or optional calling area are not billed to the customer. ANI information appears at the workstation automatically and the terminating number is keyed in by the Communication Assistant so that a billing record can be created. For calls originating in areas where ANI information is not forwarded, Hamilton's Communication Assistants will key in originating number information.

Hamilton will not charge users of Ohio Relay for use of the relay service. Users access the relay service via toll-free 800 numbers, which are accessible anywhere in the United States or by dialing 711. Calling and called parties bear no charges for calls originating and terminating within the same toll-free local calling area, including all Extended Area Service (EAS) locations and/or local optional calling plan data.

Local and Intrastate Relay Calling

Hamilton will provide local and intrastate calling to the users of Ohio Relay via the current access telephone numbers. Hamilton will obtain the necessary information (NPA/NXX) to build a database to identify the difference between local and intrastate calls (this includes expanded local information).

Hamilton will contact the LECs within Ohio to collect all EAS and local optional calling plan information. Once this information is gathered, Hamilton will update its database within its

Relay Your Way®

switching platform and its toll processing system to identify certain NPA-NXXs as toll-free calling areas. Relay users with access to optional calling plans will not be billed any more for calls to the specific optional calling area than if they would have called directly through their local network.

The calling party's ANI is compared to the called number. Hamilton's relay database determines if it is a local or intrastate toll call and gives the Communication Assistant notification if billing information is required. If it is a local call, no billing arrangements are necessary and there are no charges. If it is a toll call, Hamilton sends the call to the customer's carrier of choice for billing purposes. Please see below under the Heading "End User Billing for all Toll Calls".

Hamilton's entire call process and CA procedures are designed to make the relay center seem invisible. To the relay user, a call looks like it was placed from his or her primary location to the call destination. **Relay users do not see or get billed for the "links" going to and from the relay center. Relay users receive no billing for local calls. Intrastate/intralata calls are billed by the customer's carrier. Hamilton bills no calls and collects no toll.**

Extended Area Service
Hamilton will obtain the needed local calling area information from the Ohio LECs and will routinely update this information. This includes any EAS and/or local optional calling plan data. This data will be collected through letters, telephone calls, and personal meetings with the LECs in Ohio.

Hamilton also makes use of the Terminating Point Master (TPM) from Telcordia to verify Latas, as well as vertical and horizontal positions, which are necessary elements in determining mileage and jurisdictions. Hamilton uses the TPM to define call jurisdictions by linking the calling and called numbers to geographic data tables that contain NPA-NXX information, identifying intralata, interlata, or local/EAS. The jurisdiction is also defined at the workstation during the actual call. Hamilton updates the TPM file monthly.

Hamilton will communicate often with the LECs in Ohio as it does in its other states. Hamilton does not charge relay users for use of the relay service. Calling and called parties bear no charges for calls originating and terminating within the same toll-free local calling area, including all Expanded Area Service (EAS) locations and/or local optional calling plan data.

Interstate Calling

Hamilton will provide interstate and international calling to Ohio Relay users. Hamilton provides interstate relay service in all of its relay states. Interlata (including interstate and international) and intralata long distance toll charges are recorded and billed by the relay users' carrier of choice in the same manner as the carrier bills that customer for direct interlata and

Relay Your Way®

intralata long distance calls. On each interlata and intralata call, Hamilton forwards the appropriate information digits, calling number and called number on each call as part of the call information so that the long distance company can bill the customer directly or through their normal billing mechanisms.

Hamilton does not bill any long distance calls and thus is not in control of other carrier's discounts for relay calls. Hamilton offers each relay user intralata and interlata presubscription, meaning that the customer can pick which carrier they want to use for their long distance calls. This gives complete control over billing to the relay user. When a call has been defined as a long distance call, Hamilton sends this call to its relay switching tandem. The correct carrier code is sent with each call so that the tandem sends the call to the customer's carrier. Each call is identified as a relay call.

