Proposal Response To State of Florida Florida Public Service Commission For Telecommunications Relay Service



Mr. Richard Tudor c/o Ms. Blanca Bayo Division of Records and Reporting The Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, FL32399-0850

DOCUMENT NO.

13821-99 11/10/99 FPSC - COMMISSION CLERK





Tony D'Agata VP and General Manager 13221 Woodland Park Road Herndon, VA 20171 Tel: (703) 904-2003 Fax: (703) 904-2612

Mailstop: VAHRNA0615

November 8, 1999

I will be out of the office Monday, November 8 through Friday, November 12th. In my absence Cathy Clements is authorized to sign on my behalf.

Tony D'Agata, Vice President and General Manager

Cathy Clements, Director



Tony D'Agata VP & GM of GSD 13221 Woodland Park Road Herndon, VA 20171 Tel: (703) 904-2003

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November 10, 1999

The Florida Public Service Commission Division of Records and Reporting 2540 Shumard Oak Blvd. Tallahassee, FL 32399-0850

Attn: Mr. Richard Tudor

c/o Ms. Blanca Bayo

Subject:

Sprint's Proposal to Provide Florida TRS

Reference: Request for Proposal Docket No. 991222-TP

Dear Mr. Tudor:

Sprint Communications Company, L. P., (Sprint), is pleased to have this opportunity to submit our proposal to provide a Telecommunication Relay Service System in Florida. This proposal is in response to the Florida Public Service Commission's, (FPSC), Request for Proposal, (RFP), dated October 7, 1999.

Sprint is excited about the opportunity to provide the State of Florida with the nation's best Relay service, as is evidenced by the number of states that have selected Sprint to be their Relay provider. Sprint's Standard Relay Service Platform not only meets all of Florida's RFP requirements, but it offers a list of additional features that will be provided at no additional cost. Plus, we are able to provide the State of Florida with a host of optional features that could be mixed and combined to provide Florida's deaf, hard-ofhearing, and speech-impaired residents with at-or-near functional equivalency.

Our proposal consists of 20 copies of both our Technical and Cost proposals. Sprint provides these copies to the State of Florida for use in their evaluation process for the award of the resulting contract. While we are not taking exception to the State's intention on making this submitted information public, we urge the State to consider the intrinsic proprietary nature of the information being provided and request that dissemination of this information be limited to only those with a need-to-know.

POPOLITATION FALED -

FFSC-BUREAU OF RECORDS

Proposal DOCUMENTI NUMBER-DATE

13821 NOV 108

Sealed bid DOCUMENT NUMBER-DATE

13822 NOV 108

FPSC-RECORDS/REPORTING

FPSC-RECORDS/REPORTING

Mr. Richard Tudor November 10, 1999 Page 2

Sprint will comply with all requirements of the RFP. We have included in our proposal for the State's consideration, some administrative contract clauses that, should Sprint be awarded the resulting contract, we would like to have the ability to address during negotiations. These clauses are provided in the proposal in our response to Section B.42.f.

Sprint provides two individuals to serve as the Points of Contact for issues and questions relating to this proposal and a subsequent award. For proposal related issues including those pertaining to Sprint's Relay Platform and performance related issues, please contact Mike Ellis. His contact information is as follows:

Mike Ellis, Sprint Relay Sales Sprint Mailstop: CODENB1430 1099 18th Street, Suite 1400 Denver, CO 80202 (303) 297-5268 Phone (303) 297-7951 Facsimile mike.j.ellis@mail.sprint.com

For contractual issues, those items that are administrative in nature or a matter of contractual interpretation, please contact Don Rawlings as provided below:

Don Rawlings, Senior Contracts Administrator Sprint Mailstop: VARHNA0608 13221 Woodland Park Road Herndon, VA 20171 (703) 904-2492 Phone (703) 904-2069 Facsimile

don.j.rawlings@mail.sprint.com

This proposal shall remain valid for a period of 120 days from the date of submission.

I hereby certify that I, Tony D'Agata, am authorized to sign this proposal on behalf of Sprint.

Cg Clements for Tony D'agata

Sincerely,

Tony D'Agata

Vice President and General Manager





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■ B. The Service To Be Provided

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Executive Summary

Quality

Selecting Sprint as its "point of contact" provides to the State of Florida more than a telecommunications relay service provider. Florida Relay Service (FRS) will benefit not only from our years of experience in the global telecommunications industry, but also our unparalleled presence in the TRS community, superior technology and networking systems that are the foundation of the Sprint Relay platform. At Sprint, the point of contact is not just an idea — it's a way of business. We provide a single company that can satisfy all of your telecommunications needs.

Sprint is excited by this opportunity to provide relay service to the State of Florida and its citizens. Our goal is to make "quality of service means quality of life." a reality for all our customers. Sprint 's team of dedicated professionals is determined to exceed the expectations of Florida's relay customers, and to become an integral part of their pursuit of functional equivalency. While we offer unsurpassed quality, we are also committed to providing it at a price that the ratepayers and the State will find cost-efficient and affordable.

The majority of states that are served by Sprint have found our network to be the perfect point of contact for connecting their citizens to feature-rich technology in a best-value environment. We utilize the reliability of Intelligent Call Routing technology combined with the expertise, knowledge, experience and sensitivity of several relay service partners and their centers: USA Relay, a division of Communication Services for the Deaf (CSD) in Sioux Falls, South Dakota, which is a private, non-profit organization owned and operated by and for deaf citizens; New Mexico Relay Network (NMRN) in Albuquerque, New Mexico; and Precision Response Corporation (PRC) in Miami, Florida.

Sprint maintains demanding employment practices. It is important to note that Sprint's training standards are adhered to by all of the partnered centers. In addition to typing speed assessments, a Sprint Communication Assistant (CA) trainee must possess a mind-set compatible with providing excellent customer service while preserving transparency and confidentiality. Training encompasses call-processing skills, transparency, confidentiality, ASL, deaf culture, customer service and ergonomics. After graduation, supervisors monitor for quality assurance. Feedback sessions are held to promote continuous skill improvement. Supervisors perform monthly comparison exercises to make certain they are consistent when evaluating CA skills. Quality measures include reviews, new training and cultural education on a continuous basis for CAs as well supervisors.

■ Executive Summary

Survivability

Florida residents will benefit from Sprint's Network reliability. Relay service survivability is of paramount importance to the State and to Sprint. Our TRS centers are designed to contend with weather related challenges, power outages, and natural disasters. The durability of Sprint's network is evidenced by the recent devastation visited on the Atlantic Coast by Hurricane Floyd. Even though two call centers in the Sprint network were temporarily shut down by this destructive storm, service to our clients in South Carolina, Maryland, New York and New Hampshire continued uninterrupted. Sprint was able to weather the storm by immediately transferring service to its other network centers.

In another example of the durability and capabilities of Sprint's network, in 1997, a severe storm in New York State caused commercial power to fail and damaged Sprint's TRS center in Syracuse, New York. The immediate response of emergency generators allowed calls in progress to continue without interruption. High winds and rain caused damage to the roof of the building, threatening employee safety and sensitive electronic equipment. As a safety precaution, the center was taken off line and calls redirected to another center via intelligent call routing technology. TRS customers, locally and nationally, were not aware of the temporary deactivation of the Syracuse center – and not a single call was dropped.

Proven Experience

Sprint's success in the TRS industry depends heavily upon the skills of deaf and hard-of-hearing employees to manage the program and maintain the highest level of sensitivity to customer needs. Sprint Relay, along with our subcontractors, employs a large number of account managers, national sales managers, location managers, national program managers, and supervisors who are deaf or hard-of-hearing. They are an essential element in a team that works to maintain sensitivity and responsiveness to the unique needs inherent in our business.

Sprint is the primary force in the TRS industry. We have secured more TRS contracts than any other provider. To date, 25 states, the Federal Government (Federal Relay Service – FRS), and several re-sellers have honored Sprint with their TRS contracts. Annually, Sprint processes over 100 million minutes of relay calls. No other TRS provider can match Sprint's level of expertise or commitment to TRS, or match the experience that Sprint and our partners have in fulfilling the needs of so many TRS customers nationwide.





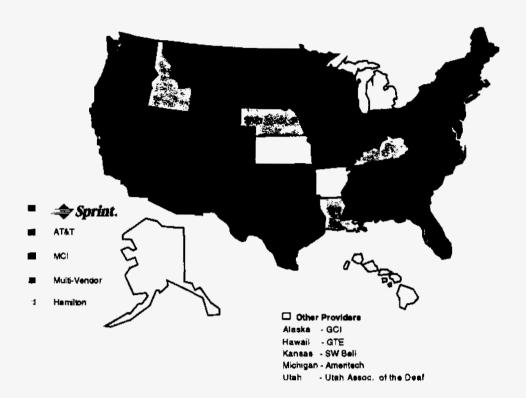


Figure ES-1. Telecommunications Relay Service Provider

Recently, Sprint Relay's team of professionals received the National Business and Disability Council's (NBDC) Valued Customer of the Year - Silver Honoree award. The NBDC citation reads, in part, "... a corporation that has expanded opportunities for people with disabilities by providing accessibility to the company's products and services through innovative design, accommodation, and inclusion of people with disabilities ... Sprint has demonstrated to the business community and the community at large that people with disabilities are valued customers."

Leadership

Florida poses an exciting opportunity because of its large number of relay service users and the diversity represented by Florida residents. Sprint values customer contributions concerning our product. Many of our enhancements came about as a result of feedback from customers and advisory committees. These enhanced features have brought TRS users nationwide much closer to functional equivalency. FRS users will appreciate and benefit from our ability to listen to and act upon the needs they bring forth.

The following services were developed and implemented by Sprint as a direct result of customer inquiries and they were offered to our customers prior to any mandate by the Federal Communications Commission. Sprint was the first relay provider in the continental United States to initiate 7-1-1 Local Exchange Carrier (LEC)--based

Executive Summary

abbreviated dialing. The 7-1-1 service began in Maryland on February 1, 1999. In California, Sprint was the first carrier to offer Speech-to-Speech service, which allows people with a speech disability to use their own voice to communicate. Sprint also developed the technology to allow relay users full access to services provided through 900 numbers. These and many others are important reasons why we listen to our customers.

Technological Superiority

Because we listen, Sprint offers a relay service that is feature-rich. Our platform is among the most sophisticated in the industry. With approximately fifty features included with our basic connection, relay customers receive the benefit of our preeminent experience and support.

Examples of Sprint's standard features include: Dialed Number Verification, Customized 800 Access, Custom Calling Services through our Customer Database feature, Delay Recording Announcer, Enhanced Transmissions, Automatic Error Correction, Inbound International calling, Machine Recording Capabilities, Spanishto-Spanish and Spanish-to-English Translation, Variable Time Stamp Macro, Voice Call Progression, and dear-blind paging.

These product enhancements are indicative of Sprint's innovative technology, and the reason why Sprint is the industry leader.

Customer First

Sprint is attentive to all customer concerns and takes pride in our policies and procedures regarding complaint resolution. Seven days a week, twenty-four hours a day, a consumer with a grievance may speak immediately with a supervisor. The supervisor listens, documents the concern and takes care of the problem, or escalates it to the appropriate person for resolution. If requested, the customer will receive a follow-up as to the status of their concern. Detailed records are kept on file and forwarded to the State in monthly reports and faxed within two business days of the occurrence or within 24 hours if a complaint requires escalation. This procedure allows Sprint to maintain the highest standards and quality by focusing on customer satisfaction. Customers benefit from knowing that their concerns are heard and acted upon.

Proposal Offering

For the State of Florida, Sprint proposes our best-value network solution. This plan routes FRS traffic across the entire Sprint Relay Network. This is a proven venue for the pursuit of an affordable, yet high quality, relay service.

With Sprint as your chosen provider of choice, consumers of FRS will benefit from the most advanced relay center network in the industry. In addition to our existing 11 relay centers that currently support 25 states, Sprint and our subcontractor





Communication Services for the Deaf (CSD) would like to bring an additional relay center to Florida located in the Pensacola area. This would be in addition to the relay center we currently have operating in Miami, that is managed by Precision Response Corporation (PRC).

Only Sprint and our subcontractors, CSD and/or PRC, can bring Florida this type of economic development benefit and disaster recovery assurance. With the combined expertise and management resource power of Sprint, CSD, and PRC, consumers can be assured that only highly-trained, customer-focused, employees will provide the very best feature-rich, relay in the world. We look forward to exploring with the Florida PSC and the FRS Advisory Council all of the benefits and realized gains made possible by this unique and expansive opportunity.

Smooth Transition

Sprint has extensive experience in transitioning TRS clients. Within the past few years, many states switched from other TRS vendors to Sprint. Illinois, New York, Washington, and Montana, all formerly with AT&T, have selected Sprint as a better-value provider. Minnesota, and Arizona, and most recently, North Carolina, all formerly with MCI and its partners, have chosen Sprint and our subcontractors as the best-value for quality TRS.

A seamless transition from your current TRS provider to Sprint is something we will make easy for both customers and administrators. The State of Florida will benefit from our proven experience in TRS transitions. Additionally, Sprint is presenting to Florida the same transmission planning elements which went into the successful transition of other states. Many of these transitions involved the same plan being presented to Florida.

Image for Tomorrow

The State may have questions or concerns about the pending merger between Sprint and WorldCom. Sprint assures the Florida Public Service Commission (FPSC) that, regardless of the outcome of the merger in the next year or two, the offerings in this proposal and agreements into which Sprint enters will stand on their own. Sprint's management, its technological solutions, and its agents providing relay service to Florida will remain committed through the term of the service contract.

Innovative technology, reliability in times of need, a comprehensive training program, attention to the requirements of the customer, unmatched experience, and a relay service that the State of Florida will be proud – all at a fair price. Sprint affords the State of Florida a cost-effective and technologically advanced *point of contact* for relay service into the twenty-first century.

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■ Executive Summary





Filing Check List

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Maximum Points
1		Format (RFP ref. Section C-1 and D)	N/A Transmittal	N/A
2.	CC	Transmittal Letter, Address, Contact Person, Tel. and Fax No., Legal Name of Bidder, and Statement of Compliance with or lack of Compliance with RFP requirements(RFP ref. C-2)		P/F
3.	() ()	Check List (RFP ref. C-8 and E)	7&8	P/F
4.	CC	Certification by FPSC and FCC (RFP ref. A-5)	9	P/F
5.	22	Conflict of Interest (RFP ref. A-28)	9	P/F
6.	<u> </u>	Can provide by June 1, 2000 (RFP ref. B-3)	11	P/F
7.	ے ک	Term of Contract (RFP ref. B-4)	12	P/F
8.	20	Access Numbers (RFP ref. B-5)	13	P/F
9.	CC	Location of Relay Center (RFP ref. B-6)	13	P/F
10.	22	Availability of System to Users (RFP ref. B-7)	13	P/F
11.	<u> </u>	Minimum CA Qualifications and Testing (RFP ref. B-8)	14	100
12.	CC	CA Training (RFP ref. B-9)	16	100
13.	C.C.	Staff Training (RFP ref. B-10)	21	100
14.	ے جے	Counseling (RFP ref. B-11)	23	25
15.	CC	Procedures for Relaying Communications (RFP ref. B-12)	24_	100
16.	CC	Interaction with Answering Machines and Voice Response Units (RFP ref. B-13)	28	25
17.	ے ے	Languages Served (RFP ref. B-14)	29	P/F
18.	CC	Additional Languages Served (RFP ref. B-15)	29	25
19.	22	Shift Advisor/Consultant (RFP ref. 8-16)	29	P/F
20.		Confidentiality (RFP ref. B-17)	30	P/F
21.	22	Voice and Hearing Carryover (RFP ref. B-18)	32	50
22.	CC	Obscenity (RFP ref. B-19)	39	P/F
23.	\mathcal{C}	Emergency Calls (RFP ref. B-20)	41	50
24.	ےے	Blockage (RFP ref. B-21)	42	200
25.	<u>ت ت</u>	Answer Time (RFP ref. 8-22)	44	200
26.	\sim	Equipment Compatibility (RFP ref. B-23)	44	P/F
27.	CC_	Transmission Levels (RFP ref. B-24)	45	P/F
28.	<u>^</u> _	Measuring Equipment Accuracy (RFP ref. B-25)	46	P/F
29.	22	Emergency Operations (RFP ref. 8-26)	46	50
30.	CC	intercept Messages (RFP ref. B-27)	50	P/F
31.		Service Expansion (RFP ref. B-28)	51	50
32.	دد	New Technology (RFP ref. B-29)	52	50
33.	<u> </u>	Consumer Input (RFP ref. 8-30)	54	100
34.	CC	Complaint Resolution (RFP ref. B-31)	57	200
35.	<u> </u>	Charges for Incoming Calls (RFP ref. B-32)	59	P/F
36.	<u> </u>	Billing Arrangements (RFP ref. B-33)	59 65	50
37.	<u> </u>	End User Billing (RFP ref. B-34)	66	50
38.	<<	Relaying Interstate or International (RFP ref. B-35)		50
39. 40.	<u> </u>	End user Selection of Carrier (RFP ref. B-36) Recipient of Toll Revenues (RFP ref. B-37)	67	P/F
	CC-	Long Distance Call Billing (RFP ref. B-38)	68	50
41.	<u> </u>		70	25
<u>42.</u> 43.	رد.	Special Needs (RFP ref. B-39) Custom Calling Type Features (Speed Dialing & Last Number Redial)		25
44.	در	(RFP ref. B-40) All Unsolicited Features in Basic Relay Service Price Proposal (RFP ref. B-41). Optional Services Not In Basic Relay Service Price Proposal	72	200
45.	حت	a. Other Custom Calling Type Services (RFP ref. B-42 a)	74	Optional/0 Points
46.	<u> </u>	b. 900/976 Services (RFP ref. B-42 b)	75	Optional/0 Points

Filing Check List

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Maximum Points
47.	CC	c. Enhanced Transmission Speed and Interrupt Capability (RFP ref. B-42 c)	76	Optional/0 Points
48.	CC	d. Video Relay (RFP ref. B-42d)	76	Optional/0 Points
49.	CC	e. Speech to Speech Service (RFP ref. 8-42e)	77	Optional/0 Points
50.	CC	f. Other Optional Features Not Included in Basic Relay (RFP Ref. B-42f)	77	Optional/0 Points
51.	CC	Submission of Monthly Invoice (RFP ref. B-44)	80	P/F
52.	- C-	Travel (RFP ref. B-45)	81	P/F
53.	-	Reporting Requirements (RFP ref. B-46)	81	P/F
54.	CC	Liquidated Damages (RFP ref. B-47)	83	P/F
55.	CE	Transfer to New Provider (RFP ref. B-48)	83	P/F
56.	Ca	Insurance (RFP ref. B-49)	84	P/F
57.	CC	Public Entity Crimes (RFP ref. C-3)	86	P/F
58.	CE	Financial Information (RFP ref. C-4)	86	P/F
59.	CC	Experience and customer references (RFP ref. C-5)	86	200
60.	<u> </u>	Bid Security Deposit (RFP ref. C-6)	87	P/F
61.	CC.	Subcontractors (RFP ref. C-7)	89	P/F
62.	CC	PRICE PROPOSAL (RFP ref. Section D) Must be filed in a separate sealed envelope marked: "Sealed - To Be Opened Only By the FPSC Proposal Opening Officer"	Price Proposal	See RFP Sec. D & E
		MAXIMUM TOTAL POINTS		2125





Certification by FPSC and FCC Conflict of Interest

Certification by FPSC and FCC

Sprint will provide a Florida Certificate of Public Convenience and Necessity and FCC Authority upon request of the FPSC.

Conflict of Interest

Sprint has no officer, director, or agent who is also an employee of the state of Florida or any of its agencies. Further, Sprint has no employee who is also an employee of the state who owns, directly or indirectly, an interest of five percent or more in Sprint's firm or any of its branches.

Certification by FPSC and FCC

■ Conflict of Interest





B. The Service To Be Provided

B.1 Overview

This section of the RFP lists and describes the specific basic features of the relay service required to be provided. At the end of this section, the FPSC also requests the bidder to comment on (and in its price proposal, propose a price separate from the price for basic service for) the provision of optional services which are not required to be provided. The optional services offered will not be evaluated until after a bidder is selected; at that time, the FPSC may choose to purchase some or all of those services in addition to the basic services.

Sprint has read, understands, has complied.

B.2 Scope of Service

The relay service shall be designed to provide the means by which a hearing, speech or dual sensory impaired person using a TDD can communicate over the existing telecommunications network with a non-TDD user (and vice-versa) through the use of the relay system. The service shall also provide other telecommunications services to persons with hearing and speech disabilities as further described below.

The FPSC is interested in providing a relay service that is as cost efficient as possible while at the same time providing a service as equivalent to standard telecommunications service as possible.

Sprint has read, understands, and will comply.

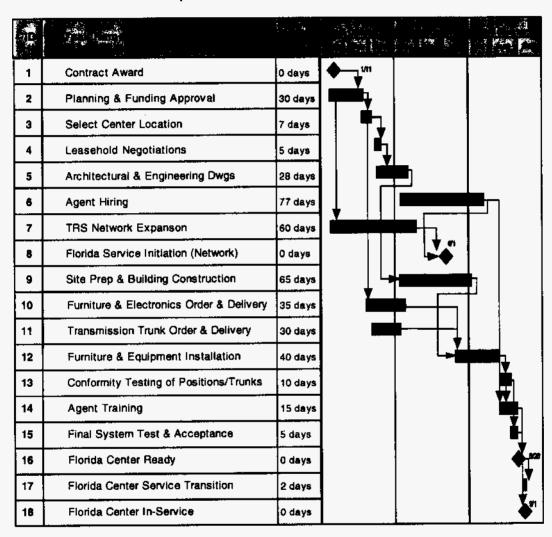
B.3 Commencement Date

The commencement date for the service is June 1, 2000. Bidders shall provide a work schedule showing how they can meet that deadline and shall provide a statement that they can provide the complete service by that date.

Sprint understands and will comply with the commencement date for providing relay service on June 1, 2000. Sprint has provided a work schedule in Figure B.3-1 to illustrate how we will meet the deadline. Sprint also will have a relay center in place by September 1, 2000.

■ B. The Service To Be Provided

FLORIDA RELAY SERVICE Proposed Service Activation Schedule



FLTR023

Figure B.3-1. Proposed Service Activation Schedule

The implementation schedule is preliminary, and the sequence and description of some activities may be modified, however, service initiation dates are firm and will be complied with.





B.4 Term of Contract

Service shall begin on June 1, 2000. The term of the contract will be an initial three year period. Upon mutual agreement between the FPSC and the provider, the contract may allow for the term to be extended for up to two additional one year periods. By June 1, 2002, and June 1, 2003, the provider should notify the Florida Public Service Commission of its desire to extend for an additional year.

Sprint understands that service shall begin on June 1, 2000 and the term of the contract will be an initial three year period. Sprint will provide all required services by June 1, 2000. Sprint also understands that upon mutual agreement between Sprint and the FPSC, the contract may allow for the term to be extended for up to two additional one year periods and that by June 1, 2002 and June 1, 2003, Sprint will notify the FPSC of our desire to extend for an additional year.

B.5 Access Numbers

There shall be a single access number for TDD users, a single access number for voice users, a single access number for ACSII users, and a single access number for Spanish users. TDD access shall be by using the number 800-955-8771, voice access shall be by using the number 800-955-8770, and ASCII access shall be by using the number 800-955-1339. The provider shall secure a toll free telephone number for Spanish access. The provider must request FPSC authority to use additional numbers for relay access (e.g., STS, other foreign languages, etc.). If a caller calls the wrong access number, the system shall process the call without requiring the caller to redial.

When selected as the Florida Relay Service (FRS) provider, Sprint will continue to use the current TDD (800-955-8771), Voice (800-955-8770) and ASCII (800-955-1339) access numbers. Sprint will provide a toll free number for Spanish access. Sprint will request FPSC authority if additional 800 numbers are needed.

In the event that the customer inadvertently calls the wrong relay access number, the Sprint system allows a call to be completed (without requiring a redial).