Hamilton will report total interstate minutes of use to the Commission. Hamilton bills all interstate and international relay minutes to the Interstate TRS Fund Administrator, according to FCC guidelines.

Inbound International Calls

Hamilton provides inbound International calling in which the relay user pays to place a call from an International location to the relay center. Hamilton then places the outbound call to a destination in the United States free of charge and relays the conversation for them. All processed International calls are billed to the Interstate TRS Fund Administrator.

End User Billing for all Toll Calls

Interlata (including interstate and international) and intralata and intrastate long distance toll charges are recorded and billed by the relay users' carrier of choice in the same manner as the carrier bills that customer for direct interstate and intrastate long distance calls. On each interlata and intralata call, Hamilton forwards the appropriate information digits, calling number and called number call as part of the call information so that the long distance company can bill the customer directly or through their normal billing mechanisms.

Hamilton will forward information on each toll call to the relay user's carrier at the time the relay call actually takes place. The record will contain: the originating and terminating numbers and the call type (e.g., person-to person, collect). Interlata and intralata billing records will be created by the interexchange carrier as a result of the information digits and calling and called number data being sent to the interexchange carrier at the time the call is made. Long distance charges are based on the originating and terminating numbers. The location of the relay center does not affect billing. **The long distance carrier bills based on conversation time using their own rounding calculations. Hamilton does not pass on session time to the carrier so only**

Relay Your Way®

conversation time is billed by the carrier. Billing and collection is then the responsibility of the interexchange carrier who carries the call.

The customer's carrier of choice actually bills the call (based on conversation time) for intralata, interlata, and international calls. This means that the timing of the call for billing purposes begins immediately upon pickup at the called number. If a caller requests a person-to-person toll call, the timing begins only after the requested person has answered the call. Hamilton bills no calls and receives no revenue. All billing is performed by the carrier.

The format of the bill for all toll calls will be determined by the carrier as Hamilton does not bill any relay calls. However, the call digit information will identify the call as an Ohio TRS call and will further designate the type of call (i.e. 3rd number call, direct dial call, collect call, and person-to-person call). This will allow carriers to correctly identify each relay call on their bill.

All billing to the relay user is based on minutes of conversation and is processed by the relay user's carrier of choice.

2. *Advancements*

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

State of the Art Technology

Hamilton will provide the State of Ohio with state of the art technology so as to achieve functional equivalency. Hamilton understands that the Commission desires to provide the most cost-effective and efficient relay service possible. Hamilton has worked diligently to achieve this goal in its other relay states and will do the same in Ohio. Please see Hamilton's price proposal in Tab 7 to see how Hamilton has become the most cost-effective and efficient relay provider in the industry. If awarded the contract, Hamilton will operate Ohio Relay in the same manner. Throughout the following section, Hamilton has described the methods it will use to ensure that Ohio Relay remains on the leading edge of technology.

Plans to Inform the State of Technological Advances

Hamilton will work to ensure that all enhancements are cost-effective for Ohio. Hamilton will notify the Commission and TRS Administrator immediately of its intent to make technological improvements to its system. Hamilton will use a variety of communication methods to inform the Commission and TRS Administrator of new developments or products such as formal letters, e-mail, or phone conversations when appropriate.

Relay Your Way®

Upgrades in Technology/Process in Determining of Technology is Reliable
Using flexible software and hardware (i.e. standard carrier switch, common equipment frames, standard T1 interfaces, redundant windows servers, UNIX operating System, etc.) where components can easily be modified in order to accommodate new technology, Hamilton has the ideal relay platform for today's rapidly changing technologically advanced environment. Hamilton can quickly add new features and make changes based on the input from relay users and from our internal evaluations. **Hamilton will take advantage of innovations and technological improvements to continually enhance the Ohio relay service so as to achieve functional equivalency. Not only is Hamilton designing features to make the relay better for customers, but also features that minimize the amount of time required to handle relay calls thus saving the State money.**

As a telecommunications company, Hamilton is on the leading edge of new technology. Hamilton is an Internet provider, cable television provider, computer supplier and a general telecommunications provider. There are new advances in these areas every day. Hamilton is constantly watching for opportunities to use the technological advances in these areas in relay. Technologies such as speech to text, Internet access to relay, and captioning advances are all such examples. Hamilton will keep the Commission and State's Contract Administrator informed about any new types of technology that become available.

Hamilton is very active in the relay community. Hamilton relies on user feedback a great deal to set its technological development priorities. **Hamilton is involved in several industry groups to stay abreast of the latest FCC activities, user needs, and developing technology.** Gary Warren, Hamilton's President of Services Corporation, completed eight years of service with the National Exchange Carrier Association (NECA) Relay Advisory Council, the last two of which he served as chairman, and is active on several industry committees (coin-sent paid issue, etc.). Dixie Ziegler, Hamilton's Vice President of Relay, was elected to serve a second term as a council member on the NECA Relay Advisory Council and was recently appointed by Chairman Powell to serve a second term as a member on the Consumer Advisory Committee (CAC) of the Federal Communications Commission. In addition, Dixie was selected by the Chair of the Consumer Advisory Committee to serve as the TRS Subcommittee Chair. Hamilton also attends telecommunications related tradeshows to look for opportunities to bring new technology to relay.

When determining if new technology is viable, Hamilton tries to balance the benefit of the new technology with how accessible the new technology would be and how much it would cost relay users in new equipment to receive the benefit of the new technology. Hamilton also looks at new technology to determine if a new feature or service enhances quality of life for the relay user.

Relay Your Way®

Customer Profile Database

Hamilton's customer profile allows relay users to indicate calling preferences. This feature allows Hamilton to customize its relay service for each relay user. Relay users can add specific information about their call handling preferences to their profile. When a relay user calls the relay, the customer's profile automatically appears on the Communication Assistant's screen. This allows the CA to process the call according to the customer's preferences.

Multi-User/Remote Profile Feature

Hamilton has developed a Multi-User/Remote Profile feature, which allows relay users to access their profile from any phone or web-based computer, in any location. This option provides customers with the flexibility to access their profile from any telephone and through any type of relay service, whether traditional relay or Internet Relay. With Multi-User/Remote Profile, relay users simply give their telephone number (or pre-established ten digit number) and PIN number to the CA, which permits the CA to view the customer's pre-selected preferences. This feature is of great benefit to customers who have more than one relay user living in the household. With Hamilton's Mult-User/Remote Profile, each person can establish his/her own profile! For relay users who travel, they are always able to access their profile from anywhere.

Confidentiality of Customer Profiles

Customer profiles are based on ANI (or a pre-established ten digit number). This provides a very high level of security and keeps all confidentiality practices intact. The customer profile database can only be accessed internally (the database resides on site and is part of Hamilton's relay platform) and a password and PIN system is used to further secure the data. With this password, the relay user can request changes to the profile at any time.

Preference Options

Customer profile information that a relay user can customize and what is presented to the CA each time the relay user calls the relay is listed below:

- Connection Mode – TTY, Voice, VCO, HCO, ASCII, Spanish, Speech to Speech.
- Preferred Language – English, Spanish, ASL.
- ASL – Relay users can request a translator (a specially trained Communication Assistant who will translate ASL to English and English to simpler English) on every relay call through Hamilton's customer profile. Relay users may also request translation whenever needed on a per call basis.
- Carrier of choice for intralata and interlata toll calls.
- Preferred billing options.
- Speed Dialing (can store up to 10 numbers with Speed Dialing).
- Call restrictions (Relay users may restrict certain types of calls such as 900, long distance or international numbers from being placed through the relay. Relay users may also block

Relay Your Way®

individual telephone numbers. This feature is similar to the CLASS feature offered by local telephone companies. Relay users can put on their customer profile up to 10 telephone numbers they do not want anyone to call from their telephone line. Even if a CA attempts to call one of the numbers blocked by the relay user via his/her customer profile, the workstation will automatically block that particular telephone number from being dialed out. Hamilton has found that parents particularly enjoy the security of this feature to ensure that no one in a household is calling telephone numbers that are undesirable for any reason).