B.6 Location of Relay Center

The provider shall be required to locate a relay center in the State of Florida. A minimum of 80 percent of Florida relay traffic shall be handled by the Florida located center except when emergency conditions exist at the Florida center. Emergency conditions that would justify handling what is normally Florida traffic outside the state would include situations such as natural disasters, bomb threat, etc. and would not include traffic spikes.

Notwithstanding the above requirement, during the months of June, July and August, 2000, the provider may handle all Florida relay traffic using out-of-state relay centers. The 80% minimum Florida traffic handled out of a Florida center must be met beginning with the month of September, 2000.

Sprint understands and will comply. Sprint's proposed offering for the State of Florida will include at least one relay center, fully staffed and able to handle 80 percent of the State's relay traffic, except under emergency conditions as stipulated in this requirement. The tentative location of the center(s) will be either

■ B. The Service To Be Provided

in Miami and/or Pensacola. In either case, during the months of June, July, and August, 2000, Sprint may handle all of the FRS traffic at any of our existing relay center, out of state or at the center(s) in-state. Should Sprint be selected as your provider of choice, we look forward to proposing a transition plan from the current provider to the Sprint network in a manner that is smooth, seamless, and provides the best solution for all parties involved.

B.7 Availability of System to Users

The service shall be designed to relay local, intrastate toll and interstate and international calls that originate or terminate in Florida. Relay service shall be available 24 hours per day every day of the year.

No restrictions shall be placed on the length or number of calls placed by customers through the relay center.

Sprint will relay local, intrastate toll, interstate, and international calls that originate or terminate in Florida. There will be no restriction placed on the length or number of calls placed by customers through the FRS. Service will be available 24 hours a day, 7 days a week, 365 days a year.

B.8 Minimum CA Qualifications/Testing

The provider shall adequately supervise and train its employees to always be courteous, considerate and efficient in their contact and dealings with its customers and the public in general, and shall make checks from time to time to ensure that courteous service actually is being rendered.

Bidders shall specify how they plan to demonstrate that CAs meet all necessary proficiency requirements. CAs shall be able to quickly and accurately type TDD relay messages. The provider shall use valid, unbiased tests for CAs on subjects including, but not limited to:

Sprint strongly emphasizes to its employees, the need to be courteous, considerate, and efficient in all dealings with our clients and the public in general. The following statements demonstrate how Sprint ensures the proficiencies of its CAs in supporting our client's requirements. All CAs are required to take and pass a quantifiable, performance-based CA Proficiency Examination. Each CA is retested on an annual basis. This exam requires proficiency in spelling, typing, dictation, procedures, ASL, Deaf Culture, ethics, confidentiality, and professional judgment. In addition, CAs are given a monthly evaluation on call processing skills. CAs are not provided information prior to testing and all tests are collected and discussed when completed. Written tests are changed periodically and role playing is used for live training. If a CA does not pass the training, that includes the Proficiency Exam and call processing evaluation, then that person is not considered for employment.





a) Basic skills in English grammar.

All Sprint CA applicants are required to have at least a high school diploma or GED. Sprint evaluates potential candidates based on their English grammar and communication skill as part of the applicant screening process.

b) A minimum typing speed of 55 correct words per minute.

Sprint CAs meet the required 55 wpm typing speed. Sprint conducts a standard typing test as part of the pre-employment testing process. Those applicants not passing the test are not considered for employment. Typing skills are evaluated throughout a CA's employment. Based on recent results, the average typing speed at our centers is currently more than 60 wpm.

c) Minimum spelling skills sufficient to quickly and easily spell words comparable to a beginning college level conversation.

Sprint CAs are required to have at least a high school diploma or GED. All CAs are required to take and pass a quantifiable proficiency examination which ensures a high level of spelling skills comparable to a beginning college level spelling skills.

d) An understanding of characteristics of limited written English and American Sign Language (ASL) as it may be reflected in the written language of TDD users.

Sprint CAs are trained on proper translation of written/typed ASL to conversational English. FRS users will benefit from having CAs who are trained using role plays that are written at varying levels of ASL difficulty. The CAs must demonstrate their proficiency in translating this material prior to the completion of training. CA training includes learning how to clearly express vocabulary with no direct English equivalent, while maintaining transparency.

e) Deaf culture.

The Diverse Culture program was developed in a collaborated effort by several organizations that serve the deaf and hard of hearing communities. When Sprint won their first relay contract, we worked closely with TDI (Telecommunications for the Deaf, Inc.) to ensure a comprehensive program that met the needs of the customer base. Sprint employees who are deaf or hard-of-hearing reviewed the material and provided valuable input for the curriculum.

Sprint also contracted with the Ohlone College in Freemont, California to develop an in-depth training seminar on ASL (American Sign Language). This program included ASL basic sign concepts, structure, and phrases. Two Associate Professors from the Ohlone College conducted this one-week seminar with all of Sprint's Training Supervisors and several Operations Supervisors from each relay center. As a result of this seminar, two ASL workbooks were created to build our relay agents' abilities to translate typed ASL into conversational English. Sprint continues to utilize these workbooks with new employees.

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The Diverse Culture portion of the training is delivered by local deaf organizations and/or Sprint staff with appropriate experience. As mentioned in Section B.10, "Staff Training," of our proposal response, each CA must complete Diverse Culture training before graduation.

f) Ethics, e.g., how a CA deals with situations he may encounter.

Throughout initial and on-going training, CAs receive information and guidelines on ethics with regard to Sprint Relay Services. Examples of breaches in ethical conduct are reviewed and discussed with the CAs and their supervisors.

g) Confidentiality.

During the initial period, employees receive detailed training on employee confidentiality. All relay center personnel are required to sign and abide by a pledge of confidentiality which promises not to disclose the identity of any caller or fellow relay employee nor any information learned during the course of relaying calls. Sprint policy implements and enforces strict rules regarding confidentiality.

h) Clarity of speech.

After a candidate passes the pre-employment test, he/she is screened and interviewed. During this process, oral communication skills are closely evaluated both over the phone and in person.

Any person who has not passed this examination shall not be utilized as a CA. CAs shall be retested at least annually.

Any person not fulfilling the passing requirements of our training program and demonstrating the necessary proficiency requirements does not become a CA. CAs are re-tested at least annually.

B.9 CA Training

Each bidder shall demonstrate in its proposal how ongoing CA training will be provided by including with its proposal an outline of a proposed CA training plan. The provisions for CA training shall include, but not be limited to, an understanding of limited written English and ASL, deaf culture, needs of hearing and speech disabled and dual sensory impaired users, ability to speak in a tone of voice consistent with the intent and mood of the conversation, operation of relay telecommunications equipment, how to handle hearing and voice carryover, ethics, confidentiality and other requirements of the Provider's operating policies and procedures. Training shall include both simulated and live on-line call handling.

Sprint's CA training is delivered by certified training supervisors who must annually demonstrate proficiency in subject matter knowledge and delivery skills.

All of Sprint's training programs are developed using adult learning theories; we adapt training to each participant's learning modality. We incorporate lecture,





visual graphics, flow charts, videos, role plays and actual hands-on training, which stimulates the CA's ability to learn.

All applicants for the CA position are tested, screened, and interviewed to determine if they meet the basic requirements of the position. During the CA's initial training, he/she will be trained and evaluated on accurately reflecting the TTY user's intent and on what the CA's role is in the relay process. New hires also receive training in Deaf Culture, ASL translation, and sensitivity to the needs of persons with speech disabilities by a qualified person who, if not deaf or hearing-impaired, possesses extensive knowledge in this area.

Sprint CAs receive extensive training on how to improve their interpersonal skills so that they can work effectively with difficult and stressful situations that may arise during their employment. Throughout a CA's employment, he/she builds on these skills with the guidance of the CA's supervisor and receives additional training and evaluation as needed.

In initial training, CAs are given three written and three side-by-side evaluations. The CA must demonstrate their ability to spell, type accurately, process a call using live training terminals, and roleplays written in varying levels of ASL.

Throughout initial and on-going training, CAs receive information and guidelines on ethics and confidentiality with regard to Sprint Relay. Examples of breaches of confidentiality are reviewed and discussed with the CAs. In conjunction with signing Sprint's confidentiality agreement, CAs review and discuss the agreement with supervisors.

Once training is completed, the CA continues to work and have their job skills evaluated through monthly surveys and formal reviews. The survey process used is a product of a task force comprised of management staff and it evaluates all areas of work performance, personal effectiveness, and attendance. The survey process goals are to respond to customer feedback and provide the CA with clearly defined, objective performance measures. Surveys are completed on each CA every month. If additional development is needed on the part of the CA, a development plan will be designed by their supervisor.

Sprint's CAs receive rigorous initial training. Table B.9-a illustrates some of the training modules that are provided to our CAs.

Table B.9-a. Initial Training Modules

Module	Customer Benefits		
Module 1	Orientation		
	Objectives	What is Relay?	
	Welcome & History	Agent Training	
	Future of Sprint	Call Flow Chart	
Module 2	Phone Image		
	Objectives		
	Introduction		
	Communicating Information		
	Using Conversational Tone		
	Managing Dissatisfied Customers		

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Table B.9-a. Initial Training Modules

Module	Customer Benefits	
Module 3A	Overview of System and Equipment Objectives Logging In Logging Out Screen Display Checking for Understanding Headsets Modem	Error Correction Keyboard Last Typed Macro Feature English Macros Spanish Macros Telephony Terms
Module 38	Interactive Terminals Knowing Your TTY Closing a Conversation Typing Background Noises	
Module 3C	Overview of System and Equipment (FRS Only) Malfunctions Relay Procedures Confidentiality Statistics	Handling Obscene Calis Requesting a Supervisor Reporting Macros
Module 4A	Cail Processing Procedures Objectives Your Role as Agent Cail Processing for All States	
Module 4B	Destinations of Traffic Destinations not Allowed IntraLata Competition State Differences	
Module 4C	Answering Machines and Audiotext Record Feature Voice Answering Machine Voice to TTY Answering Machine Information Line Audiotext	Voice Mail Pagers/Beepers (TTY-Voice) Pagers/Beepers (Voice - TTY) Variations Answering Machine Retrieval
Module 4D	Voice Originated Calts Local Call Description Toll Free and Paid Paid over Sprint Network Paid over Alternate Carrier Variations	
Module 4E	Long Distance Calling FONcard LEC Card Optional Cards Pre-Paid Cards Collect Third Party Immediate Credit	
Module 4F	VCO and HCO Voice Carry Over (VCO) Inbound VCO Branding Busy Line No Answer	Two-Line VCO Hearing Carry Over (HCO) Non-Branded HCO Branded HCO
Module 4G	Alternate Call Types VCO to VCO VCO to TTY TTY to VCO	HCO to HCO HCO to TTY TTY to HCO





Table 8.9-a. Initial Training Modules

Module	Customer Benefits			
Module 4H	Customer Database Customer Database Feature Customer Notes Window UCR Main Menu Name Submenu COC Submenu			menu Imbers Iled Numbers (FD)
	InterLata COC IntraLata COC		Blocked Numb Customer Note	
Module 4H	Customer Database Preferences Answer Type Language Type	Outdial Restrictions Macros Last Number Redial		tions
Module 4I	Variations Busy Signals Poor Connection No Answer Request for Information Speech Impaired Pacing Voice Customer Profanity towards Agent Request for M or F Agent Agent Knows Customer Suicide	Illegal Calls Sensitive Topics Redialing Switchboards Young Children Inbound ASCII Repeating Informa Request for Relay Restricted Calls ASCII on Octoor	ation Number	Two Calling From Numbers LEC Service Office Double Letters Call Waiting Conference Calls Three-Way Calling Changing Agents 800 Number Referral Hard-of-Hearing Customer Call Backs for TTYs
Module 4I	Abuse Variations Call Modification Holding Alternate Language Typing in Parenthesis Product Information Spanish Calls Voice Customer Hangs Up Variable Time Stamp	Regional 800 Multiple Calls TTY Customer Hangs Up Conversation being Recorded Prompting Voice for "GA" Non-Standard TTY Capability Internet Characters TTY does not type "GA" Cellular Long Distance Calls Party Line Calls		
Module 5	Emergency Call Processing Emergency Calls Non-Emergency Calls Emergency Incident Form		Tary Caro Gar	
Module 6A	Performance and Procedures Performance Measurement Plan Quality Customer Service Commitment Personal Effectiveness		Emergency Pr	sistance Form
Module 6B	Healthy Relay Introduction Analogy Stretching Exercises Agent Reinforcement		Ergonomic Re Setting up Wo GUAM - Get u	rkstation
Module 6B	Healthy Relay Ergonomic Relief Slowing the Customer Overtime Relaxation			
Module 7A	Responding Positively Stress Management Thoughts and Feelings Relaxing Emotionally Thinking Powerfully Exercise		Nutrition Relaxation/Me Energy Resou Suggested Re Leader's Notes	rce Assessment ading

■ B. The Service To Be Provided

Table B.9-a. Initial Training Modules

Module	Customer Benefits	
Module 7B	Healthy Detachment Interactive Communication TDD Communication Potential Stressors Detaching	
Module 8	Assessing Performance Assessment Process Coaching Feedback Pass/Fail Guidelines Role Plays	
Module 9	Supervisor as Trainer and Coach Introduction Objectives Being a Coach/Trainer	An Adult Learner Giving Effective Instruction Feedback
Module 10	A Healthy Approach to Relay Learning Continuum Adult Education Dale's Cone of Experience Elements of Lesson Design Preparation for Training Warm Ups Voice Inflection Handling Interruptions Prep for Final Hearing Thru (TDD - Voice)	Hearing Thru (Volce - TDD) Volce Thru (TDD - Volce) Voice Thru (Voice - TDD) Audiotext Information Lines Business Asswering Machines Residential Answering Machines Beepers Spanish Answering Machine TTY Answering Machine

In addition to the initial training program, Sprint has developed several supplemental training programs. Current CAs have already participated in these programs; Sprint will continue to offer these learning opportunities to future CAs. These programs reinforce skills developed in initial training.

Voice Inflection Workshop—CAs are the customer's first point of contact. We introduce the importance of superior "Phone Image". Superior phone image encompasses good listening, verbal, and reading skills. This means relaying verbatim, remaining transparent, adopting a conversational tone, and translating ASL to conversational English.

Answer Machine Workshop—In today's environment, it is not unusual to call a number and reach various types of answering devices. CAs are prepared to handle voice answer machines, TTY answer machines, voice/TTY answer machines, information lines, audiotext, and pagers/beepers. There are specific guidelines for handling these types of calls. Control of the call remains with the customer. CAs use interactive training terminals to practice answering machine calls. Actual calls are placed to various recording devices so that CAs can continually increase their skills in handling this call type.

TTY Pagers—Sprint worked closely with manufacturers when this technology became available to ensure that access was available to customers. CAs practice a variety of calls utilizing the interactive training terminals.





Two Line VCO—Two line VCO has become popular with relay users over the past years. All CAs are trained to handle this unique call. VCO users will continue to enjoy a smooth call flow.

Sprint realizes the importance of keeping all personnel informed on issues regarding our customers. Sprint has a deaf culture library located at each relay center that contains videos, newsletters, and books on deaf culture, ASL, and topics relating to the deaf community. The CAs have access to this resource and can borrow the information for review.

The Diverse Culture portion of the training is delivered by local deaf organizations and/or Sprint staff with appropriate experience. As described in Section B.10 of the RFP response, each CA must complete Diverse Culture training before graduation. This training module, researched and written by a deaf college intern, includes information about the needs of the deaf, hard-of-hearing, and speech-impaired persons. Additional input was received from other deaf/hard-of-hearing staff members.

B.10 Staff Training

All relay center staff, including management, shall receive training in ASL, deaf culture, needs of hearing, speech and dual sensory impaired users, and ethics and confidentiality. Each proposal should include an outline of a staff training plan indicating training topics and time frames as well as explaining how individuals or organizations (such as deaf service centers, state agencies, universities, etc.) representing the hearing and speech impaired community would be used to assist with the training.

All Sprint relay center employees, including management, participate in Diversified Culture training during the initial training period. Sprint works closely with each Sprint center's local deaf community to identify knowledgeable presenters to assist with the training. Sprint utilizes videos, role plays, group activities and discussion groups to educate its employees on the different needs of their customers.

Sprint has utilized a number of organizations and individual members in providing a Diversified Culture Program. They include:

National Organizations

- American Association of Deaf/Blind
- · American Association for Retired Persons
- Association of Late-Deafened Adults, Inc.
- American Speech and Hearing Association
- Self Help of Hard-of-Hearing, Inc.
- National Association for the Deaf
- National Black Deaf Advocates
- National Hispanic Council of Deaf and Hard-of-Hearing
- Telecommunications for the Deaf, inc.
- United Cerebral Palsy

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Educational Institutions

- Gallaudet University
- · National Technical Institute of the Deaf
- California State University at Northridge
- · University of Arkansas-Dept. of Rehabilitation
- · State Schools of the Deaf
- Local Programs for Deaf/Hard of Hearing (Mainstreaming)
- · Ohlone College in Freemont, California

Other Related Areas

- · Sprint Relay State Advisory Boards
- State Contract Administrators (S.T.A.R.S.)
- Sprint Relay Account Managers
- Individuals representing Speech-Disabled Community (Speech-to-Speech service)

Diversified Culture Training Topics Outline

Who Uses the Relay Service?

4 hours

- . Why is it important to understand our customers?
- Why is it important to recognize their special communication needs?
- · Pathological versus Cultural Views of Deafness
- · Characteristics of Deafness
- The Deaf Community
- Myths about Deafness
- Why is there a Deaf Culture?
- Deaf Heritage
- · Bell's View on Deafness
- Gallaudet's View on Deafness
- · Establishment of the National Association of the Deaf
- Use of Sign Language Interpreters
- Different Communication Skills Used in the Deaf Community
- · Changes in Attitude Toward the Deaf Community
- Americans with Disabilities Act

American Sign Language

6 hours

- What is ASL?
- History of ASL
- ASL's recognition as its own language
- · Rules of ASL
- · Parameters of ASL
- · English Idioms versus ASL idioms
- Evolution of ASL
- Syntax of ASL
- · How to Translate ASL to English





- TTY Language Samples
- TTY Courtesy

Hard of Hearing and Late Deafened Customers 7 hours

- · Characteristics of Hard-of-Hearing Customers
- · Assistive Devices for Hard-of-Hearing Customers
- · Establishment of Self Help for Hard-of-Hearing (SHHH)
- Relaying for Hard-of-Hearing Customers
- Characteristics of Late-Deafened Customers
- Establishment of Association of Late-Deafened Adults (ALDA)
- Relaying for Late-Deafened Customers

Deaf/Blind, Speech Impaired, Spanish Speaking and Hearing Customers

3 hours

- Characteristics of Deaf/Blind Customers
- Assistive Devices for Deaf/Blind Customers
- Relaying for Deaf/Blind Customers
- Characteristics for Speech-Impaired Customers
- Relaying for Spanish Speaking Customers
- Relaying for Hearing Customers
- Deaf/Blind Pacing allows the CA to slow down the transmission to the braille machine.

B.11 Counseling of CAs and Staff

Bidders are required to outline a counseling and support program that will help CAs and staff deal with the emotional aspects of relaying calls. Those providing this staff support shall have training in dealing with the emotional aspects of handling relay calls. However, in counseling sessions, the CA shall not give to the support person the names of callers involved. The counseling support system shall follow the confidentiality provisions of this RFP.

Sprint is familiar with the stress factors that are associated with relaying calls and has established a professional counseling and support program to help its staff deal with the emotional aspects of this environment. Sprint Relay Center supervisors and management are trained to assist CAs with the emotional aspects that may occur when relaying a call. Our staff is also extremely sensitive to and trained in avoiding any breach of confidentiality when this type of coaching is needed. In counseling sessions, the CA do not give the names of callers to the support person.

During our initial training, all CAs participate in desensitizing training that prepares them to handle emotional calls. CAs work through various scenarios that assist them in the future to be able to handle difficult calls. While on the job, if a CA needs counseling, our supervisors and management staff are trained to work with employees by providing support and guidance through emotional calls as well as after the call. We do not provide group discussion, but rather one-on-one guidance for confidentiality. If the supervisor feels that the CA needs additional counseling, the CA is encouraged to contact Sprint's Employee Assistance

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Program (EAP), which is staffed 24 hour/7 days a week by trained counseling professionals. All communication between the employee and counselor are held in the strictest confidence and the content of relay calls never discussed. If a CA requires additional counseling, the EAP provides one-on-one personal sessions for the CA.

B.12 Procedures for Relaying Communications

The system shall be designed to convey the full content of the communication. Unless requested otherwise by a user, the CA shall relay all calls according to the following procedures.

a) The method to be used in the system is for the CA to be identified by a number (not name) followed by "M" if male and "F" if female. The provider shall establish a method which will allow identification of the CA in the event a complaint is filed or a user wants to praise the work of the CA.

Each CA is assigned a unique four digit number and gender identification. On TTY calls, the system automatically sends the ID number and gender (M/F). On voice generated calls, the CA verbally states their ID number. Such identification allows the relay user to be able to identify a CA in the event the user wants to register a compliment or complaint.

b) The system shall keep the user informed on the status of the call, such as dialing, ringing, busy, disconnected or on hold throughout the call session. The system shall provide feedback to callers on call status within 10 seconds after a caller has provided the number to call and continue to provide feedback until the call is answered.

As the customer gives the calling to number to the CA, the CA enters the number in the dialing window. The CA immediately outdials the call and a macro is automatically generated stating NOW DIALING XXX-XXXX. When the outdial is made and the CA hears the outbound line ringing, the CA will launch a macro that says "RINGING 1...2...3..." etc. Sprint's system will provide feedback to callers on call status within 10 seconds.

c) All users shall have the option of telling the CA what aspects of the call that he/she will handle. For example, the TDD user may voice the call (voice carryover), rather than have the CA do it or the caller may ask that relay be explained as soon as someone answers the call.

FRS inbound users have full control of the relay call. A TTY user may tell the CA what aspects of the call the TTY user will handle. If the caller requests that he/she announce TRS and not the CA, the CA will honor the request.





d) When the call is first answered and at all times during the conversation, the system shall type to the TDD user or verbalize to the non-TDD user verbatim what is said or typed unless the relay user specifically requests summarization. If the CA summarizes the conversation, the CA shall inform both parties that the call is being summarized.

FRS inbound users have full control of the relay call. The Sprint CA types to the TTY user or verbalizes to the non-TTY user exactly what is said throughout the relay process, unless the caller requests otherwise.

e) When the CA is asked to explain relay to a user, the CA shall express the term "explaining relay" to the other user on the call to let them know what is happening rather than transmitting all of the explanation. The CA shall not inform the telephone user that the TDD user is hearing or speech disabled unless the TDD user asks the CA to do so.

When a TTY relay user calls a non-TTY user, the CA notifies the called party that this is a relay call and asks the non-TTY user if they have ever received a relay call before. If the called non-TTY user has used the service, the CA continues the call. If the non-TTY user has not received a relay call before, the CA notifies the TTY caller that service is being explained by sending a macro EXPLAINING SERVICE. The explanation of the service is brief and concise.

If the TTY user requests the CA not to announce the call, the CA honors the request. The CA will ask the TTY user what is to be said once the outbound party answers the phone so a conversation can be established.

The CA will not inform the called party that a deaf or speech-impaired person is calling unless the caller asks the CA to do so.

f) When speaking for the TDD user, the CA shall adopt a conversational tone of voice appropriate to the type of call being made and conveying the intent and mood of the message. The CA shall also indicate identifiable emotions by typing those in parentheses, (e.g., he's laughing, he's crying). Any identifiable background noises shall be relayed to the TDD user in parentheses. The CA shall identify to the TDD user, if identifiable, the gender of voice users when they first come on the line. All of the above should be done automatically unless the user asks that it not be done.

Sprint CAs let the TTY user know the non-TTY user's tone of voice without making subjective judgments. The CA adopts a conversational tone of voice appropriate to the type of call being made. Sprint has worked closely with the user community to develop an appropriate list of words that convey the tone of the non-TTY user. TTY callers are informed of background noises during the call through CAs typing in parentheses.