- Terminating call information (i.e. no explanation or no identification of relay, customized greetings, etc. Please see below for more information.)
- **Emergency numbers.** (Relay users can add local 10 digit emergency numbers to their Speed Dialing list. This feature can save valuable time when time is of the essence. A relay user could simply type call Fire or call 911 and the CA will automatically dial the appropriate PSAP). Hamilton encourages relay users to call 911 direct.
- Customer notes section (Hamilton includes such things as "slow typing", specific gender of CA and other profile features in its notes section).
- Hamilton allows relay users to control all parts of their relay calls. If a caller does not want the CA to identify relay and/or explain relay on all relay calls, the relay user can so state in a profile and Hamilton's Communication Assistants will not identify relay and/or explain relay on any relay calls. A relay user can also give these instructions at any time during a relay call.
- Hamilton allows relay users to totally customize their own greeting. Hamilton has several options on its caller profile so that using a customized greeting is easy. **With Hamilton's greeting option, relay users can take action to ensure that they will never be hung up on again through the relay.** Hamilton will announce a caller by name, announce if the caller is hard of hearing or speech disabled if so desired, etc. With Hamilton, relay users can completely personalize their relay service to meet their own needs.
- Hamilton's CAs can see the called party's profile before dialing and can switch between the calling and called parties' profiles as needed.
- Relay users can access their profile from any phone, in any location, by giving their telephone number and PIN number to the CA. Relay users can override their assigned blocking restrictions on a per-inbound call basis by providing the CA with a password and PIN that matches the password and PIN provided in their customer profile registration.
- **Speech Disabled Indicator.** HCO users can indicate in the customized greeting section of their profile that they are speech disabled. For example, when an HCO user places a call to a TTY user, the CA will inform the TTY user that the caller is speech disabled. An indicator will appear in the Notes section of the CA workstation.

Input of Database Information and Changing Preferences

Hamilton's Customer Service Representatives will input caller profile information received from relay users to establish, modify, or delete a caller's profile. To use the customer profile feature, a

Relay Your Way®

relay user can contact Hamilton Relay Services via voice, TTY, STS, Internet Relay, Video Relay and any other mode offered or accepted. Customers may establish a profile through customer service, by mail, fax, e-mail or complete a customer profile for a copy of this form) via Hamilton's website. When the customer has completed the profile online, they are sent a "thank you for submitting page" link that lists all fields as submitted. In the "you're finished" section of the profile, consumers are encouraged to print a copy of their profile before submitting. Customer Service Representatives will send a confirmation copy of a profile when requested and will confirm the user's mailing address, fax number or email address in order to send the confirmation. Relay users have the option of keeping their mailing address, fax numbers or e-mail on their customer profile. This information is not required to have a Customer Profile. Hamilton allows the CA to make some changes to the profile on a per-call basis. Permanent changes to the profile must be made through Customer Service. Once activated, the customer profile appears on the CA's screen each time the relay user calls the relay so that the CA can properly process the call.

Relay users do not have to use their preset preferences on every relay call. These preferences can be used at the discretion of the relay user on each relay call. Permanent changes to the profile must be made through Customer Service, on-line, via e-mail etc. Once a profile is complete, it takes approximately 72 hours for the profile to be activated. Once activated, the customer profile appears on the CA's screen each time the relay user calls the relay so that the CA can properly process the call.

3. *Customer Access*

The successful bidder shall provide access to its relay service and administrative assistance via the same toll-free telephone numbers (1-800-750-0750 & 1-800-325-2223, respectively) in use on the date of issuance of this RFP. Each number shall be available for both voice and TTY calls and, with the exception of the provision of STS calls, intrastate Spanish-speaking services, and TRS access to pay-per-call services, no additional numbers shall be utilized for the actual relaying of calls. Consistent with the FCC's requirements, all LECs and two-way commercial mobile radio service providers are required to provide their respective end users 7-1-1 access to state relay services.