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Table B.12-a lists examples of words used to convey possible emotions.

Table B.12-a. Example Words

Emotion	Response		
Angry	(voice gatting louder)		
Irritated	(sigh)		
Sad	(talking softly)		
Excited	(talking fast)		
Bored	(talking slow)		
Breathing heavy	(panting)		
Eating	(smacking)		
Crying	(sniffling)		
Talking softly	(sounds frightened)		
Sick	(coughing)		
Sick	(wheezing)		
Tired	(yawning)		

When it is discernable, the CA automatically identifies, to the TTY user, the gender of voice users when they first come on line.

g) CAs shall indicate to the user, if known, if another person comes on the line.

Sprint's CA indicates to the users if another person joins the conversation.

h) All comments directed to either party by the CA or to the CA by either party shall be relayed. These comments shall be typed in parentheses. However, comments between the CA and a relay user at the beginning of a call which deal with billing information need not be relayed to the other user.

FRS CAs convey all conversation during the initial call set-up and acceptance of charges from the called party. All comments directed to either party by the CA are relayed and typed in parentheses. For example, the CA may relay "Will you accept a collect call?" or "Yes I will accept charges." All comments directed to the CA by either party are also be relayed.

 CAs shall verify spelling of unfamiliar proper nouns, numbers, addresses, information about drug prescriptions and other unfamiliar words that are spoken and are to be relayed.

To ensure accuracy, CAs request the non-TTY user to verify spelling of proper nouns, numbers or addresses, information about drug prescriptions and other unfamiliar words that are spoken and are to be relayed.

j) The CA will stay on the line until both parties have terminated the call.

The CAs currently release an outbound line upon receiving an outbound disconnect message. The CA releases the inbound line after sending a macro stating the outbound person hung up. Once the CA receives an SKSK or SK





from the inbound TTY, which indicates the TTY is finished and is hanging up, the CA responds by mirroring what the TTY typed and releases the inbound line. The CA will leave full control of the relay call with the FRS customer. If the FRS customer wishes to make an additional call, then the CA processes the call. A CA may not terminate a call without the permission of the FRS supervisor; the supervisor will log the call with the date, time, CA who handled the call, the reason for termination and sign the log.

k) CAs shall not counsel, advise or interject personal opinions or additional information into any relay call. This also means the CAs shall not make any value judgements on the profanity or obscenity or legality of any messages. Furthermore, the CAs shall not hold personal conversations with anyone calling the system.

Sprint CAs serving FRS will not counsel, advise, or interject personal opinions or additional information into any relay call. The CAs do not make any value judgments on the content of any relay communication and will not hold personal conversations with anyone calling FRS.

 Users shall not be required to give their names or the name of the party they are calling, unless needed for billing.

Sprint CAs do not require the caller's name or the name of the party they are calling in order to process a call unless required for billing purposes.

m) For each incoming call, the CA shall without delay make as many outgoing calls as requested by the caller.

The FRS user has full control of the relay call. There is no limit to the number of calls a user may request the CA to process.

n) If a user requests that a CA of a specific gender be used, the system shall comply whenever possible.

Each CA is assigned a unique four digit number and gender identification. On TTY calls, the system automatically sends the ID number and gender. On voice generated calls, the CA verbally states their ID number. If a request is made for another gender CA, every attempt is made to honor the request.

o) If a user requests that the same CA be used during the entire conversation, the system shall comply whenever possible.

If a FRS user requests that the same CA be used to process the entire conversation, Sprint Relay will, whenever possible, comply.

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B.13 Interaction with Answering Machines and Voice Response Units

The bidder shall explain if and how messages will be left on or retrieved from answering machines and if and how interaction with voice response units will be accomplished.

a) The bidder should explain how any access code used to retrieve messages will be confidentially handled.

FRS CAs will retrieve messages from all voice and TTY messaging systems. Some messaging systems give information very quickly which challenges the CA to type the full message on the first attempt. Sprint's recording technology allows the CA to record the messages and plays back the message to the CA at a pace that is possible to obtain the entire message. This technology decreases the number of times the CA would need to redial to retrieve the messages.

If codes are required, the CA will inform the caller. The caller then gives the CA the access codes which the CA types on their screen. Once the call is complete, all codes are automatically erased from our system.

b) The bidder should explain if and how messages will be retrieved from an answering machine if the originating party calling the relay center is at the same location as the answering machine. For example, if a person is at home and cannot retrieve his messages from his own answering machine, how will the relay center accomplish retrieving the message and relaying the information to the hearing impaired person when only one telephone line exists to the residence?

Answering Machine Retrieval (AMR) allows deaf consumers to have access to votce line answering machine messages. When such a request is received, the CA types instructions to the TTY user to place the handset of the telephone next to the recording device and play back messages. The CA utilizes Sprint's recording technology to obtain all information necessary on the first attempt. The TTY user knows when all messages have played by watching the light on their answering machine. When the light goes off, the TTY user replaces the telephone handset onto the TTY. The CA will type all of the recorded information to the customer.

c) The bidder should explain how charges for long distance relay calls will apply when multiple calls are necessary to complete leaving or retrieving a message on an answering machine or retrieving a message from a voice response unit.

Sprint charges the customer for the first call attempt (which is typically the shortest). Subsequent redials to leave a message are not charged to the customer. Sprint has developed a procedure using our Ultra WATS lines to ensure that with additional outdials, the customer does not incur toll charges. Sprint does not pass these toll charges on to the end user, the FPSC, or the State of Florida.





d) The bidder should explain if and how calls will be handled in order for the caller to interact with voice response units. (e.g., "Press 1 to ...").

The CA types all information and choices to the customer. If customers know they will reach this type of device and know which option they want, they can provide that information to the CA during the call set up.

B.14 Languages Served

At all times, the provider shall make available CAs with the capability to provide relay service to users who use either English, Spanish or ASL (American Sign Language) on their relay call. Translation from one language to another is not required.

Sprint offers Spanish Services, which provide Spanish-to-Spanish, English-to-Spanish, and Spanish-to-English translation handled by proficient bilingual CAs. Their workstations are modified to provide macros and other functions to the caller in Spanish. Sprint is the only relay provider that includes Spanish services as part of our standard relay product. Sprint also offers relay services to callers who use ASL on their relay call.

B.15 Additional Languages Served

The provider will not be required to serve languages other than English, Spanish, or ASL. However, additional evaluation points may be given for proposals that include how the provider would handle relay calls using one or more additional languages (e.g. French, or Creole etc.).

Sprint through its subcontractor Precision Response Corporation (PRC), will provide one primary CA position to handle French and Creole calls. This service will be available between the hours of 8:00 am and 2:00 am eastern time, seven days per week. This service will have its own separate and new 800 access numbers. Due to the unknown call volumes and trends, Sprint respectfully requests the ability to negotiate growth-expenses on an as needed basis.

In addition, Sprint will access any language service provider that can be reached through telecommunications. When a person calls the relay service, Sprint will connect that caller to a language service provider.

B.16 Shift Advisor/Consultant

On each shift the provider shall employ in the relay center at least one person who is highly knowledgeable of ASL in order to serve as an advisor/consultant to assist CAs in understanding the intent of messages and properly communicating the full content of communication.

All Sprint relay centers have at least one supervisor sufficiently proficient to assist customers who use ASL and will be available during each working shift.

B. The Service To Be Provided

B.17 Confidentiality of Calls

As required by s.427.704(1)(c), F.S., all calls shall be totally confidential; no written or electronic script shall be kept beyond the duration of the call. CAs and supervisory personnel shall not reveal information about the content of any call and, except for the minimum necessary for billing, complaint processing, statistical reporting or training purposes as further described in this RFP, shall not reveal any information about a call. CAs and supervisory personnel shall be required to sign a pledge of confidentiality promising not to disclose the identity of any callers (except for the reasons discussed in this section) or any information learned during the course of relaying calls, either during the period of employment as a CA or after termination of employment.

No written or taped information regarding a relay call is kept once the call is released from the CA position. The from and to numbers are removed once the call has been terminated; at this point, the billing information is transferred to the billing files and is only accessible for billing purposes. Sprint retains records for the sole purpose of billing. If a customer registers a concern regarding operating practices and wishes to reveal their name, it is only used to follow up with the customer and explain the resolution Sprint has taken in regard to their concern.

All relay center personnel are required to sign and abide by a pledge of confidentiality that promises not to disclose the identity of any caller or fellow relay employee, nor any information learned during the course of relaying calls. Sprint policy implements and enforces strict rules regarding confidentiality.

Sprint's confidentiality policy is outlined below:

Operator

- Prospective CAs are screened in the interview process on issues regarding ethics and confidentiality.
- During initial training, CAs are presented with examples of possible questionable types of breaches of confidentiality.
- Stress can be a factor in maintaining confidentiality. CAs receive training on healthy detachment.
- At the beginning of initial training, each CA must sign a confidentiality agreement. (see Figure B.17-1, Pledge of Confidentiality).
- When CAs require counseling due to a stressful call, they will not discuss specifics about the call. Sprint has consulted with a medical agency to provide a confidential employee assistance program.
- Breach of confidentiality may result in termination of employment.





Building

- · CA center has security card key access.
- · Visitors are not allowed in the CA work area.
- · CA terminal screens are not visible from any window area.
- Breach of confidentiality may result in termination of an employee. All claims
 of breach of confidentiality will be investigated. If after the investigation it is
 confirmed that any employee committed a breach of confidentiality, the
 employee will be terminated.

Sprint Relay Service Confidentiality Policy

- 1. All TRS call related information is to be strictly confidential.
- Nothing is to be edited or omitted from the content of the conversation or the spirit of the speaker.
- Nothing is to be added or interjected into the content of the conversation or the spirit of the speaker.
- To assure maximum user control, the employee will be flexible in adapting to the consumers needs.
- Employees will strive to further competency in skill and knowledge through continued training, workshops, and reading of the current literature in the field.

Employee Role

- The employee or contractor shall not reveal any information about the call, including the fact that the call is being performed. Information learned from a call cannot be used for personal gain. All call related questions or problems will be discussed with management.
- The employee shall transmit exactly what is said in the way that it is said in the way it was intended, including profanity; in the language of the consumer's choice.
- The employee shall not counsel, or interject personal opinions, even when asked to do so by the consumer.

	understand the Sprint Relay Service Confidentiality Policy. I agree to code and understand that failure to do so will lead to disciplinary action any termination.						
Employee Signature	Date	Supervisor Signature					

Print Name, Company Representing and Title

FLTROM

Figure B.17-1. Pledge of Confidentiality

- a) When training new CAs by the method of sharing past experience, trainers shall not reveal any of the following information:
- i. names of the parties to the call
- ii. originating or terminating points of specific calls
- iii. specifics of the information conveyed

Sprint trainers share examples of past experiences without revealing any information which would allow a person to identify name, gender, or ages of the parties involved on a call. Origination or termination points are not used when discussing calls for training purposes. No specific information is given regarding the content of the call or calls.

b) CAs shall not discuss, even along themselves or their supervisors, any names or specifics of any relay call, except as necessary in instances of resolving complaints, bill processing, emergencies or for training purposes. CAs may discuss a general situation with which they need assistance in order to clarify how to process a particular type of relay call. CAs should be trained to ask questions about procedures without revealing names or specific information that will identify the caller.

During training, CAs role play various scenarios that teach them the correct way to ask for assistance from their supervisor on a relay call without divulging specifics of the call. CAs who need to discuss a difficult call with a supervisor must do so without revealing names or any specific information about the call. CAs who want to clarify a procedure for a specific call will use generalization in discussing it with their supervisor. No specific names or contents discussed.

c) Watching or listening to actual calls by anyone other than the CA is prohibited except for training or monitoring purposes or other purposes specifically authorized by the Commission. FPSC staff shall be permitted to observe live calls for monitoring purposes but shall also comply with the confidentiality provisions above.

Watching, or listening to, actual calls is only permitted for training or monitoring purposes.

 A copy of the Confidentiality Policy shall be provided to a user upon request and at no cost.

Sprint will provide a copy of our Confidentiality Policy to a relay user upon request at no cost.

B.18 Voice and Hearing Carryover

Provider shall provide both voice and hearing carryover upon request of the user. A TDD user may request voice carryover (VCO) which will allow him/her to speak directly to the telephone user and receive the message typed back on the TDD. Also, a TDD user may request hearing carryover (HCO) which will enable the TDD user to directly hear what the telephone user is saying and type back his/her message which will be spoken by the operator.





As part of its proposal the bidder should describe in detail how incoming 2-line VCO calls will be handled. As part of its proposal the bidder should also describe in detail how outgoing 2-line VCO calls will be handled.

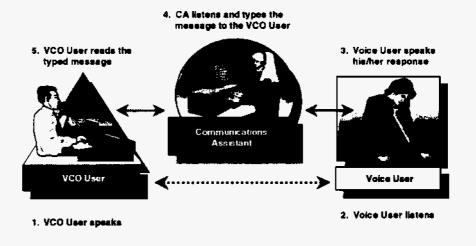
The provider shall make provision for two persons who are hearing disabled to speak for themselves by means of voice carryover to voice carryover (VCO to VCO) and for two persons who are speech disabled to hear for themselves by means of hearing carryover to hearing carryover (HCO to HCO).

Voice Carry-Over and Hearing Carry-Over

Sprint was the first relay provider to offer VCO users the ability to conduct their entire call using their voice and HCO users the ability to listen during the call setup, ringing, and the called party answering the telephone. These enhancements eliminate the need for VCO users to type and accelerate the call set-up and wrap-up portions of the VCO and HCO call. VCO and HCO users may use either the acoustic or direct connect mode to place their calls.

Voice Carry-Over (VCO)

Voice Carry-Over provides users the option to use their own voice to place a call through Sprint Relay. Figure B.18-1 illustrates VCO.



FLTROOS

Figure B.18-1. Voice Carry-Over

Note: FRS users will also have VCO with Privacy/NO GA capabilities.

VCO with Privacy – the CA will not hear the VCO users' voiced messages and no "GA" is needed from the VCO user. The voice user will be heard by the CA and must give the "GA" each time to alert the CA that he/she is finished speaking.

VCO users may choose to have their telephone numbers permanently branded as VCO. When a telephone number is branded VCO, each call into FRS receives a

unique greeting. The following is an example of the VCO greeting used. The caller can either voice or type their call set-up instructions to the CA:

FRS CA 1234F VOICE (OR TYPE) NOW GA

Hearing Carry-Over (HCO)

Hearing Carry-Over (HCO) allows people who are speech disabled to use their hearing abilities to listen directly to their party. The CA voices the typed responses from the HCO user to the hearing person, who then speaks directly to the HCO user without CA interaction. Figure B.18-2, 'Hearing Carry-Over' shows this.

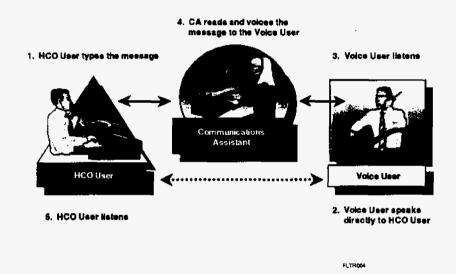


Figure B.18-2. Hearing Carry-Over

Sprint was also the first relay provider to offer HCO users the ability to hear the call set-up known as voice progression technology. This advancement eliminates the HCO user's need for reading macros and instead allows him/her to listen to the call set-up, ringing, and the called party answering the telephone.

FRS HCO users may choose to have their telephone numbers branded as HCO. When a telephone number is branded as HCO, each call into FRS receives an HCO greeting. The following is an example of the HCO greeting used:

FRS CA 1234F YOU MAY HEAR VOICE OR READ ON TTY GA

As a result of continuous input from HCO and VCO users, Sprint Relay has developed enhanced VCO and HCO services. These enhancements allow a preferred communication method for each user when calling through FRS. As a part of Sprint's standard relay features, the enhanced VCO and HCO services will be provided to FRS at no additional cost.

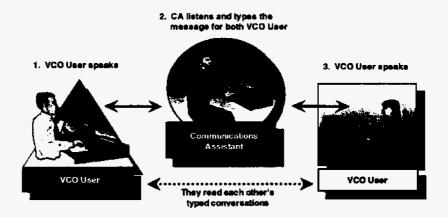




VCO-VCO Calling

VCO-to-VCO users can communicate with other VCO users through relay. The CA listens to each VCO user's spoken words and types for the parties at both ends. Figure B.18-3 depicts VCO-VCO calling.

Note: VCO and ASCII cannot be used at the same time.

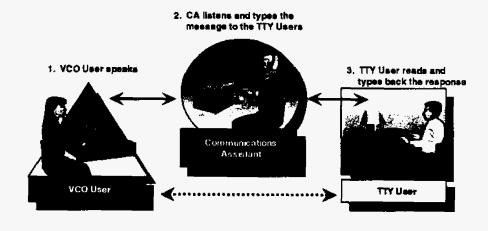


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Figure B.18-3. VCO-to-VCO Calling

VCO-TTY Calling

VCO-to-TTY users can communicate with each other through relay. The VCO caller uses his/her voice to speak, which is typed by the CA, to the TTY user. The TTY user types directly to the VCO user, who reads the typed message across the TTY screen, with no CA interaction. Figure B.18-4 depicts VCO-TTY calling.



FLTROIS

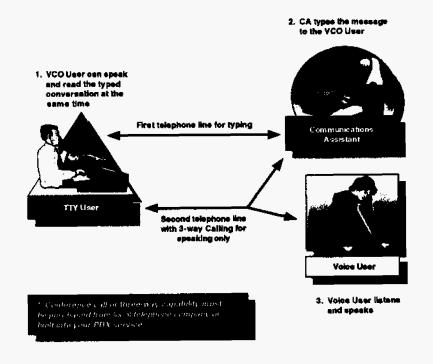
Figure B.18-4. VCO-to-TTY Calling





Two Line VCO

Two line VCO provides a "real-time" conversation between the VCO and voice users with two telephone lines (one from conference calling capabilities). The VCO user speaks directly to the voice user on one line while the other line is used to receive the CA's typed responses from the voice caller. This occurs without saying "GA" and allows two-way uninterrupted conversation; it provides a more natural flow of conversation. Figure B.18-5 depicts two line VCO.

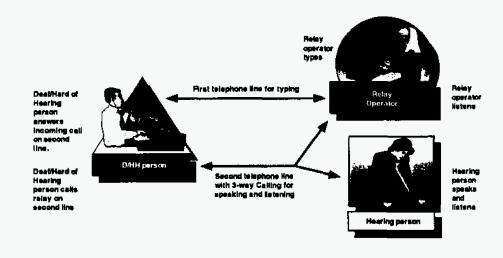


FLTR014

Figure B.18-5. Two Line VCO

Reverse Two-Line VCO

Reverse two-line VCO is similar to two-line VCO. The major difference is in the sequence of connecting the relay operator or hearing person to the voice line. In two-line VCO, you dial the relay center first and connect the hearing person second. In reverse two-line VCO, you receive a call from a hearing person first and then dial/connect the relay operator second. Reverse two line VCO allows hearing people to call deaf or heard of hearing individuals without calling the relay service.



FLTR02

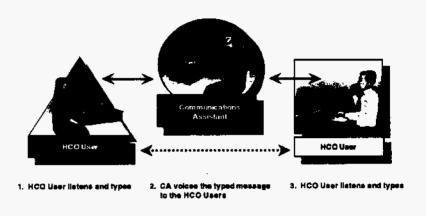
Figure B.18-6. Reverse Two-Line VCO





HCO-HCO Calling

HCO users can communicate with other HCO users through relay. The CA reads the typed message from the HCO user and voices to the other HCO user who listens and then types his/her response back in the same manner. Figure B.18-7 depicts HCO-HCO calling.

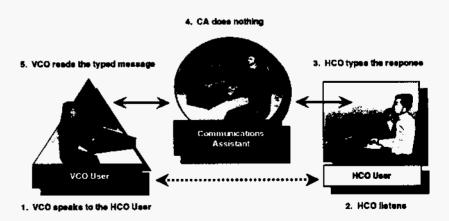


FLTR017

Figure B.18-7. HCO-HCO Calling

VCO-HCO Calling

VCO-to-HCO users can communicate with HCO users through relay. The VCO user speaks directly to the HCO user and the HCO user types their responses directly to the VCO user. Figure B.18-8 depicts VCO-HCO calling.

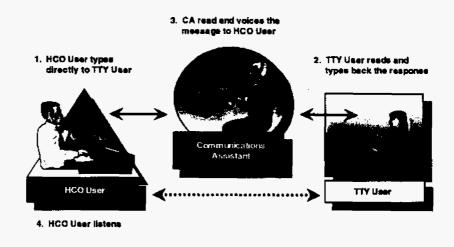


FLTROIS

Figure B.18-8. VCO-to-HCO Calling

HCO-to-TTY

HCO and TTY users can communicate with each other through relay. The HCO user types directly to the TTY user. The CA voices the TTY user's typed message to the HCO user. Figure B.18-9 depicts the HCO-to-TTY sequence.



FLTR020

Figure B.18-9. HCO-to-TTY

B.19 Obscenity Directed at the Operator

CAs do not have to tolerate obscenity directed at them. A proposal should specify how the provider will handle these situations.

CAs who receive a call from a customer using obscenity directed at them will try to redirect the caller. The CA will ask the caller if they wish to place a call. This is repeated twice. If the caller continues to be offensive, the CA will notify the caller they are asking for a supervisor. The supervisor again asks the caller if they wish to place a call. This is repeated twice. If the caller continues to use obscenity, the Supervisor informs the caller that if they do not wish to place a call, the line will be released. Only the supervisor can give approval to release an inbound customer.

If the customer uses profanity directed at the CA during a relay call, the CA will remain calm and continue to relay the call.





B.20 Emergency Calls

Although most of Florida is covered by 911 communication centers prepared to handle TDD calls directly, the bidder shall develop and follow a policy for handling and referring emergency calls. The policy may include procedures for referring callers to emergency services and numbers other than 911.

Sprint considers an emergency call to be one in which the user of the relay service indicates they need the police, fire department, or ambulance.

To ensure comprehensive emergency call handling, Sprint utilizes the following procedures. The CA will:

- · Render their terminal unavailable to receive another call
- Notify a supervisor
- Determine the area code and number from which the customer is calling (if not received)
- Determine the type of emergency response needed, (police, fire, ambulance)
- · Inform the customer that the emergency provider is being called
- Dial the Directory Assistance Operator
- Provide the appropriate information to the Directory Assistance Operator
- Dial the emergency number given by the Operator
- Announce the call to the emergency dispatcher
- · Advise the dispatcher of the area code and number of the caller
- Advise the dispatcher of the emergency services requested
- · Stay on the line until the call is complete
- Document the call.

The CA stays on the line with the emergency provider until told by the dispatcher that their services are no longer needed. This includes situations where the inbound caller disconnects for any reason. By remaining on line, the CA can provide vital information necessary to ensure that rapid, appropriate emergency service is rendered.

Customers may also utilize the individual customer database to speed up the process of placing emergency calls. Customers may provide the CA with up to 5 emergency numbers prior to placing an emergency call. If a FRS user has supplied emergency numbers in their customer database profile, their ANI activates their database profile thus providing the correct emergency number to the CA. Sprint has tailored solutions to meet each State's emergency requirements. We look forward to meeting the unique needs of the State of Florida. Please feel free to talk to our references provided in Section C.5 to find out how Sprint handled the emergency calls in those states.

B.21 Blockage

Provider is responsible for ensuring that 99% of calls reaching the relay center per day are either answered or continue to receive a ringing signal.

To the extent the relay provider has control of the network blockage signal and the ability to do so, calls that are blocked must receive a network blockage signal of 120 impulses per minute.

While Sprint can ensure that 99% of inbound calls reaching the Relay Center per day, ring or are answered by a CA, Sprint offers a more customer-oriented and realistic blockage measurement. With the current requirement, virtually every call blockage measurement will be zero, as demonstrated by the current provider's report. This is because, within the Sprint Relay System, the ACD switch is virtually non-blocking. A call reaching the switch at a relay center cannot be blocked before it rings at a CA position (unless the switch is completely out of service).

With other state contracts where Sprint is the relay provider, blockage is measured from the point where the call is identified as a relay call, to the termination of the inbound call when it rings at the CA position.

For example:

- 1. a caller in Jacksonville dials the Florida 800 relay number
- 2. the call is detected by Sprint's SS7 (Signaling System 7); call record (CDR) is initiated; blockage measurement begins
- the call is routed over Sprint's SONET network from Jacksonville via Sprint's Orlando network switch, to the terminating POP, and finally to the TRS call center
- 4. the call is accepted by the ACD switch and rings at a CA position; call record and blockage measurement are completed.

Under this scenario, blockage can occur and be measured anywhere between the call originator (Jacksonville, in the above example) and the Relay Center. The following table is an exact reproduction of a Sprint monthly blockage report, which is based on network Call Detail Records (CDR) generated by Sprint's serving network switch, not the center ACD. As can be readily seen in the report, occasional blockage within the network does occur, and is reported accordingly.





Table B.21-a. TRS 800 Blockage Report

State = Arizona TTY N00NUM = 8003678939								
Date	Attempts	Completed	Answered	Busy	Blocked	Abendoned	gos	
10/10/99	1,248	1,248	1,177	0	0	Ö		
10/11/99	2,140	2,138	1,982	0	0	2	(
10/12/99	2,082	2,080	1,974	0	0	2		
10/13/99	2,047	2,040	1,885	O	5	2	0.0024	
10/14/99	1,988	1,985	1,842	0	1	2	0.0005	
10/15/99	2,250	2,236	1,983	0	10	3	0.0044	
10/16/99	1,346	1,345	1,227	0	1	0	0.0007	
MUNOON	13,101	13,072	12,070	0	17	11		

Inbound calls that do not reach a CA receive a blockage signal of 120 impulses per minute, or a voice recording stating that all circuits are busy.

The Sprint TRS Center(s) serving FRS will be fully staffed and provided with sufficient network facilities to provide a Grade of Service (GOS) of P.01 or better. Performance of inbound traffic will be measured both within the Sprint network and on the dedicated trunk facilities serving the automatic call distributor (ACD) at the relay center.

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

A call across the Sprint network passes over Inter Machine Trunks (IMI) which are engineered at P.01 GOS at the busy hour to allow for maximum network call completion. This GOS requirement ensures that at least 99 percent of calls to the relay center will reach a CA. The local exchange carrier (LEC) network typically utilizes a P.01 grade of service also, and similar blockage rates should apply on their facilities.

With system availability in excess of 99.99 percent, the digital, advanced-technology ACD switch provides unparalleled reliability and fault recovery. In addition, through redundancy of all major system components, and catastrophic fault recovery processes, any calls dropped are limited to those not currently in progress.

B.22 Answer Time

Provider is responsible for answering 90% of all calls per month within 10 seconds of reaching the relay switch. Elapsed time is calculated from the time inbound calls reach the relay switch. In calculating the percentage of calls meeting the answer time standard, the numerator shall be the total number of calls per month that are answered (with a CA ready to serve) in 10 seconds or less. The denominator shall be the total number of calls per month reaching the relay switch except that the total shall not include calls abandoned within 10 seconds after reaching the relay switch. However, calls abandoned after 10 seconds shall be included in the denominator. (Exception: If the Provider is unable to differentiate between calls abandoned within 10 seconds and those abandoned after 10 seconds of reaching the relay switch, then all abandoned calls shall be included in the denominator.)

Sprint will meet the requirement of answering 90 percent of all calls within 10 seconds on a monthly basis by a live CA. No more than 30 seconds will elapse between the receipt of dialing information and the dialing of the requested number.

Sprint has grown its TRS Operations capability to handle approximately 17 million calls per year. We have gained valuable experience in sizing our TRS operations to accommodate individual State's requirements, and have the capability to handle Florida's traffic while maintaining an excellent standard of service. Historical call details have been gathered, by 15-minute periods, throughout the years of providing TRS service. This historical information can be combined with Florida—specific information to establish anticipated calling patterns that accurately predict the needs of FRS.

Sprint will sample the average answer time a minimum of every 30 minutes for each 24-hour period. Currently, we sample every 15 minutes for each state requirement we maintain. Our traffic management Control Center and our Enhanced Services Operations Control Center (ESOCC) are staffed with professionals, who understand call processes, call volumes, distribution patterns, contract requirements and call routing thus ensuring exemplary service. Historically, Sprint has exceeded customer expectations by providing service levels unequaled in the industry. Sprint understands the FRS requirements and will supply a monthly service level consistent with the RFP requirements.

Sprint TRS is also designed to ensure service is provided regardless of regional problems. For example, September 1997, a severe storm in New York caused commercial power to fail and damaged Sprint's TRS Center in Syracuse. The immediate response of the UPS and emergency generator allowed calls in progress to be processed without interruption. High winds and rain caused damage to the roof of the building, which threatened agent safety and sensitive electronic equipment. The center was subsequently shut down as a safety precaution. At that point, calls directed to the Syracuse center were immediately transferred to another center through the actions of Sprint's intelligent call routing technology. TRS customers were completely unaware of the temporary deactivation of the Syracuse center, and no calls were lost.





Most recently, during Hurricane Floyd Sprint continued to provided the States of South Carolina, Maryland, New York, and New Hampshire uninterrupted service. This was again due to Sprint's intelligent call routing technology.

B.23 Equipment Compatibility

It is necessary for the system to be capable of receiving and transmitting in both Baudot and ASCII codes as well as voice. It is also required that relay systems be capable of automatically identifying incoming TDD signals as either Baudot or ASCII. All equipment shall be compatible with the basic protocol of TDDs distributed in Florida through the Administrator (Ultratec Model Nos. 100, 200, 400, 425, 1140 and 4425 and Ameriphone Dialogue VCO).

All Sprint Relay Centers are capable of receiving and transmitting in voice, Baudot, and ASCII codes, at any speeds commonly used in the United States through all terminal stations. When a call is received at the CA position, it is automatically identified as voice, Baudot, or ASCII, and if ASCII, the baud rate. Intelligent modems permit the CA to handle either voice or data lines from the same CA work station. The unique system software, exclusive to Sprint Relay, identifies whether the line is voice or data, and prompts the CA accordingly. If the line is data, the device type and baud rate are identified, and a connection made. To distinguish from voice, data is information generated either by a TTY device or a computer. A TTY device utilizes a Baudot code, while a computer transmits in ASCII code. Both devices are fully compatible with Sprint's Relay network and call center equipment. This processing of incoming calls provides a quick and efficient technique for varied customer input, and reduces the average CA work time to a minimum. All equipment on the Sprint Relay platform is compatible with industry-wide standards for TTY units.

All Sprint equipment is compatible with the basic protocol of TDDs distributed in Florida through the Administrator, including all Ultratec models and Ameriphone Dialogue VCO.

B.24 Transmission Levels

Transmission levels must be maintained within industry standards as outlined in the American National Standards Institute - Network Performance - Switched Exchange Access Network Transmission Specifications (ANSI T1.506-1997). Provider must provide updates to those standards as amended by ANSI during the term of the contract and must meet the amended standards.

Sprint is a certified Interexchange Carrier (IXC) in all 50 states. Sprint's transmission circuits meet, and in most cases exceed the ANSI T1.506-1997, Network Performance – Transmission Specifications for Switched Exchange Access Network standards. TRS circuits are carried on Sprint's all digital fiberoptic network. Sprint developed the first nationwide 100 percent digital fiberoptic network, a network designed for clear channel voice and error-free high-speed data transmission. During the term of any contract with the State of Florida, Sprint will meet the standards as amended by ANSI.

B.25 Measuring Equipment Accuracy

Every meter, recording and ticketing device used to capture call details for billing subscribers or the FPSC/Administrator as well as for providing traffic information shall be tested prior to its installation and shall be accurate 97 percent of the time to within a 1 second grace period. All equipment shall be maintained in a good state of repair consistent with safety and adequate service performance.

As the nation's largest provider of relay services, Sprint maintains an automated process for measuring service statistics, both for subscriber billing and reporting to the FPSC/Administrator. With the establishment of new relay call centers, expansion of existing centers, and scheduled periodic maintenance, all systems for measuring and recording of call traffic and CA performance are tested for accuracy and reliability.

Sprint ensures the information being populated into the reporting CDR (Call Detail Record) to be accurate at least 97% of the time, within a variance of 1 second. The CDR includes the telephone number or credit card number to be billed, originating telephone number, terminating telephone number, date, start time of call, ending time of call, and call duration to the nearest 100th of a second. The CDR, along with Operations Measurements (OM) and N00 (toll-free) reports, comprise a comprehensive system of statistical measuring and reporting that will exceed the contract requirements.

B.26 Emergency Operations and Uninterruptible Power

In addition to a minimum of thirty (30) minutes battery capacity sufficient to operate each relay center processing Florida relay traffic at busy season busy hour load, each relay center shall have installed emergency power generating equipment capable of maintaining the relay center's operations for extended periods of time. The uninterruptible power system shall support the switch system and its peripherals, switch room environmental (air conditioning, fire suppression system, emergency lights and system alarms), operator consoles/terminals, operator work site emergency lights, and Call Detail Record recording. Provisions shall be made to meet emergencies resulting from failure of power service, sudden and prolonged increases in traffic, storms, lightning, etc. Employees shall be instructed as to the procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of relay service.

The bidder shall describe its plan for dealing with all types of natural and man-made problems (e.g., hurricanes, lightning strikes, fires, etc.) which either isolate the relay center and prevent calls from reaching the center or cause the center to be unable to operate. In addition, the plan should detail the steps which will be taken to deal with the problem and restore relay service.





The provider shall inform the contract manager of any major interruptions to the operation of the relay center extending beyond five minutes duration. The contract manager shall also be informed when it becomes known to the relay center that any portion of the state is isolated for more than five minutes from the relay center. The provider shall also provide a report after restoration of service.

Uninterruptible Power Supply

Sprint will continue to provide back-up power systems at all Relay Centers. Each major Center is equipped with an Uninterruptible Power Supply (UPS), generator, and sufficient fuel to provide power for 24 hours after a power failure. These back-up power systems can continue to provide power beyond 24 hours as long as fuel is readily available.

Sprint's Florida Relay Center will be equipped with a complete UPS and generator, fully capable of handling any power disruption. Working in parallel with the UPS is Sprint's Intelligent Call Router, which instantly recognizes a problem anywhere in the Sprint Relay system and routes the calls to other operating call centers. FRS customers will be unaware of any system fault.

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

With 100 percent generator backup, and immediate transfer of power to the generator after a power failure, full load interval on the batteries is reduced to a minimum. This results in long battery life and ample battery energy in the unlikely event of a brief delay in the generator coming on line.

The past performance of Sprint's TRS back-up power systems assures high operational reliability. Back-up systems have been required during power outages approximately three to four times a year, and have worked effectively when needed. Sprint also tests the back-up power systems once a week. Sprint has a maintenance agreement for the UPS systems and batteries, which consists of a semi-annual manufacturer's inspection and 24-hour emergency response. Sprint's back-up power system will ensure reliable service for FRS users.

Switching System

Sprint uses the Rockwell Galaxy ISS 3000, a switching system that is an integral piece of the TRS platform. The ISS 3000 switch is an all-digital, state-of-the-art system that provides unsurpassed reliability and fault recovery. The Galaxy ISS offers system availability in excess of 99.99 percent, redundancy of all major system components (including the CPU), and catastrophic fault recovery that limits the dropping of calls to those not currently in progress. Calls will not be dropped if they have been answered by a CA position. The Rockwell Galaxy is currently used as the switching platform for a large number of E911 service providers, whose demands require the utmost in system reliability.

All of the Galaxy ISS 3000 preventive maintenance functions can be performed on-line, with no affect on call processing. In addition, the Galaxy ISS provides on-line and off-line diagnostic routines that identify system faults or failures to the individual board level. On-line diagnostics are launched automatically and can be launched manually. Automatic diagnostic procedures are continually run by the switching system software to detect defective components before they are used. Manual on-line diagnostics are launched at any time from the maintenance and administrative terminal located with the unit, and have no affect on call processing, calls in progress, or calls waiting to be answered. The maintenance and administrative terminal includes keyboard, screen and printer capabilities. Diagnostics routines are scheduled by the switch processor and run at the earliest non-service affecting opportunity (within seconds).

Each Sprint TRS center maintains a complete system's spare inventory to meet any malfunction or emergency situation. In addition to spares for ACD switch components, spare units include CA position units, computer desktop spares, and LAN and modern equipment.

Disaster Recovery Plan

Sprint's comprehensive Disaster Recovery Plan for FRS is provided in Appendix A of this proposal. The Disaster Recovery Plan details how data is recovered and service restored in the event of a natural or man-made disaster. The plan also confirms Sprint's commitment to notify the Contract Manager if a service disruption of 5-minutes or longer occurs. Additional reports will be provided within 24 hours and 5 business days. These reports provide a complete summary of the problem and the corrective action taken.

The Disaster Recovery Plan developed for FRS details the method Sprint utilizes to cope with specific disasters. It includes alternate, quick, and reliable switching of calls and network diagrams identifying where traffic will be rerouted if vulnerable circuits become inoperable. Besides typical network outages, the FRS disaster recovery procedures apply to specific disasters that are not part of the network. The plan details the steps (including escalations) that will be taken to deal with the problem and restore TRS.





In the event of a major disruption in operations at any TRS Center, TRS traffic is dynamically rerouted within minutes to any of Sprint's eleven other TRS centers. State-specific call processing software resides at each of Sprint's TRS Call Centers. Sprint CAs are trained in advance to provide service to another State's TRS; the transfer of calls between centers is transparent to users. Figure B.26-1 illustrates the use of an alternative traffic route.

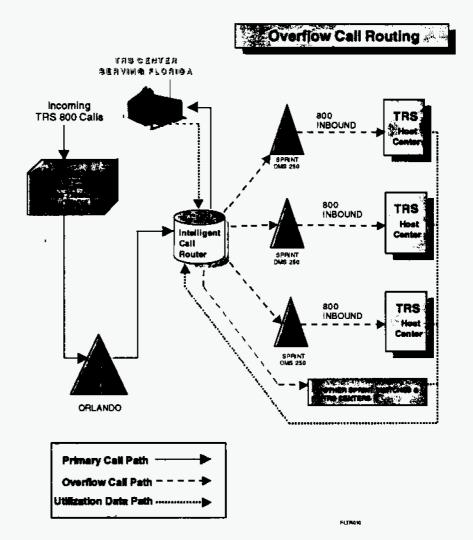


Figure B.26-1. Alternate Traffic Routes

The most recent example of Sprint's network durability and emergency capability is Sprint's response to the devastation caused by Hurricane Floyd on the Atlantic Coast. Even though two call centers in the Sprint network were temporarily shut down by this destructive storm, service to Sprint provided states (South Carolina, Maryland, New York and New Flampshire) continued uninterrupted. Sprint's intelligent call routing technology routed calls to the next available agent so that relay service was maintained.

Another example of Sprint's successful disaster recovery planning procedures is the 1997 severe storm in New York which caused commercial power to fail, and damaged Sprint's TRS Center in Syracuse. The immediate response of the UPS and emergency generator allowed calls in progress to be processed without interruption. High winds and rain caused damage to the roof of the building, threatening CA safety and sensitive electronic equipment. The center was subsequently shut down as a safety precaution. At that point, calls directed to the Syracuse Center were immediately transferred to another center through the actions of Sprint's intelligent call routing technology. TRS customers both locally and throughout the TRS network, were completely unaware of the temporary deactivation of the Syracuse center, and no calls were lost. Sprint's call routing diversity, disaster recovery planning, and an alert and prepared maintenance crew limited the effect of the outage significantly.

Transmission facilities supporting TRS are part of Sprint's all-digital fiber-optic backbone network. Our state-of-the-art telecommunication system enables quick recovery during network outages. Sprint's fiber network and extensive Point of Presence (POP) coverage in Florida is more than adequate to satisfy the State's desire for additional circuits to large concentrations of users. With 14 POPs in the State, all areas of Florida will be adequately serviced by Sprint TRS.

Based upon information reported to the FCC by each carrier, Sprint has the most reliable network compared to our largest competitors. Carriers are required to submit outages to the FCC when service is disrupted for 30 minutes or more and has at least 90,000 calls being blocked. Table B.26-a details the 1998 and 1999 (through September 10th) outage information gathered from the FCC report.

inter-Exchange Carrier (IXC)	Number of Outages 1998	Number of Outages 1999 (through September 10, 1999)			
Sprint	3	2			
AT&T	11	13			
MCI	7	10			
WorldCom	13	13			

Table B.26-a. FCC Reported IXC Service Outages

The Commission and the State of FRS users can be assured of continuous quality service with Sprint's disaster recovery process.

B.27 Intercept Messages

Intercept messages as appropriate shall be provided if a system failure occurs.

Sprint relies on the re-routing capability of the Sprint Relay network to avoid any situation where an intercept message may be necessary. A system or power failure at any TRS Center or the relay switch serving Florida causes incoming calls to be re-routed to other TRS centers within the Sprint Relay network. No calls are lost. In the event a problem occurs after a call has reached the relay center serving





Florida and during an outbound call from the center, a message will be provided to the caller in voice or TTY.

In the unlikely event of blockage of trunks into the center, a message announces,

I'M SORRY, ALL TRUNKS ARE BUSY NOW. PLEASE TRY AGAIN LATER,

or a fast busy tone (120 pulses per minute) will be heard. For blockage of more than a few minutes, call re-routing action restores complete service.

Should a local disaster situation occur, and a center must be evacuated for safety reasons, but no technical disruption occurs, an intercept message announcing,

"DUE TO A LOCAL EMERGENCY, CAS NEED TO LEAVE THE CENTER. PLEASE HANG UP AND CALL AGAIN; YOUR CALL WILL BE MOVED TO A DIFFERENT CENTER"

is enabled at the affected center. This message is activated upon notification of the emergency it allows the immediate evacuation of CAs and prevents further calls from being received. The message is terminated when a safe environment has been restored at the center and CAs are ready to receive calls. Minutes of use attributed to accessing any intercept messages are not included in billable minutes.

B.28 Service Expansion

Bidder shall show the capability of expanding services in response to increasing demand. Bidder shall develop and illustrate in its proposal a detailed plan of how this expansion will be accomplished. The plan shall include, but not be limited to, trunking capacity, CA work stations, personnel staffing and equipment capacity. The plan shall also indicate how any time lag shall be avoided to meet any increased call volume. The above plans shall allow the provider to be able to maintain all standards listed in the RFP.

Sprint is capable of expanding services in response to increased demand while meeting or exceeding all traffic and operational standards listed in the FRS requirements. Sprint will be fully responsible for the initial and future design and component level of the system. All equipment, software, and facilities required to achieve the standards and to handle the types of calls required for FRS, will be provided and maintained by Sprint at no additional cost to the FPSC, other than the contracted cost per Session Minute of use. This includes all components necessary to expand the service. Cost to upgrade or provide new features or services will be subject to negotiation.

The Sprint Relay trunking capacity, CA work stations, personnel staffing, and equipment capacity in support of FRS are equipped to handle an immediate 25 percent increase in requirements. Based on usage studies, the trunking, workstations, and support equipment will be expanded when the use of these system components reaches 80 percent of the equipped capacity. The engineering, installation, test and acceptance of equipment additions will occur within 60 days of reaching the 80 percent level, thereby avoiding any blockage of offered traffic.

Equipment utilization is monitored weekly. Quarterly usage studies of TRS system components ensure that optimum capacity requirements are met. This serves to keep costs at a minimum, while ensuring maintenance to all service standards as detailed in the FRS requirements. Figure B.28-1 details a typical expansion cycle for FRS.

)D / Future Service Constraint Identified 0đ 100 2 Planning & Funding Approval Furniture & Electronics Order & Delivery 184 3 Transmission Trunk Order & Delivery ACD Components Order & Delivery 18d 14d Agent Hiring 10d Agent Training 8 Furniture & Equipment Installation 84 Conformity Testing of Positions/Trunks 3d 9 1 d Final System Test & Acceptance 10 0d Segin Expanded Service

Florida Relay Service Expansion Schedule

Figure B.28-1. Service Expansion Schedule

B.29 New Technology

The users should be allowed to benefit from advancing technology. Bidder should describe the methodology and process it will use to keep abreast of technological changes in the provision of relay service, to inform the FPSC and Administrator that new enhancements are available and at what price, and to provide the FPSC the opportunity to purchase such enhancements or upgrades to the service.

Sprint Relay has a proven track record of implementing new technology and relay enhancements before the rest of the industry. Sprint was the first relay provider to deploy:

- TRS Customer Database
- · Automatic Error Correction
- Branding of VCO/HCO Call Types
- Carrier of Choice Functionality
- 24-hour, 7-day Customer Service
- Regional 800/888/877 LEC Business Office Service
- 900/800 Pay Per Call Services
- Speech-to-Speech
- Voice Call progression
- Video Relay Trials
- Speech-to-Text Trials.





Sprint is currently conducting Speech-to-Text Trials to demonstrate the application technology in a relay environment. The trial dates are September 1, 1999 through February 28, 2000; Sprint has invited over 200 participants, both Voice and TTY users, from across the country to take part in the trials. Sprint's Independence, Missouri Relay Center is processing these calls. Sprint has included a press release regarding our speech-to-text trial below.

Sprint And Ultratec Announce Technology Trial To Improve Telecommunications For Deaf & Hard-Of-Hearing Persons

Seattle, July 16, 1999 -- Sprint and Ultratec today announced plans for a six-month technology trial in which Sprint's Telecommunications Relay Service will use new Ultratec voice recognition technology intended to improve the capability of deaf, hard-of-hearing and other relay users to communicate by phone.

The trial of Ultratec's Fastran ™ technology, which will be implemented in September for some customers calling into Sprint's Independence. Mo., relay center, is expected to streamline relay service, reducing some of the delays inherent in traditional relay calls to make them more functionally equivalent with voice calls. The announcement of the trial was made at the Telecommunications for the Deaf, Inc. (TDI) conference in Seattle.

The technology trial announcement comes just two days after the Federal Communications Commission expressed its support for telecommunications improvements for deaf and hard-of-hearing persons by approving new rules requiring that telecommunications equipment be developed with greater accessibility in mind.

Telecommunications Relay Service (TRS) agents serve as professional intermediaries, relaying phone conversations between standard voice telephone users and text telephone (TTY) users. In most cases, a deaf or hard-of-hearing person transmits written words to the agent, who reads them aloud to the hearing person. The agent then transcribes the hearing person's spoken response, and that is transmitted to the text telephone screen of the other user.

Fastran, short for "Fast Transcription," is a system that uses voice recognition technology, among other methods, to help increase the transcription speed of relay operators. For even fast-typing agents, the rate at which they can transcribe is much slower than the rate at which the caller is speaking, which causes delays and pauses in the conversation.

Fastran replaces typing with a voice recognition system specially designed by Ultratec for relay use, enabling the agent to transcribe the conversation faster. The Relay Operator is relieved of all but a small amount of typing for proper names and unusual words.

"Since the day we began providing relay service in 1990, Sprint has devoted considerable time and resources to improve the capabilities and expand the options for persons who use the relay," said James F. X. Payne, assistant vice president of Sprint's Government Systems Division in Herndon, VA. "This technology trial with Ultratec holds great promise for taking the relay service another step towards equivalency with voice calling."

Ultratec President Robert M. Engelke, said "Through this joint technology trial, Sprint and Ultratec have taken a leadership role in recognizing that new technologies such as Fastran hold much promise for providing more functionally equivalent relay services. Ultratec is delighted to be able to work together with Sprint in exploring new ways to improve relay for everyone."