Hamilton will make use of both the existing Ohio relay toll-free number and the administrative assistance toll-free number which can be accomplished easily through a standard ordering process. Each number will be available for both voice and TTY calls. Hamilton will not utilize any additional numbers for actual relaying of calls with the exception of establishing separate dedicated toll-free telephone numbers for Ohio Speech to Speech and Spanish services.

Relay Your Way®

7-1-1
When dialing 711, if the relay user has a customer profile and has indicated a connection preference, the call will be automatically setup in the correct connection mode and immediately delivered to the workstation for call processing (i.e. permanent branding of TTY, ASCII, VCO, etc.) This will happen in less than a second.

If the relay user has no customer profile associated with the number they are calling from, the call will default to a voice connection. The CA will listen for different connect tones or speaking, in order to connect the relay call in a timely fashion.

All services available from Hamilton are accessible through 711. Hamilton will meet all the same general requirements set forth for all relay calls when 711 is dialed rather than an 800 number.

Hamilton looks forward to providing relay service to Ohio that is customized, including the different types of dialing access, to meet its needs.

4. Call Processing

All calls processed at relay centers used by the provider in provisioning the TRS must be processed in compliance with the terms of this RFP.

Hamilton ensures that all calls processed at any of Hamilton's TRS centers will be processed in compliance with the terms of this RFP. All of Hamilton's centers follow the same policies and procedures for call handling, including the Wisconsin facility. Ohio Relay users will experience no differences in call processing between relay centers as all centers follow the same high quality standards making the flow of calls between centers invisible to the relay users.

D. TRS Service Standards

1. Timing of Calls

For the purpose of assessing toll charges, timing of the relay call will begin immediately upon the called party answering.

Hamilton does comply. For the purpose of assessing toll charges, Hamilton begins timing of the relay call immediately upon the called party answering.

Relay Your Way®

2. *Person-to-Person Calls*

When placing a person-to-person toll call through the TRS, callers must explicitly request that they wish to place a person-to-person call in order to communicate with a specific individual in a household or business.

In order to speak to a specific individual in a household or business, relay users are required to inform Hamilton's CAs that they want to place a person-to-person toll call through the TRS center. Relay users simply inform Hamilton's CAs when they want to use an alternate form of billing such as Person-to-Person. The CA selects the correct billing method from an on-screen menu and the call is then placed. The customer's carrier of choice actually bills the call (based on conversation time) as described previously, for intralata, interlata, and international calls.

3. *Intrastate Toll Discounts*

Intrastate toll charges (assessed to all persons billed) for calls placed through the TRS must reflect the toll discounts mandated by the Commission in Case No. 87-206-TP-COI. The discounts shall not apply to calls placed to pay-per-call services, such as 900 or 900-like services, to the extent these services are available.

As discussed previously, Hamilton does not bill any long distance calls and thus is not in control of other carrier's discounts for relay calls.

Charges for intralata (and intrastate) toll calls and interlata calls are billed by the relay user's carrier of choice. Interlata and intralata long distance toll charges are recorded and billed by the relay user's carrier of choice in the same manner as the carrier bills that customer for other voice interstate and intrastate long distance calls ensuring functional equivalent rates. On each interlata and intralata call, Hamilton forwards the appropriate information digits, calling number and called number as part of the call information so that the long distance company can bill the customer at the correct rate through their normal billing mechanisms. Calling card or credit card billing is handled in the same manner.

If relay users have signed up with their carrier of choice for a "relay" discount, the carrier will bill the call as a relay call and pass on any discounts. Relay users will receive one bill from their carrier of choice just like they do for all of their direct calls. Hamilton explains this type of billing arrangement at all outreach activities, in newsletters, etc. so that relay users understand how to select a carrier and find the best long distance rates.