Ultratec is the world's largest manufacturer of text telecommunications devices (TTYs or TDDs) that enable people who are deaf, hard-of-hearing, or speech-impaired to communicate over the telephone. For more than 20 years, Ultratec has been instrumental in advancing technology to make TTYs and relay services more reliable and affordable for people throughout the world. Among Ultratec's innovations are some of the most helpful technologies used in relay service today, including Voice Carry Over, which allows relay users to talk to each other directly through relay.

Serving 23 states and the federal government, Sprint is the national leader in providing telecommunications relay services nationwide.

Sprint is a global communications company - at the forefront of integrating long distance, tocal and wireless communications services and one of the largest carriers of Internet traffic. Sprint built and operates the United States' first nationwide all-digital, fiber-optic network and is a leader in advanced data communications services. Sprint has \$17 billion in annual revenues and serves more than 17 million business and residential customers.

FRS will benefit from Sprint's involvement in the joint development of telecommunications solutions with leading hardware providers, such as NXI Communications, Inc., Phone TTY, Inc. and Ultratec. Sprint also participates and attends various technology trade shows, works with educational institutions and those in the telecommunications industry.

Users of FRS will benefit from Sprint's significant presence and influence on national boards that address industry issues, such as coin sent paid and the TRS Interstate Fund Advisory Council. Sprint conducts periodic surveys and focus groups, conducted by companies such as Cambridge Research, to gather information regarding the features desired by our TRS customers.

Once targeted, technologies are developed, tested, and incorporated into the Sprint Relay product line through quarterly software upgrades and supporting hardware upgrades. These technologies:

- Improve the quality of relay service through technological advancement
- Lower the cost of relay service though technological advancement.

Sprint Relay will inform the FPSC and the Administrator of any new developments that would benefit FRS users and negotiate any additional costs of features mandated by the FCC.

B.30 Consumer Input and Participation in Advisory Committee and FPSC Proceedings

The telephone users shall have input on the quality of the delivery of service. Bidders shall develop a plan to include the Commission and its Advisory Committee in any evaluation of the system. A bidder shall not include travel or per diem costs of the FPSC or its Advisory Committee in its bid price since those costs will be funded by the State. An outline of this plan shall be included with the bidder's proposal. The plan should explain methods for consumer input and how the recommendations from these evaluations will be incorporated into the policies of the relay center. This does not preclude the provider from conducting additional internal evaluations which use relay staff. The results of any service quality evaluation shall be reported to the FPSC office within 15 calendar days after the last month in each quarter.

Bidders are encouraged to include in the consumer input plan methods for working with organizations serving hearing and speech impaired individuals statewide to conduct periodic community forums. The community forums shall be for the purpose of gaining user input on the quality of relay service and for responding to user questions and problems on use of the relay service. The community forums shall be planned and conducted in conjunction with organizations serving people with hearing and speech impairments.





The provider shall participate in all meetings of the Advisory Committee and all FPSC workshops and hearings relating to relay service unless excused by the contract manager.

Sprint relies heavily upon the input it receives from users of our relay service and other key organizations to provide continued quality relay services. Many of the services we offer today as enhancements beyond the basic requirements of the ADA were brought to Sprint by consumers of TRS in our existing states. Sprint uses surveys, evaluations and consumer feedback to ensure a quality relay service.

The outline below shows Sprint's process for the handling and implementation of consumer input.

Sprint's Relay Consumer Input Outline for FRS:

- 1. Customer contacts through Account Management, or the Communications Assistant Position on a monthly basis
 - a. Commendations
 - b. Complaints
 - c. Resolutions
- 2. User Focus Groups initiated by Sprint Account Management/Sales Team
 - a. Quality of Service and Current Provider Performance Issues
 - b. Current Scope of Service Provisions
 - c. Technology available and Desired Future Features and Network Limitations
- 3. Community Forums Sprint will sponsor, present, or exhibit at the functions of the organizations listed below in an effort to provide outreach, as well as receive customer input on Sprint's Relay performance
- 4. Consumer Survey Sprint will share the results of surveys with the Commission, the Advisory Committee and the FPSC. The results of any service quality evaluation will be reported to the FPSC office within 15 calendar days after the last month of each quarter.

Sprint has included, in Appendix B, a copy of a consumer survey conducted by a public relations firm for the Maryland Telecommunications Relay Service. We have also included the survey results which indicate that Maryland Relay users feel the relay service is fulfilling their communication needs.

Sprint will sponsor community events on an as-needed basis throughout the term of the contract. Sprint works with relay users in the community that represent diverse backgrounds and needs. Organizations targeted will include and not be limited to the following:

- Florida Association of the Deaf
- Florida Chapters of SHHH

- Florida Public Safety Answering Points
- Educational Programs for Deaf and Hard-of-Hearing
- · Florida Chapters of AARP
- Florida Chapters of ALDA
- Florida Civic and Community Service Organizations
- Florida Rehabilitation and Independent Living Service Organizations
- Florida Local and Statewide Deaf Service Organizations
- · Florida Association of Better Business Bureaus
- Florida Association of Chambers of Commerce.

Sprint will actively seek representatives that can assist in providing feedback from:

- · ASL Users
- · Late Deafened Adults
- · Hard of Hearing (VCO) Users
- Speech Disabled Users
- Voice Telephone Users
- · Parents of Deaf and Hard-of-Hearing Children
- · Business Users of FRS
- · Spanish Users of FRS.

Sprint is aware of the effect that consumer input has on improving the relay service. The more informed the consumer is regarding the service, the more Sprint can count on the feedback of those consumers to continually enhance Sprint Relay as well as the lives of those that use the service. Below are some examples of outreach activities that specifically help to inform the relay consumer about the service, including users in Florida:

- Columbia HCA Hospital Systems with 300 hospitals in 22 states (mostly TN, TX, and Florida) have agreed to distribute relay information throughout the Columbia HCA network. This includes 87 Columbia HCA health care facilities in Florida.
- The National League for Nursing printed an article about relay that was
 distributed to 2,000 nursing schools and health care facilities nationwide and
 over 10,000 individual members who are nurses, educators, administrators,
 consumers, and students.
- The American Journal of Kidney Diseases is an international publication that goes to most of the nephrologists worldwide (circulation 7,000+). Since patients with kidney related illnesses often have hearing and speech disabilities as well, the AJKD included an article about relay services in its September issue. The article may help kidney specialists better serve their patients. The article was also posted on the AJKD website for the month of September.

A member of the Sprint Relay Management team will participate in all meetings of the Advisory Committee and all FPSC workshops and hearings relating to relay service unless excused by the Contract Manager. An integral part of our plan





includes evaluation of the system by the Commission and the Advisory Committee.

B.31 Complaint Resolution

The provider shall establish procedures regarding complaints, inquiries and comments regarding system services and personnel. The provider shall ensure that any caller to the relay center having a complaint will be able to reach a supervisor or administrator while still on line during a relay call. All complaints received by supervisors or in writing shall be documented, including their resolution, and kept on file and available to the Commission upon request. In addition, the relay center shall have a toll-free Customer Services telephone number available and accessible to the public statewide for the purpose of reporting service or other deficiencies. Records of such reports and copies of written reports regarding service or other deficiencies shall be maintained for the life of the contract and for twelve (12) months after conclusion of the contract period. This record shall include the name and/or address of the complainant, the date and time received, the CA identification number, the nature of the complaint, the result of any investigation, the disposition of the complaint and the date of such disposition. Each signed letter of complaint shall be acknowledged in writing or by contact by a representative of the provider. The necessary replies to inquiries propounded by the Commission's staff concerning service or other complaints received by the Commission shall be furnished in writing within fifteen (15) days from the date of the Commission inquiry.

Sprint uses established procedures to handle complaints, inquiries and comments regarding the relay services and personnel. Customer feedback, commendations, inquiries and comments will enable Sprint to provide the best relay service to the State of Florida. These elements will also help to build and maintain relationships with our customers, reinforcing our commitment to service.

Operations Supervisors or Operations Administrators are available 24 hours a day to provide on-line assistance to relay customers. These employees are responsible for accepting all customer contacts; documenting the contacts, commendations or complaints; and forwarding the documentation to the proper source for resolution. These procedures enable supervisors to provide immediate coaching, training, or feedback to CAs. Customers have the option to call our 24-hour Customer Service department at 1-800-676-3777. In addition, the CA has the capability to transfer the customer to Customer Service if desired.

FRS users may also register a compliment or complaint with the Sprint Relay Account Manager assigned to Florida through a toll-free 800 access number. The Account Manager receives complaints directly from customers when customers would prefer to speak directly to a manager and not go through the agent, a supervisor or customer service. The Account Manager will document a customer contact and will try to resolve the issue with the customer directly or will re-direct the problem to engineering, operations, billing or the appropriate functional area for follow-up. Complaints are logged with customer service for an accurate tally of contacts reflected in monthly reports from Sprint.

All complaints received are documented, including their resolution. They are kept on file for the life of the contract and for an additional 12 months after the

conclusion of the contract period. The documentation includes name and/or address of the complainant, the date and time received, the CA identification number, the nature of the complaint, the result of the investigation, and the disposition and date of resolution. This information will be made available to the Commission within 15 days of the date of the Commission inquiry. Sprint will comply with Florida's requirement for written acknowledgement for each customer contact regardless of point of entry with customer service or supervisor, or through the Account Manager.

For all of Sprint's relay service calls handled, we experienced call volumes of 14,315,006 from January 1999 through September 1999. During this time period there were 2,598 concerns registered for Sprint Relay. This correlates to 1 concern for every 5,510 calls or 0.01814 percent of all calls.

Figure B.31-1 "Sprint's Complaint Process" illustrates our contact process for FRS users. This process is also included in appropriate outreach material.

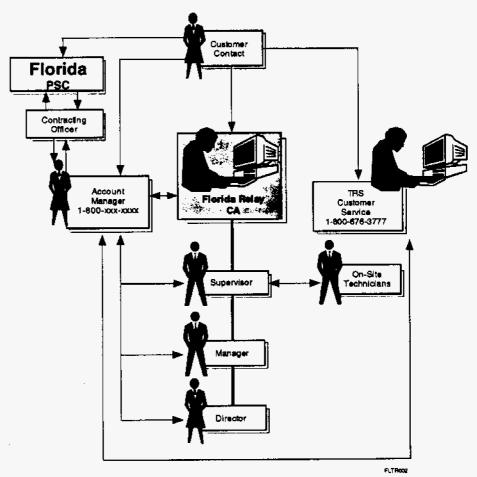


Figure B.31-1. Sprint's Complaint Process





B.32 Charges for Incoming Calls

The Provider shall make no charge to the users for making calls (incoming) to the relay service.

There will be no charge to FRS users for making incoming calls to the relay center.

B.33 Billing Arrangements

Provider shall bill for charges for collect calls, person-to-person calls, calls to or from hotel rooms and pay telephones, and calls charged to a third party. Provider shall also arrange for billing to any industry standard local exchange company or alternative local exchange company calling card. For calls billed by or on behalf of the provider, the bidder shall include a complete description of how users will be billed for all calls. This description shall include the bidder's procedures for obtaining billing information from the local exchange and alternative local exchange companies, whether the billing will be performed directly by the provider itself or contracted, specific credit cards or telephone calling cards to which calls can be billed, and a sample bill format. The bidder shall also explain how it will respond to customer inquiries about erroneous bills and how credits will be issued or refunds made.

Calls that are carried over Sprint Relay include collect and person-to-person calls, calls to or from hotel rooms and pay telephones, and calls charged to a third party. When a call is placed through Sprint Relay, a user is billed in the same manner that a non-relay user would be billed; this ensures Sprint's goal of providing functional equivalency. Billing occurs within 60 days of the calling date. Sprint accepts non-proprietary LEC (local) and IXC (long distance) calling cards, and some major credit cards. Sprint processes credit cards that are offered by the user's carrier of choice. The rating and invoicing of toll calls placed through the relay are carried by the customers chosen long distance carrier; that carrier is responsible for call types and billing options available. Sprint Relay billing is processed in-house.

Collect Calls—Sprint's CAs obtain call acceptance from the called person before the caller can begin their conversation. This information is embedded in the call detail record and used to bill collect calls to the end user. Figure B.33-1 illustrates how this is handled.

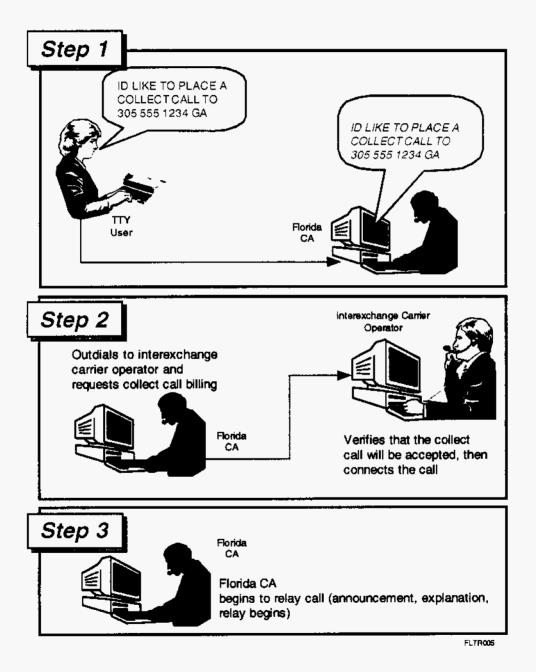


Figure B.33-1. Collect Call Processing





Person-To-Person—Person-to-person calls are identified within the call detail record with a unique value that is recognized by Sprint's billing system. This enables us to bill a person-to-person call appropriately. Figure B.33-2 illustrates how this is handled.

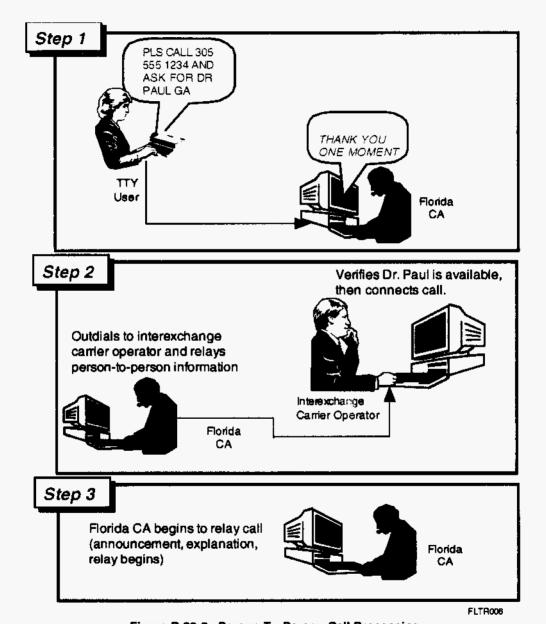


Figure B.33-2. Person-To-Person Call Processing

Third Party—The call detail record created for a third party is populated with appropriate values, ensuring the call is billable as a third party call. Figure B.33-3 illustrates how this is handled.

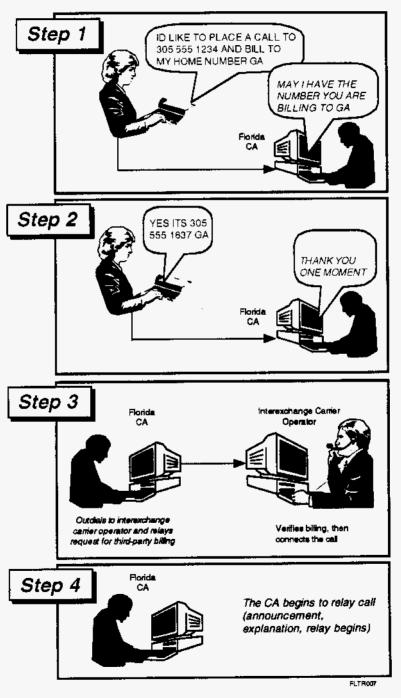


Figure B.33-3. Third Party Call Processing





Sprint Relay CAs frequently relay calls that are billed to prepaid calling cards. Sprint also relays calls billed through packages as long as the carrier participates in Sprint's Carrier of Choice (COC) program and as long as Feature Group D is at the COC access tandem. Figure B.33-4 illustrates a sample bill format.

_		C.	riest		ACCT NUMBE DECEMBER 3		-	XXX XXX X
	▼	Spi	rint.	DETAIL OF CHARGES				PAGE 11
MOI	NTHLY	SERVICE	RGES FOR SPRINT - NOVEMBER 1 THR E DETAIL)	OUGH	DECEMBER 1			.00 3.84
					CHARGES BEFO FEDERAL TA STATE AND LOC	X.		3.84 .12 .27
					TOTAL			4.23
ITE	MIZED (CALLS FO	OR SPRINT					
		CALLS FO			AREA NUMBER	<u>.</u>	MIN	AMOUNT
	DATE	IIME		R.	AREA NUMBER 407 000 0000	Ē	17	1.91#
NQ 1 2	<u>DATE</u> 11 17 11 29	IIME 608PM 254PM	PLACE CALLED Orlando Tampa	R.	407 000 0000 813 000 0000	E D	17	1.91# .33#
NQ 1 2 3	<u>DATE</u> 11 17 11 29 11 29	TIME 608PM 254PM 258PM	PLACE CALLED Orlando Tampa Miami	R. R.	407 000 0000 813 000 0000 305 000 0000	E D D	17 4 10	1,91# .33# .84#
NQ 1 2	<u>DATE</u> 11 17 11 29	IIME 608PM 254PM 258PM	PLACE CALLED Orlando Tampa Miami	R.	407 000 0000 813 000 0000 305 000 0000	E D	17	1.91# .33#

Figure B.33-4. Sample Bill Format

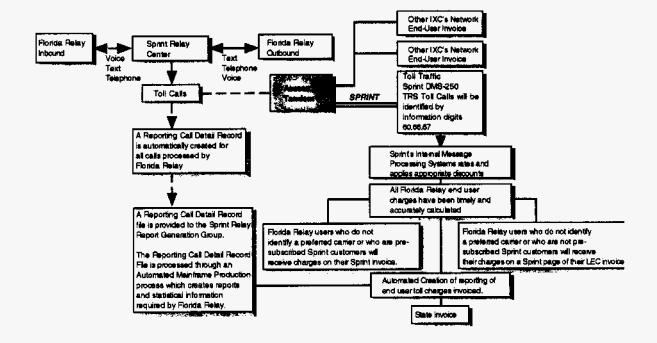
FLTR008

Billing Process

Sprint Relay automatically captures all call information pertaining to the billing of all relay calls, with the exception of 976 calls which are not offered, and creates a TRS 'virtual' call detail billing record. For each relay assisted call handled on the Sprint network, a call record is created. The Sprint internal call record contains the following information:

- Telephone number or credit card number to be billed
- Originating telephone number
- Terminating telephone number
- Date
- Start Time
- End Time
- · Call Time to the full second.

Sprint's call detail records are processed through an automated rating and invoicing system. Sprint uses two internal billing systems to invoice end users that select Sprint to complete their relay calls. Figure B.33-5 illustrates Sprint's relay billing system.



FLTR009

Figure B.33-5. Sprint End User Billing

A FRS user who selects Sprint to carry their long distance call and is a Sprint presubscribed customer will receive their charges on a Sprint invoice. A billing call detail record (CDR) is created on the Sprint network. That CDR contains information that identifies the call as a TRS call.

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





Sprint's 24 hour Relay Customer Service Center is available to assist FRS customers who may receive erroneous bills. Once acknowledged, Sprint provides credits to a customer's account.

B.34 End User Billing for Intrastate Calls

Intrastate toll calls placed through the relay system and billed by or on behalf of the provider shall be billed to the voice or TDD caller at 50% of the provider's rate for non-relay calls. An additional 10% discount (60% total discount) shall apply to calls to or from the dual-sensory impaired; the provider shall develop a system for identifying such users and applying the discount to their calls. Timing for timed intrastate call billing shall begin when the relay operator advises a party to proceed with the call and shall not include any initial time by the operator to explain how relay service works.

The bidder shall explain how its discount toll plan subscribers would be billed for relayed calls billed by or on behalf of the provider. For example, if a bidder offers a discount for over 5 hours of usage per month, the bidder should explain how a subscriber to that service would be billed for any relay calls made during the month.

The provider shall not charge the end user more for non-message toll relay calling than would be charged for the same call if billed by the end user's local exchange or alternative local exchange company. The provider can accomplish this by obtaining necessary billing information about the end user's local company in order to ensure that it does not bill in excess of those rates (e.g., extended area service calls, extended calling service calls, etc.)

In the alternative, the provider can collect necessary billing information and turn that billing information over to the end user's local company so that the end user's local company can bill for relay calls under the local company's rates. If this alternative approach is taken, the provider shall submit the billing information to the local company in an industry standard format and the provider shall incur whatever costs are required to correctly format the billing information so that the local company can bill the calls.

Of the two approaches described above, the bidder should indicate how it will initially bill calls and the provider shall advise the contract manager whenever it changes billing methodologies.

Sprint understands and will comply with the discounts stated in this section. Sprint will look to FPSC and FIRI to assist us in identifying dual-sensory impaired customers that are eligible for the additional 10 percent discount.

Table B.34-a depicts the MTS rates. The intrastate rates for Florida will be discounted 60 percent off these rates.

Table B.34-a. MTS Rates

IntraLATA							
	Day	Day	Evening	Evening	Night	Night	
Mileage	Initial min	add'l min	Initial min	add'l min	Initial min	add'l min	
0-10	0.1000	0.1000	0.1000	0.1000	0.1000	0.1000	
11-22	0.1000	0.1000	0.1000	0.1000	0.1000	0.1000	
23-55	0.1000	0.1000	0.1000	0.1000	0.1000	0.1000	
56-124	0.1000	0.1000	0.1000	0.1000	0.1000	0.1000	
125-292	0.1000	0.1000	0.1000	0.1000	0.1000	0.1000	
293-430	0.1000	0.1000	0.1000	0.1000	0.1000	0.1000	
431+	0.1000	0.1000	0.1000	0.1000	0.1000	0.1000	

Sprint Relay begins timing calls when the dialed customer answers the phone.

Sprint Relay is able to transport long distance calls through relay in a manner that is compatible with subscribers' long distance toll plans. The necessary information for a carrier to offer discount toll plans is available through relay.

Sprint Relay does not charge users for local or non-toll calls. Sprint proposes to utilize the mileage band system to prevent toll billing when completing calls made to or from extended area service plan subscriber locations.

The mileage band system uses vertical and horizontal coordinates of the calling from and calling to numbers to calculate the distance between the two numbers. Based on the distance calculated and information received from the LECs, the system software determines if the call falls within a predetermined mileage radius. If the call falls within the mileage radius it is treated as local. If the call falls outside the mileage radius it is treated as toll. Mileage bands cross state lines, LATAs, area code boundaries and LEC territories.

In order to maintain functional equivalency, Sprint complies with LEC calling plans and does not charge a customer more for placing a call through relay than if they had placed a non-relay call.

Please refer to section B33 "Billing Process" for a detailed explanation of how Sprint bills relay calls. Sprint will advise the contract manager if changes are made in billing methodologies.

B.35 Relaying Interstate and International Calls

The provider shall be required to relay interstate and international calls that originate or terminate in Florida. The provider shall not include in its bill for Florida relay service any charges or time associated with interstate or international calls.

If relayed interstate or international calls are to be billed by the provider to the end user at a rate higher than the rate for a nonrelay call, the provider shall quote the rate to the party to be billed before beginning the call. The bidder should indicate





how its rate for interstate and international calls will compare to the rate for nonrelay calls and whether any discounts or additional charges will apply to interstate and international relay calls.

Sprint will provide both interstate and international calling for calls that originate or terminate in Florida and is not billed for any charges or time associated with these calls. Interstate and International calls are not billed to the end user at a rate higher than the rate for a non-relay call. FRS users will receive discounts of 35 percent off of day rates, 25 percent off of evening rates, and 10 percent off of night/weekend rates from the Message Telecommunications Services tariffed rates for all interstate calls.

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

Below are the MTS rates for interstate calls placed throughout FRS.

InterLATA Day Day Evening Evening Night Night Mileage Initial min add'l min Initial min add'l min Initial min add'l min 0-10 0.1900 0.19000.1400 0.14000.1100 0.1100 11-22 0.1900 0.1900 0.1500 0.1500 0.1200i0.1200 23-55 0.2000 0.20000.1600 0.1600 0.1300 0.1300 56-124 0.2100 0.2100 0.1600 0.1600 0.1400 0.1400 125-292 0.2200 0.22000.1700 0.1700 0.1500i0.1500 293-430 0.1500 0.23000.2300i0.1700 0.1700 0.1500 0.2400 0.2400 431+ 0.1800 0.1800 0.1500 0.1500

Table B.35-a. MT\$ Rates

B.36 End User Selection of Carrier

The provider shall allow a caller to select an available interexchange company other than the provider for billing purposes. The provider must meet current and subsequent requirements of the Network Interconnection Interoperability Forum for handling end user requests for a carrier other than the provider. The bidder should include a copy of the current standard along with its proposal and the provider shall provide to the FPSC any subsequent updates in the standard as soon as they are adopted.

FRS callers will have their interstate calls carried by any interexchange carrier who has agreed to participate in the COC program. If a customer states their COC preference to the CA, the CA determines if the carrier is a participant; if so, the

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call is routed over that carrier's network. FRS callers are able to use any billing method made available by the requested carrier, i.e. calling card or major credit card. As with calls carried by Sprint, most COC participants limit billing methods based on the originating call's type of line. For instance, sent paid is not accepted as a billing method for calls that originate from payphones; international calls cannot be billed collect. These limitations, however, are not restricted to TRS but are universal telecommunications procedures.

If the caller states no COC preference or if their preferred carrier is not a COC participant, the call is carried over the Sprint network. CAs relay COC calls when the call is placed over another carrier's network and explain COC procedures to customers when needed.

Sprint led the industry by approaching the Industry Carriers Compatibility Forum (ICCF) to assist in the development of methods and procedures. This resulted in the technical requirements that provided IXCs with the information needed to recognize COC calls passed from TRS providers.

Because of Sprint's involvement in organizing the industry Carrier Of Choice (COC) issues and our commitment to meeting or exceeding ADA Title IV requirements, Sprint is the only interexchange carrier (IXC) and TRS provider who fully implemented COC on the FCC required date of July 26, 1993. On that date, Sprint was technically and operationally prepared to send COC calls to participating carriers' networks and prepared to receive COC calls from any TRS provider capable of processing COC calls.

Sprint will provide to the FPSC any subsequent updates to the standard as soon as they are adopted. We have included a copy of the ICCF technical needs and a sample letter we send to all common carriers in order to enter into an interconnection agreement in Appendix C of this proposal.

B.37 Recipient of Toll Revenues

The relay provider or its underlying telecomunications provider shall be allowed to retain the toll revenues for all long distance calls billed by or on behalf of the relay provider or its underlying telecomunications provider.

Sprint understands and will comply.

B.38 Long Distance Call Billing

Operator-handled calls shall be carefully supervised and disconnects made promptly. A check of the timing clock shall be made at least once each twenty-four (24) hours to ensure that the clocks are synchronized and that the time is correct. Clock deviations shall not be in excess of 12 seconds. Bidders shall specify the record system for identifying and documenting long distance and toll calls for billing purposes. The record shall contain, at a minimum, the following information:





- a) telephone number or credit card number to be billed (NPA-prefix-line number)
- b) originating and terminating telephone number (NPA-prefix-line number)
- c) originating and terminating exchange name
- d) date
- e) statt time
- f) call duration to the full second (the time in between start time and end time)

Long distance calls billed to subscribers shall be listed chronologically and reflect the connect time of such calls based on the appropriate time zone. Bidders shall also fully describe the billing system and billing process that will be used, including identification of any subcontractors, specific duties of the subcontractors, and how the billing record detail will be transmitted to the billing agent (if any).

Each incoming call to the center is time synchronized to the ACD switch for CDR recording purposes. A daily procedure is performed to synchronize the ACD to the Sprint network timing clock, which is linked to Universal Time and the Bureau of Standards timing source in Colorado Springs, CO. Clock deviation between all TRS call centers during any one day is never more than a few milliseconds.

A FRS user who selects Sprint to carry their long distance call and is a Sprint presubscribed customer receives their charges on a Sprint invoice. A billing call detail record (CDR) is created on the Sprint network. That CDR contains information that identifies the call as a TRS call.

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

Sprint's internal call records contain the following information:

- Telephone number or credit card number to be billed
- Originating telephone number
- Terminating telephone number
- Date
- Start Time
- End Time
- Call Time to the full second.

In addition, any information necessary to accurately rate a long distance call placed over the Sprint network will also be included.

Sprint's call detail records are processed through an automated rating and invoicing system. Sprint uses two internal billing systems to invoice end users.

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This system is illustrated in our response to RFP Section B.33 – Billing Arrangements.

B.39 Special Needs

The provider will not be required to provide Special Need services. However, consideration will be given for additional evaluation points for proposals that include Special Need services (beyond any other services for basic relay described elsewhere in this RFP) as a part of the basic relay service.

Special Needs is defined as limiting factors of a physical or literacy nature that preclude a person who is hearing, speech or dual-sensory (both hearing and visually impaired) disabled from using basic relay service. Special Needs includes: (1) physical limitations, either temporary or permanent, which preclude use of a TDD with or without adaptations for persons with manual dexterity limitations (e.g., paralysis, severe arthritis, broken fingers) and (2) markedly limited ability either to read or write English or Spanish which precludes user from being able to use the relay service. (It should be understood that relay service does not include translation from one language to another for the Special Needs population or for any other consumers.) Special Needs does not include (1) unavailability of telephone service at the caller's home or business, (2) inability to communicate in either English or Spanish (i.e., where caller can only communicate in a language other than English or Spanish), or (3) handling complex calls (e.g., intervening in a call with a doctor to explain a medical procedure.)

The bidder shall describe what steps will be taken to provide telecommunications assistance to persons with hearing, speech and dual-sensory impairments who have special needs. This description shall include the types of services that would be provided, the prices to end users (if any) for those services, how those services would operationally be provided, how parties other than the provider would be involved in providing Special Needs services and how the provider would assure that those parties would fulfill their portion of the service obligation.

Sprint realizes that it is not required to provide special needs services as part of the proposal. However, because we believe that access to telecommunications is the cornerstone of any successful program, we will solicit annually and contract with community-based organizations across the State of Florida to provide services such as:

- Visual/tactile telephone interpreting (for users with dual sensory impairments or language barriers to text telephones)
- Community based sites to access video relay interpreting (for users who have limited access to text telephones due to mobility or language barriers)
- Community based sites to access speech to speech relay service (for users
 who have need to access an intermediary agent to assist in an voice to voice
 call for speech impaired users).

Sprint has developed a standard Relay Ambassador Program (RAP) RFP that we use extensively across the United States to assist with outreach and the delivery of





special needs services. An example of a RAP RFP has been attached to this proposal as Appendix D.

This RFP would be modified to include the goals and objectives of the FRS in terms of best serving people who have special needs in the State of Florida. Approval of the final RFP released will be obtained from the FPSC.

Responses received would be evaluated by Sprint and finalists submitted to the FRS for final approval on an annual basis.

Statistics on the costs, number of people served, and types of service provided would be maintained for audit/review by Florida on a quarterly basis. Vendors will be asked to demonstrate how they will provide the service and report the service results to Sprint.

Reimbursement of subcontracting community based organizations providing this service would be subject to quarterly approval of submitted reports to the FRS. Sub-contracting entities would most likely include a variety of local independent living centers that have a consumer base that most closely aligns with the goals of the FRS Program. Again, final selection of vendors by Sprint would be subject to approval.

This process will be managed through the Sprint Account Manager serving the FRS.

B.40 Custom Calling Type Features

The bidder should explain separately how the following features would be provided. An explanation should be provided of what actions a caller would have to take to use the services.

a) Speed Dialing

This feature allows a caller to prearrange to identify certain numbers by name. The system would know the number to call if the caller asked the CA to call a particular name.

Frequently Dialed Numbers, sometimes referred to as Speed Dial, allow FRS users to store up to 10 frequently called telephone names and numbers in their customer profile. A FRS user can either provide the CA the code for the frequently called telephone number or the name instead of the entire 10-digit number. The Frequently Dialed Numbers feature is a standard feature of the Customer Database.

b) Last Number Redial

This would allow the caller to have the system dial the last number called via telay without the caller having to give the number to the CA.

FRS customers may use their LEC provided Last Number Redial to access FRS if the previously dialed call was placed through FRS. Once the FRS customer

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reaches the relay service, Sprint offers Last Number Redial, based on our database application, that allows the user to call the last person dialed through the Relay Center without having to provide the telephone number to the CA. The FRS user can simply instruct the CA to call the last number dialed by typing LNR for "Last Number Redial". When this instruction is given, the system software immediately performs a database search based on the caller's telephone, and retrieves the last number that was dialed from that telephone number through the Relay Center. LNR is a standard feature of the Sprint Relay Customer Database.

B.41 Unsolicited Features in Basic Relay Service

The provider will not be required to provide unsolicited features in its basic relay service. However, consideration will be given for additional evaluation points for proposals that include unsolicited features. The cost to the state for these unsolicited features must be included within the basic relay service price proposal.

Any additional features not described elsewhere in the RFP, and which the bidder is including in its basic relay service and price proposal, which a bidder would like to propose should be fully described indicating how the feature would work, how it would improve the system, which users would benefit from the feature and any other information which would allow the FPSC and PRC to evaluate the feature. Examples might include features such as: (a) providing a caller profile identifying to the CA the caller's preference regarding use of calling card, carrier of choice, use of HCO/VCO, descriptions of background noise; video interpreting; use of speech synthesis equipment instead of a CA to convert text to speech; use of voice recognition equipment instead of a CA to convert speech to text; (b) enhanced transmission speed and interrupt capability, etc.

Table B.41-a details the relay features available to the State of Florida. These features are included in the price per minute, as part of the Basic Relay Service.

Table B.41-a. Sprint's Additional Unsolicited Features in Basic Florida Relay Service Platform

Features	Description/Benefits	
Beepers and Pagers	Sprint provides functionally equivalent pager calls, which are made to beepers and pagers, interactively and non-interactively. Calls are relayed between interactive paging services and the Florida Relay Service users. For non-interactive paging services, calls are made to leave specific numeric information to accomplish those calls.	
Branding of Call Type	System's ability to answer the incoming call based on the previous call, the caller's communication mode (TTY, Voice, ASCII, VCO, HCO, Spanish, and Telebraille).	
Branding of Call Type - Permanent	Upon FRS caller's request, system's ability to brand the caller's preferred communication mode – TTY, Voice, ASCII, VCO, HCO, or Spanish – permanently.	
Cellular/PCS Phone Access	Enable FRS cellular customer to reach the Florida Relay Service' 800 number(s) to complete relay calls.	
Custom Calling Services	Through Customer Database feature, it enables FRS callers to have traditional LEC services i.e. Call Block, Frequently Called Numbers.	
Customer Database	Enable FRS callers to enter specific information in a profile i.e. carrier of choice, emergency numbers, last number redial, customer notes, call block, frequently dialed numbers, etc. to expedite their call set-up time.	
- Name and Address	Callers' name and address. Available information could save valuable time when calling for emergency service.	





Features	Description/Benefits	
· Long Distance profile	Callers' preferred carrier for In-State and Out-of-State long distance calls. Callers also could indicate their preferred billing option when placing long distance calls.	
- Frequently Dialed Numbers	Up to 10 numbers, it allows "speed dial" calls through the Florida Relay Service.	
Outdial Information	It allows CA to be aware as to how the callers will answer the phone and which language type they will communicate in.	
- Customer Notes	It informs CA of special requests to handle your call i.e. do not announce the service, preferred operator gender, etc.	
· Call Block	Callers may enter telephone numbers from which they do not wish to receive relay calls.	
Outdial Restrictions	Callers may restrict the type of call i.e. long distance, international, 900, etc. to be placed through the Florida Relay Service.	
- Emergency Numbers	Callers may enter emergency numbers such as fire, doctor, police, etc. to expedite the emergency call processing.	
Deaf-Blind Pacing	For Telebraille FRS callers, system's ability to buffer down the TTY (baudot) transmission speed as low as to 10 words per minute.	
Delay Recording Announcer	Sprint offers a delay recording announcement when a CA does not answer a call within 30 seconds at the Florida Relay Service relay center.	
Dialed Number Verification	System's ability to echo the number calling to in the TTY Dial string macro, "NOW DIALING XXX-XXXX RINGING 1 2 3"	
Directory Assistance (Intrastate/Interstate)	This feature allows the Florida Relay Service callers to reach local (LEC) directory operator or long distance (IXC) DA operator. When the number is obtained, the caller may choose to place the call through the Florida Relay Service or call direct.	
Enhanced Transmission	New moderns have been deployed at Sprint Relay to support enhancements in ASCII communication protocols. The capabilities of new moderns include autodetection; connections with moderns up to 14.4k; and faster ASCII detection (3 seconds).	
Error Correction	Sprint Relay workstations are equipped with the Error Correction capability to automatically correct common typographical errors and spell out abbreviations while increasing typing speed and reducing conversational minutes.	
HCO Permanent Branding	The permanent branding enables the system to establish a HCO call automatically. It eliminates a need for HCO caller to inform CA it is a HCO call. The permanent HCO brand greeting macro is: EBS CA 1234F YOU MAY HEAR VOICE OR USE TTY GA	
нсо-нсо	FRS CA 1234F YOU MAY HEAR VOICE OR USE TTY GA HCO users can communicate with other HCO users through FRS. The CA reads the typed message from the HCO user and voices to the other HCO user who listens and then types his/her response back in the same manner.	
нсо-ттү	HCO and TTY users can communicate with each other through FRS. The HCO user types directly to the TTY user. The CA voices the TTY user's typed message to the HCO user.	
Inbound International	From any International destinations, relay users could reach the Florida Relay Service through Sprint's International Inbound 10-digit number, 605-224-1837.	
Last Number Redial	The Florida Relay Service users can request CA to redial their last number. Sprint Relay is designed to store the user's last number dialed and it is dialed upon the user's command, "LAST NUMBER REDIAL PLS GA" or "LNR GA".	
Local/Extended Area Service	Callers who subscribe to extended area service plan will receive equivalent service through the Florida Relay Service.	
Machine Recording Capabilities	This feature reduces redials when CAs receive an audio-text interaction machines. In most cases, it allows the callers to receive all of the information on the first call. It eliminates the number of redials.	
Restricted 800/888/877	This feature allows the Florida Relay Service callers to reach 800/888/877 toll-free numbers.	
Roaming Service	This feature allows the Florida Relay Service calls to originate and terminate outside the State.	
Speech Disabled Indicator	The command (S) typed by speech disabled person would inform the CA that a speech disabled person is on-line.	
Text/Voice Transmission	The system's ability to toggle between inbound TTY, ASCII, and Voice calls.	

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Features	The system's ability to transfer the FRS callers to Spanish, TTY Operator Service, & FRS 24-hour Customer Service gates. In addition to Spanish to Spanish Relay service, Sprint offers English to Spanish translation handled by proficient bilingual (Spanish) CAs. Their workstations are modified to provide macros and other functions to the caller in Spanish.	
Transfer Gate capabilities		
Spanish to English Translation		
TTY Operator Services (OSD)	Operator services available to complete a TTY to TTY call; obtain Directory Assistance information; or receive credit for erroneous billing. The number is 1-800-855-4000.	
Variable Time Stamp Macro	This feature (macro) enables the Florida Relay Service callers to know when their called party had disconnected from the call.	
VCO Permanent Branding	The permanent branding enables the system to establish a VCO call automatically. It eliminates a need for VCO caller to inform CA it is a VCO call and voices the call set-up without typing. The permanent VCO brand greeting macro is: FRS CA 1234F VOICE (OR TYPE) NOW GA	
VCO w/ Privacy/NO GA	This is similar to the standard VCO feature however; the CA will not hear the VCO caller speaking through the Florida Relay Service. The CA will only type voiced responses back to the VCO user.	
УСО-НСО	VCO users can communicate with HCO users through FRS. The VCO user speaks directly to the HCO user and the HCO user types their responses direct to the VCO user.	
VCO-ТТ	VCO users can contact TTY users through FRS. The VCO user will use his/her own voice and the CA will listen to the VCO spoken words then type the message to the TTY user. The TTY user types directly to VCO user without any CA interaction.	
vco-vco	VCO users can communicate with other VCO users through FRS. The CA listens to each VCO user" spoken words and types for the parties at both ends.	
Voice Call progression	The system's ability to allow Voice or HCO callers to listen during call set-up i.e. ringing, busy.	
Voice Gender ID	This feature (macro) informs the outbound TTY caller the gender of their caller.	

B.42 FPSC Optional Services Not Included in Basic Relay Service But Available to Provide at Additional Cost

The following services will not receive evaluation points for the purpose of determining which bidder will be selected to provide relay service. However, once a provider is selected, the FPSC will determine which of the following services it may wish to add to the basic relay service and negotiate the conditions under which these optional services may be offered. If a bidder offers a service in this section and the FPSC chooses to purchase the service, the provider must provide the service.

For each item, the bidder should include the price per billable minute (or other basis) which it would charge for the purchase of the optional service over and above the price for basic relay service. That price per billable minute (or other basis) should be listed separately in the price proposal. The proposal should also indicate how each feature would work, how it would improve the system, which users would benefit from the feature, any direct charges that would be billed to the user, and any other information that would allow the FPSC to evaluate the feature.

B.42.a Other Custom Calling Type Services

The provider will not be required to provide custom calling type services unless required for certification by the FCC. No additional evaluation points will be awarded to a bidder based on a proposal to provide services which offer





functionalities similar to those of one or more of the following custom calling services. The proposed charge to the Administrator for custom calling service should be separately stated in the price proposal.

The bidder shall explain how a user could receive functionalities similar to those of the following services in conjunction with a relayed call. The bidder shall also indicate what additional cost would apply to the relay user, if any. If no separate charge to the relay user is stated, it will be assumed there is no separate charge.

a) Three-way calling which would allow a user with only one telephone line to conduct a conversation with two other parties at the same time.

FRS Customers who have purchased three-way calling service from their LEC can use the feature when placing a call through FRS. This feature will allow FRS customer to add a third party to a relay call. For example, a TTY caller places a call to FRS and then bridges another TTY person on their line. The original TTY caller requests to place a call to a voice person. The CA will make the connection and relay the call between the voice party and both TTY users. This process also would apply if it were two voice customers and one TTY user on the line.

b) Call trace which would allow the caller to dial the relay center and have the CA provide the number of the last call made to the caller via relay.

FRS customers may use their LEC-provided Call trace, or Last Number Redial to access FRS if the previously dialed call was once placed through FRS. Once FRS caller reaches the relay service, Sprint offers Last Number Redial, based on our database application, that allows the user to call the last person dialed through the relay center without having to provide the telephone number to CA. The FRS user can simply instruct the CA to call the last number dialed by typing "LNR" or "Last Number Redial". When the instruction is given, the system software immediately performs a database search based on the caller's telephone, and retrieves the last number that was dialed from that telephone number through the relay center.

Separate pricing for Custom Calling Type Services is provided in the Pricing Proposal.

B.42.b Access to 900/976 Services

The provider will not be required to provide access to 900/976 service unless required for certification by the FCC. No additional evaluation points will be awarded to a bidder based on a proposal to provide 900/976 service. The proposed charge for 900/976 service should be separately stated in the price proposal.

The bidder should explain how it could provide relay service users with access to 976 and 900 number services. Bidders are to describe how such access can be provided, how callers can disconnect without being charged and a methodology for billing the user directly for any charges incurred from the 900/976 service. The bidder should describe how it would deal with denied 900/976 calls and high bill complaints for 900/976 calls. If this service is provided, before placing the call, the CA shall advise the caller that there will be a charge for the call.

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The bidder shall explain in the proposal how interstate and intrastate 900/976 calls shall be separated for payment purposes.

Sprint's procedures for 900/976 exceed the requirement. Please see section B.42.f for an explanation of our procedure and proposal.

B.42.c Enhanced Transmission Speed & Interrupt Capability

The provider will not be required to provide the enhancements described below unless required for certification by the FCC. No additional evaluation points will be awarded to a bidder based on a proposal to provide these enhancements. The proposed charge to the Administrator for the enhancements below should be separately stated in the price proposal.

Enhancements may include the ability both to send and receive typed communications at the same speed as typed or transmitted. Enhanced protocols may also include the ability to send and receive interrupt signals while another party is typing. The bidder should state what requirements would exist in order for the relay user to be able to utilize the above enhancements.

Sprint offers Turbo Code[™] as an enhancement feature available to the FRS. It provides enhanced baudot transmissions speed up to 110 words per minute. It will enable the FRS TTY callers with Turbo Code[™] capability to interrupt during the transmission.

Separate pricing for Turbo Code™ is provided in the Pricing Proposal.

B.42.d Video Relay

The provider will not be required to provide video relay interpreting unless required for certification by the FCC. No additional evaluation points will be awarded to a bidder based on a proposal to provide video relay interpreting. The proposed charge for this service should be separately stated in the price proposal.

The bidder should explain how it will provide and bill relay service users for video relay interpreting. If this service is provided, before completing the call, the CA shall advise the caller of any user charge for the call.

Sprint's Video Relay Service permits interface with both public and private video terminals and is compatible with accepted international video conferencing standards. An integral part of the service, Video Interpreters are highly qualified and experienced. The small labor pool of qualified interpreters dictates that the service is best provided from a geographic location(s) that maintain(s) a relatively high level of interpreting expertise, typically a larger metropolitan area. The interpreters will be trained to Sprint standards and provided with video terminal technical training and culture training that is needed to provided the best relay interpreting possible. Sprint is in the process of determining the viability of the Video Relay Service.

Sprint was the first TRS provider in the country to combine video technology with relay applications. In January of 1995, Sprint partnered with the Public Utility





Commission of Texas in a very successful 4-week video interpreting trial. The trial involved three video-equipped agency locations in the Austin area, a Texas PUC location, and a Relay Texas location. The trial demonstrated the feasibility of desktop video in providing video-interpreting service. Sprint partnered with PUCT once again for a second very successful VRI trial in September 1996. This trial continued for 90 days and involved video equipment being installed in ten major cities across Texas. This trial resulted in an average of 100 VRI calls daily and has captured the heart of those who have used it. A copy of the Relay Texas Statewide VRI trial final report can be made available upon request.

Pricing for Video Relay is to be determined based on the specific requirements of the State and the Public Service Commission.

B.42.e Speech-to-Speech Service

The provider will not be required to provide speech to speech service unless required for certification by the FCC. No additional evaluation points will be awarded to a bidder based on a proposal to provide speech to speech service. The proposed charge for this service should be separately stated in the price proposal.

The bidder should explain how it will provide and bill relay service users with speech to speech service. If this service is provided, before completing the call, the CA shall advise the caller of any user charge amount for the call.

Speech-to-Speech Service is a TRS enhancement that enables a speech disabled person to use his/her own voice or voice synthesizer, rather than using a TTY. Specially trained CAs function as human translators for FRS users with speech disabilities who have trouble being understood on the telephone. The CA repeats the words of the speech disabled caller to whomever the person with the speech disability is talking. A new 800 number will be provided with this feature.

Separate pricing for Speech-to-Speech Service is provided in the Pricing Proposal.

B.42.f Other Optional Features Not Included in Basic Relay

Any additional features not described elsewhere in the RFP which a bidder would like to propose should be fully described.

No additional evaluation points will be awarded to a bidder based on a proposal to provide these unsolicited features. The proposed charge for any unsolicited features offered under this section should be separately stated in the price proposal. After a bidder is selected to be the provider, the FPSC may contract for not only basic relay service but also for other optional features.

Access to 900/976 Services

The following list identifies Sprint's 900/976 pay per call services.

 Sprint is the only provider to offer access to 900 service. The rating and billing of 900 calls will be determined as if dialed from the TRS caller's telephone and all billing will be performed by the 900 service provider and the 900 number carrier.