Hamilton does not set any rates for long-distance or operator-assisted calls since the customer's carrier of choice bills these calls. Hamilton is not a long distance provider for

Relay Your Way®

relay. It is the relay provider. As a result, Hamilton performs no long distance billing and has no control over the rates or discounts set by a relay user's long distance carrier.

4. Answering Machines

In the event a person with a communication disability places a toll call through the TRS and is connected to an answering machine, no additional toll charges shall be assessed to the caller if it is necessary for the CA to place an additional call to the answering machine to complete the message.

As stated in Section III.B.7 of this Tab, the relay customer will only be charged for the first call to the answering machine, if a toll call, regardless of the number of calls that may be required to retrieve and convey the answering machine message and/or to leave a message.

E. TRS CA Standards (Bidder must provide detailed information in its proposal explaining how it will meet these requirements).

1. Training Requirements

(a) TRS CAs must be trained in aspects of hearing and speech disability cultures and languages, including ASL, Standard English Translation, Cued Speech, Fingerspelling, Manual English, Speechreading and Speech Amplification, as well as sensitivity to any other special needs of persons who are communicatively disabled.

Hamilton CAs are sufficiently trained to effectively meet the specialized communications needs of individuals with hearing or speech disabilities. CAs have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability culture, languages and etiquette. Hamilton CAs must possess clear and articulate voice communications, must pass an oral-to-type test to prove their ability to type at a minimum of 60 words per minute.

Hamilton's CAs convey the full content, context and intent of the communication they translate without intervening in the communication process. All of Hamilton's policies and procedures related to call handling incorporate this philosophy. Hamilton's initial and on-going training continually emphasize the importance of intent, functional-equivalency, and how necessary it is to relay all types of secondary activities. As stated throughout this proposal, Hamilton's relay service is very functionally equivalent to the service provided to those who do not use the relay. Throughout this Tab, Hamilton describes its Communication Assistant procedures when handling the many aspects of a relay call and demonstrates how it meets all requirements listed above.

Relay Your Way®

Identification of CA Trainee

Trainees are identified to both customers of a relay call at the onset of each conversation to avoid potential for criticism of CA quality.

For example, the CA sends to the TTY user, "ORS CA # _____ (m/f) T NBR PLS Q GA" and voices to the non-TTY user "Ohio Relay CA # ____ Trainee. Number to call please."

Training in Deaf Culture, ASL, Sensitivity to Needs of People with Speech Disabilities, CA Role and Interpersonal Skills to Handle Difficult or Stressful Conversations

Deaf staff members teach the sessions on deaf culture and American Sign Language. See below for more detailed information regarding Deaf Culture and ASL training. CA role is stressed throughout the initial training, during mentor sessions and during post monitoring discussions with the primary Supervisor. A section of training is devoted to a discussion about the stressful and difficult situations that may occur while relaying calls. The Trainer provides strategies for CAs to use to cope with these situations while maintaining excellent customer service.

Introduction to Deaf Culture Courses

All newly hired employees take "Introduction to Deaf Culture" courses within the first few days of their training. Three different areas are covered to increase awareness of the population that they will be serving.

1. The first area focuses on general information of people with disabilities (primarily those with hearing loss and speech disabilities), and how the numbers of those with hearing loss are increasing annually. Understanding these demographics is vital to a skilled CA.

2. The next section focuses on Deaf Culture with emphasis on cultural differences between the deaf community and the hearing community with explanations of how these differences tend to occur. CAs benefit from understanding the common language usage of grassroots deaf populations during telephone conversations as well as in daily life.

   This section of training also concentrates on the areas of American Sign Language "gloss" and grammar, including sensitivity training, finger spelling, manual English and relay service operations. CAs are introduced to basic ASL training during the initial training period (please see Hamilton's training schedule and procedures manual in Attachments K and L), the fundamentals of ASL training include in-depth information on ASL syntax, and basic limited signing. A great portion of Hamilton's three-week training period is dedicated to basic ASL.