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- Call blocking to 900 number services will be performed via the originating LEC. A toll-free 900 number will be created for the Florida service for customers who wish to access 900 services. If the originating customer has a 900 block on the telephone line and attempts to dial the FRS 900 number, the originating LEC will block the call, and the call will never reach the TRS Center. If a 900 number block has not been added to the originating telephone line, the LEC will complete the call to the FRS. The customer will not be charged for the call to the TRS Center. However, the use of the free 900 number will prevent unauthorized end users from circumnavigating the LEC telephone line restriction. A 900 call may be placed once the customer reaches the TRS Center. Using this method, callers wishing to dial a 900 number service must always dial the TRS Center's 900 number to access such services, and will not be permitted to dial pay services if access to the TRS Center is via the general use 800 number. Sprint will provide the 900 number for the State.
- It should be noted that 976 numbers are declining in use in favor of the more interactive nature of 900 calling and that Sprint does not recommend implementing 976 service unless mandated by the FCC and until the relay provider receives efficient and effective interconnection and billing mechanisms from the local exchange companies.
- In order to ensure functional equivalency, Sprint CAs do not advise the caller that there will be a charge for the call. Sprint CAs will relay the call verbatim.
 If the 900 service provider offers grace period information, it will be relayed to the relay caller.

Separate pricing for 900/976 Pay Per Call service is provided in the Pricing Proposal.

Outreach

Sprint has provided an overview of its Outreach program in Appendix E. While the Outreach activities would be priced in addition to the basic relay price per minute, the Account Management support mentioned in our overview is part of the basic relay service.

Caller ID

Sprint is pleased to announce our ability to offer true Caller ID on our TRS platform. Sprint is currently establishing a network-based Caller ID for all calls that use the Sprint network and do not use alternative carrier through Carrier of Choice. A Sprint-based solution would provide Caller ID for all calls through Sprint TRS that originate on a LEC network that supports Caller ID, are carried over the Sprint telecommunications network, and terminated on a LEC network that supports Caller ID.

Separate pricing for Caller ID is provided in the Pricing Proposal. Service will be offered when commercially available.





Customized 800 Access

Additional 800 access to Speech-to-Speech, telebraille, VCO, and 900 would be available upon request. Pricing for these 800 numbers are to be determined.

Contract Clauses for the State's Consideration

If Sprint should be the successful bidder on this proposal, we would like the State of Florida to consider incorporating the following clauses or something similar into the resulting contract.

FCC Mandates

Any new Relay service requirements mandated by the FCC will be grounds for both parties to enter into negotiations concerning changes in the cost of providing Relay service as impacted by the new requirements.

Customer Database

Per Sprint's interpretation of Section 222 of the New Telecommunications Reform Act, the customer database created in performance of this contract is proprietary data to the Relay users and Sprint is barred from dissemination of this data without each and every customer's specific approval for release of their information. Sprint shall not be required to submit the information contained in this database to the State of Florida or to any other designee with the exception of the Relay service provider succeeding this contract.

Limitation of Liability

For any claim or cause of action arising under or related to this contract:

- a) Neither party shall be liable to the other for punitive, special, or consequential damages, even if it is advised of the possibility of such damages; and
- b) Sprint's liability for damages of any kind to the State of Florida shall be limited to the lesser of \$100,000 or the total amount paid to Sprint under this contract during the twelve months immediately preceding the accrual of the claim or cause of action resulting in such damages.

Cancellation/Availability of Funds

Although Sprint understands and is willing to comply with the requirements of this clause in the RFP, we request the State's consideration of the considerable amount of talents and facilities involved in providing Relay service to the State of Florida. It would be a very difficult and tedious task to terminate all services being provided within a 24-hour period and this short time frame would not allow for the transition of services to another provider. We respectively request that the State consider a 60-day termination period even in the event of breach of contract (something that Sprint has no intention of giving the State reason to do).

■ B. The Service To Be Provided

B.43 Performance Bond

The Provider will be required to furnish an acceptable performance bond, certified or cashiers check or bank money order equal to the estimated total first year price of the contract. The bond shall be in effect for the entire duration of the contract and provided to the FPSC upon execution of the contract.

To be acceptable to the FPSC as surety for performance bonds, a Surety Company shall comply with the following provisions:

a) The Surety Company shall be admitted to do business in the State of Florida.

Sprint understands and will comply.

b) The Surety Company shall have been in business and have a record of successful continuous operations for at least five (5) years.

Sprint understands and will comply.

c) The Surety Company shall have minimum Best's Policy Holder Rating of A and Required Financial Rating of VIII from Best's Key Rating Guide.

Sprint understands and will comply.

d) All bonds shall be signed by a Florida Licensed Resident Agent who holds a current Power of Attorney from the Surety Company issuing the bond.

Sprint understands and will comply.

B.44 Submission of Monthly Invoice

By the 14th calendar day of the month (or the subsequent business day if the 14th falls on a Saturday, Sunday or holiday), the provider shall submit a detailed invoice (showing billable minutes and rates) to the Administrator [defined in s.427.703(1)] at the contracted price for the previous month's activity. The accounting period used to prepare monthly invoices shall be the calendar month. Payment shall not exceed the prices contained in the contract. The invoice and supporting documentation shall be prepared in such a way as to allow the Administrator or the FPSC to audit the invoice. A copy of the monthly invoice shall be submitted to the contract manager at the same time it is submitted to the Administrator.

Sprint will submit an automated invoice to the Administrator by the 14th calendar day of the month. A copy of the monthly invoice will also be submitted to the Contract Manager. The invoice details the billable minutes of service at the contracted price for the previous month's activity. A sample invoice is included in Appendix F.





B.45 Travel

The Provider will not be entitled to a separate payment from the FPSC or the Administrator for any travel expense which occurs as a result of this contract.

Sprint understands and will comply.

B.46 Reporting Requirements

The provider shall provide to the Commission's Division of Communications and the Administrator the following written reports by the 25th calendar day of each month reporting data for the previous month. (More frequent or more detailed reports shall also be provided upon request.)

Sprint will provide the following written reports to the Commission's Division of Communications and the Administrator by the 14th calendar day of each month. These reports, which provide data for the previous month, will accompany the invoice. Sample reports have been included in Appendix G.

- a) Total daily and monthly
- i. number of incoming calls (separately stating whether incoming calls originate as Baudot, ASCII or voice calls and also separately stating whether each type of call is English, Spanish or other foreign language calls.) The number of incoming calls which are general assistance calls shall be footnoted on the report.

Sprint understands and will comply.

ii. number of incoming call minutes associated with each of the categories of incoming calls in a.i. above

Sprint understands and will comply.

iii. number of outgoing calls (provide two breakdowns of this total: one separately stating completed calls and incomplete calls, and one separately stating whether calls terminate as Baudot, ASCII or voice calls)

Sprint understands and will comply.

iv. number and percentage of incoming Florida calls received at each relay center handling Florida calls (Total should equal the number of incoming calls in item a.i. above.)

Sprint understands and will comply.

b) Average daily and monthly blockage rate.

Sprint understands and will comply.

B. The Service To Be Provided

c) Range of answer times for the month and daily and monthly number and percent of incoming calls answered within 10 seconds.

Sprint understands and will comply.

- d) Total daily and monthly number of outgoing calls (including both completed and incomplete) of the following lengths:
 - 0 10 minutes
 - >10 20 minutes
 - >20 30 minutes
 - >30 40 minutes
 - >40 50 minutes
 - >50 60 minutes
 - >60+ minutes

Total of d. should equal total of a.iii.

Sprint understands and will comply.

e) On a daily basis for the month, number of outgoing calls and average length of calls by hour of day. (Total should equal total of a.iii.)

Sprint understands and will comply.

f) Number of outgoing local, intraLATA toll, intrastate interLATA, interstate and international calls for the month. (Total should equal total of a.iii.)

Sprint understands and will comply.

g) Number of outgoing calls and average length of completed outgoing calls originated by TDD users and voice users (identified separately). (Total number of calls should equal total in a.iii.)

Sprint understands and will comply.

h) The provider shall provide monthly summary reports to the FPSC and the Administrator regarding number of complaints received categorized by topic areas.

Sprint understands and will comply.

 The provider shall report monthly to the FPSC and the Administrator the results of any user evaluations conducted.

Sprint understands and will comply.

j) The provider shall report monthly on new subcontractors being used to assist in providing relay service and shall identify the scope of their role in the process and the relationship of the subcontractor to the provider.

Sprint understands and will comply.





k) By March 1, the provider shall provide to the Administrator and the contract manager forecasted relay usage figures and costs to the Commission for the upcoming fiscal year (July 1 - June 30).

Sprint will submit an annual report summarizing operations for the contract year with forecasted relay usage figures and costs to the Commission for the upcoming fiscal year.

The provider shall include information on its capability and willingness to provide ad hoc reports including new information in the bidder's database or new formats for existing information.

Sprint welcomes the opportunity to work with the Commission in the development of ad hoc reports and their associated costs.

B.47 Liquidated Damages for Failure to Initiate Services on Time or to Provide Contracted Services for the Life of the Contract.

Implementation of the Florida Relay Service in a timely matter is essential. Failure by the Provider to implement the service by June 1, 2000 shall be considered a significant and material breach of the Provider's commitment. For every day the service is delayed, the Provider shall pay to the Administrator, for deposit in its operating fund, the sum of \$25,000 per day.

Liquidated damages shall accrue in amounts up to the following amounts per day of violation:

- a) For failure to meet, blockage rate or transmission level requirement \$5,000
- b) For failure to meet complaint resolution requirement \$1,000
- c) For failure to provide reports \$500
- d) For failure to provide contracted services for the life of the contract, the FPSC reserves the right to require the payment by the Provider, of liquidated damages in an amount commensurate with the duration and extent of the system deficiencies.

Liquidated damages shall accrue in amounts up to \$25,000 per month for failure to meet answer time requirements.

Any liquidated damages may be paid by means of the Administrator deducting the amount of the liquidated damage from a monthly payment to the provider. Such action shall only occur upon order of the FPSC.

Sprint understands and will comply.

B.48 Transfer to New Provider

When relay service is transferred to a new provider, the provider shall make every effort to ensure that service is transferred to the new provider so that relay users do not experience an interruption in service. The relay service and consumer service 800 or other telephone numbers shall be made available to the new provider, with

B. The Service To Be Provided

the new provider paying any costs associated with transferring the numbers to the new provider's use.

Sprint will ensure the FPSC and the State of Florida a completely transparent service transition to the TRS customers. Sprint has performed several successful service transitions since 1992 where we involved the contract administrators for all activities and worked with the incumbent service provider to ensure every step was met according to the implementation schedules. Table B.48-a lists the States that have transitioned to Sprint.

Table B.48-a. Transitions to Sprint

State	Transition Date
California*	February 1992
Federal Relay Service	April 1993
Montana (AT&T)	March 1996
Minnesota* (D.E.A.F/MCI)	July 1996
New York* (AT&T)	July 1997
Ohio* (Ameritech)	November 1997
Washington (AT&T)	June 1998
Arizona (MCI)	August 1998
Illinois (AT&T)	January 2000
North Carolina (MCI)	April 2000
*Out of State to In-State center transition	

In these transitions, Sprint did not encounter any technical or network difficulties. To ensure a seamless conversion of service, Sprint recommends a traffic transition by LATA over a period of 4-5 weeks. All of the states listed in Table B.48-a (regardless of transition by LATA or flash cut) were transitioned successfully.

B.49 Insurance Coverage

The provider shall provide insurance coverage for itself and all of its employees used in connection with performance of services under this Agreement and ensure that all subcontractors shall be similarly covered. Such policies shall be issued by a financially sound carrier and/or carriers. Such insurance coverage shall hold the FPSC harmless from all claims of bodily injury, including death, and property damage, including loss of use, by provider, its employees, agents or subcontractors and their employees. This insurance will include Worker's Compensation as required by law and comprehensive general liability and bodily injury insurance in amounts that are commercially reasonable under the given circumstances.

Sprint understands and will comply.





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C.1 Format

- The bidder's proposal should be organized in the same order as the items listed in the checklist form in Section E. The bidder should provide information concerning each item in the checklist; however, for items rated as pass/fail, bidder may simply note that it has reviewed the item and agrees to comply with the item. For items for which points may be awarded, the bidder should explain how it will provide the service described in the RFP.
- Twenty (20) two-sided copies of the complete proposal should be filed.
- The technical proposal should be contained in a three-ring binder indicating
 the name of the bidder and indicating that the contents of the binder is the
 technical bid proposal only. (The price proposal shall be submitted in a
 separate sealed envelope see Section D.)
- Each page of the entire proposal should be numbered at the bottom center of
 each page and each page should be consecutively numbered with no repetition
 of page numbers in the entire proposal. For example, there should only be one
 page 1, one page 50 and one page 500 in the entire proposal. Page numbering
 should only be done in Arabic numerals with no pages numbered with other
 characters such as 5.7, iii, 6-a, XIX, or similar numbering systems.
- In the top or bottom margin of each page, the name of the company should be identified.
- To the extent possible, all pages of the proposal should be on 8½ x 11" white
 paper. However, individual presentations which the bidder is unable to place
 on an 8½ x 11" page in a readable format may be presented on a larger page.

Sprint has read, understands, and has complied.

C.2 Transmittal Letter

Of the twenty copies of the complete proposal, the transmittal letter on one should contain the original manual signature of the person submitting the proposal on behalf of the bidder. All twenty copies should also contain the signer's name and title typed. The transmittal letter shall clearly identify the complete legal name of the bidder.

Each person signing a proposal certifies that he/she is the person in the bidder's organization authorized to make the proposal. The signer shall provide his/her affiliation with the bidder, address, telephone and fax numbers. If different from the person signing the proposal, the transmittal letter shall identify the person or persons (name, title, mailing address, e-mail address, telephone and fax number) authorized to make decisions or answer questions related to the proposal and any subsequent contract.

In the transmittal letter the bidder should state that it will comply with all requirements of the RFP. If the bidder is unable to so state, it should in the transmittal letter identify the sections of the RFP with which it cannot comply and expand on that explanation in the body of its proposal.

■ C – The Technical Bid Proposal Format

Sprint has read, understands, and has complied.

C.3 Public Entity Crimes Provision

Pursuant to Section 287.133, Florida Statutes, a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshhold amount provided for in Florida Statute 287.017 for Category Two (\$11,000) for a period of 36 months from the date of being placed on the convicted vendor list.

Sprint has read and understands. Neither Sprint (nor any of its subcontractors) have been placed on the convicted vendor list.

C.4 Financial Information

To allow the FPSC to evaluate the financial responsibility of the bidding company, the following items shall be submitted with the proposal for the bidding company (and its parent company, if applicable):

- 1. Audited Financial Statements (or a SEC 10K Report) for the most recent two (2) years, including at a minimum:
 - a) Statement of income and related earnings,
 - b) cash flow statement,
 - c) balance sheet, and,
 - opinion concerning financial statements from an outside CPA;

2. Primary Banking Source letter of reference.

Sprint has read, understands, and has complied. Please see Appendix H for complete copies of Sprint's Annual Reports for the past 2 years. Sprint has also included banking source letters of reference.

C.5 Experience and Customer References

For each state in which the bidder has or is providing relay service, the bidder shall indicate: (1) when the bidder began operating the system, (2) the number of outgoing calls for the most recent month, and (3) the total duration of the contract. If the bidder's relay service is available for testing by means of a number that can be dialed from within Florida, bidder should provide the telephone numbers that can be used to dial the bidder's relay service.

The bidder shall provide the names of three customer references, including specific contact name and phone number, to whom the bidder has provided the bid service or a similar service. If no customer references are available or applicable, explain and





provide three alternative references explaining the relationship of the reference to the bidder.

Table C.5-a represents Sprint Relay States who have helped Sprint to showcase our superior expertise in the Telecommunications Relay Service market. Sprint, the largest provider of Telecommunications Relay Service in the United States, currently provides relay service in 25 states, to the Federal Government, and to four resellers.

Table C.5-a. Sprint Relay States

State	Original Current Contract	Successful Re-competed Contracts	800 Number(s)	Mo. Outbound Calls (8/99)
Arizona	08-01-98 through 07/31/01		(800) 367-8939 (TTY/ASCII) (800) 842-4681 (Voice) (800) 842-2088 (Spanish) (800) 842-6520 (Speech to Speech)	106,276
			(900) 346-3323 (900 Services)	
California	03-01-92 through 10-11-96	09-10-97 through 10/11/01	(877) 735-2929 (TTY)	182,166
	1		(888) 677-5379 (Voice)	
		ļ	(888) 677-5380 (ASCII)	
			(888) 877-5381 (Spanish)	25.00
Colorado	07-01-91 through 06-30-95	07-01-95 through 06-30-01	(800) 659-2656 (TTY)	95,804
			(800) 659-3656 (Voice) (800) 659-4656 (ASCII)	
Connecticut	07-01-93 through 06-30-97	07-01-97 through 06-30-02	(800) 842-9710 (TTY/ASCII/Spanish)	50,277
Connecticut	07-01-93 trilough 06-30-97	07-01-97 (mough 08-30-02	(800) 843-8134 (Voice)	00,277
Illinois** New contract	02-01-00 through 01-31-05		(000) 010 010 1 (1000)	Approx. 210,000
Indiana	10-01-92 through 09-30-97	10-01-97 through 09-30-00	(800) 743-3333 (TTY/V/ASCII)	109,175
	Ť	1	(900) 230-3323 (900 Pay Services)	
lowa	07-10-92 through 01-16-97	Q1-17-97 through 12-31-99	(800) 735-2942 (TTY/ASCiI)	40,069
			(800) 735-2943 (Voice)	
Maryland	12-01-91 through 11-30-96	12-01-96 through 11-30-00	(800) 735-2258 (TTY/V/ASCII)	209,779
			(800) 785-5630 (Speech to Speech)	
			(900) 386-3323 (900 Pay Services)	
Minnesota	07-01-96 through 06-30-01		i (800) 627-3529 (TTY/V/ASCII)	122,547
			(877) 627-3848 (Speech to Speech) (900) 246-3323 (900 Pay Services)	
	00 00 04 through 00 00 00	07-01-96 through 06-30-01	(800) 735-2966 (TTY/ASCII)	112,307
Missouri	06-08-91 through 06-30-96	87-01-96 (mough 06-30-01	(800) 735-2866 (11 1/A3CII)	112,307
Montana	03-01-96 through 02-28-02		(800) 253-4091 (TTY/ASCII)	12,175
145-CLICALIDE	00-01-00 Billough 02-20-02		(800) 253-4093 (Voice)	
Nevada	12-01-91 through 11-30-94	12-01-94 through 06-30-99;	(800) 326-6868 (TTY/ASCII)	32,227
		07-01-99 through 06-30-02	(800) 326-6888 (Voice)	
			(800) 877-1219 (Spanish)	
	1		(888) 326-5658 (Speech to Speech)	
			(900) 230-2300 (900 Pay Services)	
New Hampshire	Franchise Agreement		(800) 735-2964 (TTY/V/ASCII)	15,728
New Mexico	05-10-93 through 06-30-97	07-01-97 through 06-30-00	(600) 659-8331 (TTY/ASCII)	27,447
			(800) 659-1779 (Voice)	070
New York	07-22-97 through 07-31-00		(800) 682-1220 (TTY)	378,506
			(800)-421-1220 (Voice) (800) 584-2849 (ASCII)	
			(800)-662-1220 (Telebraille)	
			(877) 826-6977 (VCO)	
North Carolina	04-01-91 through 03-30-96	03-30-00 through 03-29-04	(800) 735-2962 (TTY/ASCII) (800) 735-8262 (Voice)	Approx. 95,000

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State	Original Current Contract	Successful Re-competed Contracts	800 Number(s)	Mo. Outbound Calls (8/99)
North Dakota	07-26-93 through 06-30-98	07-01-98 through 06-30-01	(800) 366-6888 (TTY/ASCII)	9,428
			(800) 366-6869 (Voice)	
Ohio	11/11/97 through 12-31-03		(800) 750-0750 (TTY/V/ASCII)	195,276
Okiahoma	11-15-93 through 11-14-99	11-15-99 through 11-14-04	(800) 722-0353 (TTY)	65.502
			(800) 522-8506 (Voice)	
			(800) 522-5065 (ASCII)	
Oregon	04-01-92 through 06-30-96	07-01-96 through 08-30-99;	(800) 735-2900 (TTY)	71,394
	ŀ	07-01-99 through 06-30-01	(800) 735-1232 (Voice)	
	İ		(800) 735-0644 (ASCII)	
			(800) 735-3896 (Spanish)	
			(900) 568-3323 (900 Pay Services)	
Rhode Island	0801-92 through 07-31-96		(800) 745-5555 (TTY/ASCII)	32,000
			(800) 745-6575 (Voice	
South Carolina	03-13-92 through 03-31-99	04-01-99 through 03-31-02	(800) 735-8583 (TTY/Spanish)	55,039
			(800) 735-2905 (Voice)	
			(800) 735-7293 (ASCII)	
			(877) 735-7277 (Speech to Speech)	
		<u> </u>	(900) 535-3323 (900 Pay Services)	
South Dakota	06-30-92 through 06-30-00		(800) 877-1113 (TTY/V/ASCII)	15,223
Texas	09-01-90 through 08-31-95	09-01-95 through 08-31-00	(800) 735-2989 (TTY/Spanish)	414,881
	į		(800) 735-2988 (Voice)	
			(800) 735-2991 (ASCII)	
			(877) 826-1789 (VCO)	
·	l		(900) 230-2303 (900 Pay Services)	
Washington	06-28-98 through 06-27-01		(800) 833-6388 (TTY)	131,646
	i		(800) 833-6384 (Voice)	
	•		(877) 833-6388 (Spanish V)	
	1		(877) 833-6399 (Spanish TTY)	
		:	(877) 833-6341 (Sp. To Sp.)	
			(800) 833-6386 (VCO)	
		<u></u>	(900) 646-3323 (900 Pay Services)	
Wyoming	06-30-92 through 07-31-98	08-01-98 through 07-31-00	(800) 877-9975 (TTY/ASCII)	4,899
			(800) 877-9965 (Voice)	
			(877) 877-1474 (VCO)	
	<u> </u>		(900) 463-3323 (900 Pay Services)	
Federal Relay	04-01-93 through 08-31-98	09-01-98 through 08-31-00	(800) 877-8339 (TTY/V/ASCII)	13,757
Service	1		(900) 246-2400 (Govt. 900)	

The following three customers are able to provide reference information on Sprint's performance as a high-quality TRS provider.

Arizona

Mr. James Scarboro AZRS Contract Administrator Arizona Council for the Hearing Impaired 1400 W. Washington, Room 126 Phoenix, AZ 85007 (602) 542-3365 Voice/TTY (602) 542-3380 Fax





Minnesota

Mr. Jim Alan
Telecommunications Access for Communicatively Impaired Programs
121 7th Place East, Suite 200
St. Paul, MN 55101
(612) 297-4565 Voice
(612) 296-1652 TTY
(612) 296-5819 Fax

Nevada

Todd Butterworth Nevada Rehabilitation Division Office of Community Based Services 711 South Stewart Street Carson City, NV 89701 (775) 687-4452 Voice (775) 687-3388 TTY (775) 687-3292 Fax

C.6 Bid Security Deposit

A bid security deposit in the amount of \$500,000 shall be furnished to the FPSC with the original of the proposal. The bid security deposit shall be in the form of a bond, a certified or cashier's check, or bank money order that is valid through at least February 28, 2000 and is payable to the Florida Telecommunications Relay, Inc. The bid security deposit will be held without cashing.

If a bond is used, the bond shall be issued from a reliable surety company acceptable to the FPSC, licensed to do business in the State of Florida and shall be signed by a Florida Licensed Resident Agent. Such a bond shall be accompanied by a duly authenticated power of attorney evidencing that the person executing the bond on behalf of the Surety had the authority do so on the date of the bond.

The unsuccessful bidders' bid security deposit shall be returned, without interest, within thirty (30) days after disqualification, withdrawal or signing of the contract. The successful bidder's bid security shall be returned, without interest, upon signing of the contract and furnishing the Performance Bond as specified herein. If the successful bidder fails to sign a contract within thirty (30) days after the Letter of Intent or fails to deliver the Performance Bond as specified herein, the bid security shall be forfeited to the Florida Telecommunications Access System Fund.

Sprint has included its Bid Security Deposit in the amount of \$500,000 in Appendix I.

C.7 Subcontractors

If the bidder proposes to use subcontractors, the bidder shall identify those subcontractors and indicate the scope of their role in the provision of relay service. The bidder should also indicate what experience the subcontractor has in providing the service for which it would contract with the Provider.

Communication Service for the Deaf (CSD), parent company of USA Relay signed its initial letter of agreement to provide relay services in 1993. USA Relay is a deaf-

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owned, non-profit organization whose primary mission is to provide functionally equivalent phone service to the deaf, hard-of-hearing and speech impaired. USA Relay is headquartered in Sioux Falls, South Dakota.

Benjamin J. Soukup: Chief Executive Officer of Communication Service for the Deaf (CSD), 1975-present. Served as consultant to state associations of the Deaf to develop programs, community centers and service delivery programs for the Deaf in more than twenty states across the U.S. Ben has also served as an international ambassador and representative of the National Association of the Deaf in which he served as President until recently. Ben has been extensively involved as well in ensuring the provision of high quality telecommunications relay service to more than 20 states.

Philip W. Bravin: Chief Marketing Officer is a well-known figure in the deaf community when it comes to technology and telecommunications. Prior to his recent employment at CSD, he has served as a consultant, consulting with firms across the country on technology and telecommunications issues. He worked for IBM for 24 years, serving in a variety of technology, management and marketing positions before becoming the chief executive of the National Captioning Institute from 1993-1996.

Andrew J. Lange: Special Projects Officer came to CSD from AT&T in 1996. Andy brings a vast background of business experience to CSD. Andy has been extremely active in the TRS community over the past 10+ years in various roles. He has spoken at hundreds of conferences across the country on various issues including TRS. Andy's expertise is utilized during the implementation of our TRS centers.

James D. Skjeveland: Director of Operations for the Division of USA Relay. Jim oversees the overall operations and planning for the Division of USA Relay. Jim came to CSD in 1995 from the Sprint Operations team. He served in roles instrumental in leading the division's growth from 2 centers and 350 employees to its current 6 centers and 1300 plus employees.

Precision Response Corporation (PRC) has been providing customer service and teleservices for a wide variety of organizations throughout the country for over fifteen years. Nationally recognized for outstanding services, PRC ranked in the prestigious INC 500 four years in a row, was bestowed with the prestigious ACCE award (Award for Call Center Excellence) by TeleProfessional Magazine, and is currently listed among the top four providers by Telemarketing Magazine. PRC signed a letter of agreement with Sprint and has been providing relay service since 1997. Currently PRC has one relay center located in Miami, Florida.





C.8 Check List of Proposal Content

As a part of the bidder's proposal, the transmittal letter should be followed by the evaluation check list in Section E. In the blank beside each item on the check list, the company contact person who is responsible for the proposal and any subsequent contract and who signs the transmittal letter should initial (not check) each item in the check list which is contained within the proposal. The person initialing the check list should ensure that each item in the check list is also contained in its proposal and in the same order as the item appears in the check list. The bidder should also indicate beside each item in the checklist the page number in its proposal where the item in the check list can be found.

Sprint has read, understands, and has complied.

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■ C - The Technical Bid Proposal Format





Appendix A - Disaster Recovery Plan for Florida Relay Service

Sprint's first line of defense against degradation of FRS is the Intelligent Call Router (ICR) technology that we employ. During a major or minor service disruption, the ICR feature bypasses the failed or degraded facility and immediately direct calls to the first available agent in any of Sprint's eleven fully inter-linked TRS Call Centers. State-specific call processing software resides at each of Sprint's Relay Call Centers. Relay agents are trained in advance to provide service to other States; the transfer of calls between centers is transparent to users.

Beyond the ICR, Sprint's Disaster Recovery Plan details the steps that will be taken to deal with any problem, and restore FRS to its full operating level in the shortest possible time.

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

FRS Notification Procedure

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

- A 3-hour verbal report
- A 24-hour status report
- A comprehensive final report within 5 business days.

Sprint will notify the Contract Manager if a service disruption of 5 minutes or longer occurs. The initial outage report describes the nature of the problem, the corrective action planned, and the anticipated time and date when the service will be restored to normal. Within 24 hours of the service disruption, an intermediate report provides problem status and more detail of what action is necessary. In most cases, the 24-hour report reveals that the problem has been corrected and that full service to FRS has been restored. The final comprehensive written report, explaining how and when the problem occurred, corrective action taken, and time and date when full operation resumed will be provided to the Contract Manager within five business days of return to normal operation. Examples of service disruption to FRS include:

- ACD failure or malfunction
- Major transmission facility blockage
- Threat to FRS agent safety or other CA work stoppage
- Loss of CA position capabilities.

■ Appendix A – Disaster Recovery Plan

Performance at each Sprint relay center is monitored continuously 24 hours a day, seven days a week from Sprint's Enhanced Services Operation Control Center (ESOCC) in Overland Park, Kansas.

Disaster Recovery Procedure

If the problem is within the relay center serving Florida, maintenance can usually be

performed by the onsite technician, with assistance from Sprint's ESOCC. If the problem occurs during nonbusiness hours and requires on-site assistance, the ESOCC will page the technician to provide service



remedies. Sprint retains hardware spares at each center to allow for any type of repair required without ordering additional equipment (except for complete loss of a center).

Time Frames for Service Restoration

Complete or Partial Loss of Service

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

Due to Utilities or Disaster at the Center—Service is restored as soon as the utility is restored, provided the Sprint equipment has not been damaged. If the equipment has been damaged then refer to the timing in the statement previous (Due to Sprint Equipment).

Due to Telco Facilities Equipment—It will be at Sprint's discretion, whether to dispatch a technician. The normal telco escalation procedures will apply:

- Two hours at first level
- · Four hours at second level
- Eight hours at third level

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



Trouble Reporting Procedures

The following information is required when a FRS user is reporting trouble:

- Service Description ("FRS")
- Callers Name
- Contact Number
- Calling to/Calling from if applicable
- · Description of the trouble

Service disruptions or anomalies that are identified by FRS users may be reported to the Sprint Relay Customer Service 800 number (800-877-0996) at any time day or night, seven days a week. The Customer Service agent creates a trouble ticket and passes the information on to the appropriate member of Sprint's Maintenance Team for action. Outside the normal business day, the ESOCC will handle calls from the Customer Service agents 24 hours a day, 7 days a week. The ESOCC can be reached at (800) 800-8129 or (913) 661-8901. The Maintenance Team recognizes most disruptions in service prior to customers being aware of any problem. Site technicians are on call at each of Sprint's eleven TRS call centers to respond quickly to any event, including natural disasters.

Mean Time to Repair (MTTR)

Sprint defines MTTR as the average of:

Table A-a. Time to Investigate + Time to Repair + Time to Notify

Time to investigate	The time needed to determine the existence of a problem and its scope.	
Time to Repair Repair time by Field Operations plus LEC time, if applicable.		
Time to Notify	From the time repair is completed to the time the customer is notified of repair completion.	
	Table A-b. Current MTTR Objectives	
Switched Services	Table A-b. Current MTTR Objectives 8 Hours	
Switched Services Private Lines	·	

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

Escalation Procedures

If adequate results have not been achieved within two hours, a FRS user may escalate the report to the next level.

■ Appendix A – Disaster Recovery Plan

Table A-c. Escalation Levels

Escalation Level	Contact	Phone
2	Regional Maintenance Manager	Office Phone Number (913) 624-7065 (Pager – 800-724-3329, Pin 3856901 (Numeric)) (Pager – 800-724-3508, Pin 3856901 (text))
3	Staff Director, Systems Maintenance	Office Phone Number (913) 624-7965

Non-service affecting trouble may also be reported as described above. Figure A-1 illustrates the trouble reporting for FRS.

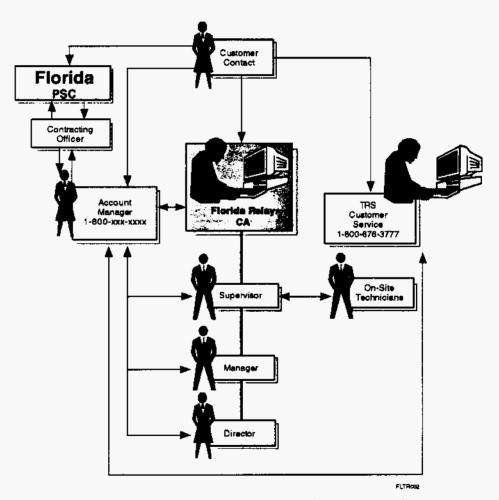
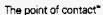


Figure A-1. Sprint Relay Trouble Reporting and Escalation







Service Reliability

Sprint's service is provided over an all-fiber backbone network with digital switching architecture and is supported by sophisticated management control networks. These elements are combined to provide a highly reliable, proven, and redundant network. Survivability is a mandatory objective of the Sprint network design. The Sprint network minimizes the adverse effect of service interruptions due to equipment failures or cable cuts, network overload conditions, or regional catastrophes.

A 100 percent fiber-optic network, with significant fiber miles in Florida, provides critical advantages over the other carriers. These advantages include:

Quality

Since voice or data are transmitted utilizing fiber optic technology, the problems of outdated analog and even modern microwave transmission simply do not apply. Noise, electrical interference, weather-impacting conditions, and fading are virtually eliminated.

Economy

The overall quality, architecture, and advanced technology of digital fiber optics makes transmission so dependable that it costs us less to maintain, thereby passing the savings onto our customers.

Expandability

As demand for network capacity grows, the capacity of the existing single-mode fiber can grow. Due to the architecture and design of fiber optics, the capacity of the network can be upgraded to increase 2,000-fold.

Survivability

Network survivability is the ability of the network to cope with random disruptions of facilities and/or demand overloads. Sprint has established an objective to provide 100 percent capability to reroute backbone traffic during any single cable cut. This is a significant benefit to FRS, and a competitive differentiation of the Sprint network.

Currently, Sprint has over 23,000 miles of its fiber network in place and in service, with a fiber point of presence (POP) in every Local Access Transport Area (LATA). All 10 LATAs in Florida are served by Sprint POPs. There are plans for additional fiber mileage, additional POPs, and added route diversity. There are more than 300 POPs in service on the network. With 14 POPs in the State, all areas will be adequately serviced by Sprint Relay. Figure A-2 illustrates the SONET network serving Florida.

Appendix A – Disaster Recovery Plan



Figure A-2. Sprint SONET Network

Switched services are provided via 37 Northern Telecom DMS-250/300 switches at 28 locations nationwide. Three DMS-300s, located at New York, NY; Fort Worth, TX; and Stockton, CA, serve as international gateways. The remaining 34 switches provide switching functions for Sprint's domestic switched services. FRS would primarily utilize the DMS switch in Orlando, FL, with other diversely located facilities also serving Florida.

Interconnection of the 37 switches is provided in a non-hierarchical manner. This means that intermachine trunk (IMT) groups connect each switch with all other switches within the network. Each of these IMT groups is split and routed through the Sprint fiber network over SONET route paths for protection and survivability. As an extra precaution to preclude any call blockage, Dynamically Controlled Routing (DCR) provides an additional layer of tandem routing options when a direct IMT is temporarily busy.

Reliability is achieved through a corporate commitment to maintain or surpass our system objectives. Beginning with the network design, reliability and efficiency are built into the system. Sprint continues to improve the network's reliability through the addition of new technologies such as Digital Cross-connect Systems, SONET (Synchronous Optic Network), and Signaling System 7.





The effectiveness of this highly reliable and survivable network is attributed to the redundant transmission and switching hardware configurations, SONET Ring topology, and sophisticated network management and control centers. These factors combine to assure outstanding network performance and reliability for FRS.

Network Criteria

System Capacity

The Sprint network was built with the capacity to support every interLATA and intraLATA call available in the United States. With the continuing development of network fiber transmission equipment to support higher speeds and larger bandwidth, the capacity of the Sprint network to support increasing customer requirements and technologies is assured well into the next century.

System Availability

Switch Availability

Comprised of two components that are measured separately. It is represented by the percentage of circuit minutes that a switching system is available during the month compared to the total circuit minutes possible using only switch outages or impairments.

· Fiber Availability

Represented by the percentage of circuit minutes that transmission facilities are available during the month compared to the total circuit minutes possible.

Sprint's "800" service network operates continually and has never been out of service. This is true because the Sprint "800" service network is derived on the first company-owned coast-to-coast, 100 percent digital fiber optic network conceived and built in America. Sprint's "800" service is available 24 hours per day, 365 days a year. It is a function of DMS-250 switch and fiber availability. The availability of both switch and fiber exceeded the internal objectives set by Sprint for 1998. Table A-d lists Sprint's 1999 network availability objectives, and averages for 1998.

Table A-d. Sprint Network Availability

Availability	1999 Objective	1998 Average
Switch	99.95%	99.96%
Fiber	99.95%	99.96%

System Blocking

Sprint network switch architecture is non-hierarchical; all switches are processor-controlled using advanced digital technology engineered at P.01 Grade of Service (GOS) to ensure maximum network call completion. Call completion is enhanced by these factors:

■ Appendix A - Disaster Recovery Plan

- Based on traffic volumes and economic consideration, high usage trunk groups are established directly to a LEC access tandem or end office.
- Calls can originate and terminate on the same Sprint network switch, based on the NPA/NXX homing arrangement across the domestic switch network. For these calls, IMTs are not required and the calls are non-blocking.
- Sprint switches are equipped with standby WATS capability. During conditions
 of severe network blockage, standby WATS is available to enhance call
 completion. Standby WATS trunks, which are normally outbound only, can be
 used to complete inbound traffic.

Sprint continuously monitors the grade of service on the network and makes adjustments in the trunking as necessary to maintain the objective grade of service. In the unlikely event that route blockages occur, courtesy messages are provided to the calling party.

Service Restoration

Sprint provides for the restoration of service in the event of equipment malfunctions, isolated network overloads, major network disruptions and national/civil emergency situations. In the event of service disruption due to Sprint's equipment, service typically is restored within four hours after notification. Sprint does everything possible to prevent a total outage at its switch sites or at any of its POPs through the use of advanced site designs. All processors, memory, and switch networks within our switches are fully redundant. All switch sites are protected by uninterruptible power supplies and halon systems planned in conjunction with local fire departments. Most of our new sites are earth sheltered to increase survivability. A multi-pronged program is used to minimize outages:

- 1. Do everything possible to minimize the impact of a "single point of failure." This includes:
 - Diversification of all facilities demands between switch sites. All switch sites
 are connected to the long haul network over at least two separate Sprint
 fiber routes; many have three paths.
 - Deployment of multiple switches at large switching centers. This prevents a single switch outage from disabling the site.
- 2. Have systems in place allowing for the rapid redeployment of network resources in case of a catastrophic outage. Fiber cuts, which can affect thousands of calls at several locations, are sometimes unavoidable. Response to these outages is maximized through the following procedures:
 - Utilization of established plans to respond effectively to these outages.
 - The capability to rapidly deploy network transmission facilities when needed.





 Immediate execution of alternate routing in the digital switches and crossconnect systems to assist in the handling of temporary network disruptions and forced overloads.

The entire spectrum of survivability needs, expectations, and requirements can be met by the proper engineering of customer and Sprint switches and facilities.

Fiber Backbone Loop Topology and Reconfiguration

Fiber optic cable routes are designed to include redundant capacity to insure survivable fiber optic systems. Sprint's SONET network, using four fiber bidirectional line switched ring capability, allows automatic switching to alternate paths to provide for traffic rerouting in the event of a route failure. The SONET fiber optic backbone topology is currently designed with more than 100 overlapping rings to ensure sufficient alternate paths for total network survivability. Six operating SONET rings currently serve Florida, with ring augmentation planned for 1999 and 2000.

Sprint Route Outage Prevention Programs

Call Before You Dig Program

This program uses a nationwide 1-800 number interlinked with all local/state government utility agencies as well as contractors, rail carriers, and major utilities. Sprint currently receives in excess of 60,000 calls per month for location assistance over the 23,000-mile fiber network.

Awareness Program

This Sprint program proactively contacts local contractors, builders, property owners, county/city administrators, and utility companies to educate them on Sprint's cable locations and how each can help eliminate cable outages.

Route Surveillance Program

This is a Network Operations department program using Sprint employees to drive specific routes (usually 120 miles) and visually inspect the fiber cable routes. This activity is performed an average of 11.6 times per month or approximately once every 2-3 days.

Technician Program

Technicians are stationed at strategic locations and cover an area averaging 60 route miles. Each technician has emergency restoration material to repair fiber cuts on a temporary basis. Other operations forces within a nominal time frame accomplish total repair.

Fiber/Switch Trending Program

This includes a weekly summary of equipment failure events highlighting bit error rate (BER) and cable attenuation. As a result, Sprint identifies potential equipment

Appendix A – Disaster Recovery Plan

problems and monitors performance degradation to establish equipment aging profiles for scheduled repair, replacement, or elimination. Aging profiles are computer-stored representations of the characteristics of a fiber splice. The profile is stored at the time the splice is accepted and put into service. A comparison of the original profile and current profile are compared for performance degradation. Maintenance is scheduled based on this type of monitoring.

Network Management and Control Systems

The Sprint network is managed and controlled by a National Operations Control Center (NOCC) located in Overland Park, Kansas. As a back-up, a secondary National Operations Control Center is located in Lenexa, Kansas. The NOCC is designed to provide a national view of the status of the network as well as to provide network management from a centralized point. The NOCC interfaces with the Regional Control Centers to obtain geographical network status. The Regional Control Centers are responsible for maintenance dispatch and trouble resolution, and are designed to provide redundancy for each other and back-up status for the National Operations Control Center.

The NOCC and Regional Control Centers (RCC) work closely with the ESOCC in cases where a network problem may affect FRS operations. In cases such as these, the NOCC or RCC immediately alerts the ESOCC of the situation so that appropriate steps can be taken to minimize service impacts. The NOCC and RCCs also serve as reference points for the ESOCC when problems are detected in the TRS center that are not the result of internal center operations.

The Network Management Command and Control System (NMCC) supports the National Operations Center and is designed to manage and control the network switches by:

- Monitoring the network on a continual basis to ensure that the traffic flow is optimal with respect to the load and design.
- Responding to unusual traffic conditions by utilizing planned traffic control
 programs or direct human modifications of routing algorithms.
- Analyzing network traffic statistics to determine usage and potential needs for additional equipment and/or facilities.
- Performing required translations to add, change, or delete routing tables.

Network Management

Commitment to a digital fiber optic network permits Sprint to use a single transmission surveillance protocol to integrate internal network vendor equipment. This enhances Sprint's ability to automate and provide preventive, near real-time detection and isolation of network problems. The controlling principle is identification and correction of potential problems before they affect the FRS call capabilities.



The point of contact*



Sprint divides the major functional responsibilities, facilities maintenance and network management, into a two-level organization which maximizes network efficiencies and customer responsiveness. The first level consists of the Regional Control Centers (RCCs) located in Atlanta and Sacramento. RCC personnel focus on the performance of individual network elements within predetermined geographical boundaries. The second level is the National Operations Control Center (NOCC) in Kansas City that oversees traffic design and routing for Sprint's 23,000-mile fiber optic network and interfaces.

This two-level operational control organization, combined with architectural redundancies in data transport and surveillance, control and test systems, ensures an expedited response to potential problems in both switched and private line networks.

Summary

The State of Florida and the Commission can be assured that FRS will have the full support of Sprint's network facilities, relay technology, and the dedicated Sprint Relay Team.

=	Appendix A – Disaster Recovery Plan

MARYLAND RELAY Satisfaction Survey

PLEASE ANSWER EACH OF THE FOLLOWING QUESTIONS BY CIRCLING THE NUMBER NEXT TO THE RESPONSE YOU FEEL IS BEST.

I. In the past 30 days how many times have you used Mary!	and Relay	to make a	telcphone	cell?		
None						
1-10,	.,,					
11-20						
21-30						
More than 30.						
2. How often do you use Maryland Relay?	•					•
Every day						
Every 2-3 days						
Every 4-6 days	3					
Once a week						
Once a month	.					
3. My main way of using the Relay is: TTY VCO	HCO	SPEEC	H-TO-SPE	ECH ASC	П	
CIRCLE THE ONE NUMBER NEXT TO ANSWER T		I				
DESCRIBES YOUR RELAY SERVICE EXPERIENCE	NOT APPLY	NEVER	RARKLY	SOMETIMES	OFTEN	ALWAYE
4. The relay operator stays out of the conversation.	S	4	3	2	1	0
5. My relay calls are dialed correctly.	5	4	3	2	1	O
6. My relay calls get cut off or disconnected.	5	4	3	2	1	0
7. The relay operator identifies themselves by giving their ID numbers at the beginning and end of each call.	5	4	3	2	1	O
8. The account managers, supervisors, and relay operators resolve problems or requests immediately.	5	4	3	Z	1	0
9. The relay operator is patient and doesn't rush me.	5	4	3	2	l	0
10. My calls are answered quickly.	5	4	3	2	1	0
11. The relay operator is skilled to do the following proceed	iures:					
TTY	5	4	3	2	i	0
vco	5	4	3	2	ī.	0
HCO	5	4	3	2	1	0
Speech-to-Speech	5	4	3	2	1	0
Long Distance	S	4	3	2	ı	0
12. The relay operator makes me feel like I am an important customer.	5	4	3	2	ι	0 `
13. The relay operator is respectful and polite.	5	4	3	2	1	٥

	NOT APPLY	NEVER	RAPELY	SOMETIMES	OFTEN	ALWAYS
14. The relay operator handles my calls quickly.	5	4	3	2	1	0
15. The relay operator types at a good speed, not too fast or too slow and has good spelling skills.	5	4	3	2	1	0
 I get through to Maryland Relay easily (the relay line is not busy when I call). 	5	4	3	2	1	0
17. The Relay operator transfers me to the supervisor when I ask.	5	4	3	2	1	0
18. The Maryland Relay operator types background noises to me.	5	4	3	2	1	0
19. What TTY do you currently use in your home or office	through l	Maryland	Relay?			
Ultratec Model# Krown Model:	<u> </u>		Ameriph	one Model#_		
20. If you have an Ultratec TTY, do you use 'Turbo Code'	7 Yes	_No				
21. Do you have a personal computer (PC)?	Ycs_		No	-		
22. If Yes to 21, do you use ASCII through Maryland Rela	y? Yes_		No	.		
What service(s) would you like to see Maryland Relay perf	orm that ;	presently:	are not bei	g performed	,	
What do you like most about Maryland Relay?						
Which opening greeting would you prefer? (CHECK ON	Ê)					
1. MARYLAND RELAY OPR 1234 GA						
2. MARYLAND RELAY OPR 1234 PLS GIVE	NUMBI	ER CALL	ING GA			
3. MARYLAND RELAY OPR 1234 NUMBE	R CALLI	NG PLS	GA			-
4			خنم			
You may contact me (OPTIONAL)						
NAME:		· · · · · · · · · · · · · · · · · · ·				
ADDRESS:		··				
CITY:STATE	<u>:</u>		ZTP:			
PHONE #:(
E-MAIL:	_@		,- 			·····

MARYLAND RELAY

Market Research 1998 User Survey Results

Conducted by:

Devaney & Associates

September, 1998

Purpose of Study

Devaney & Associates conducted a quantitative market research survey to determine the extent to which Maryland Relay is fulfilling the telephone communication needs of current clients.

Methodology

A written questionnaire, developed with assistance and input from Maryland Relay, was sent to 1,500 current Maryland Relay customers in Maryland. The list of customers was provided by the Maryland Relay. A variety of closed-end questions were included. All surveys were sent with a postage-paid envelope. Survey racipients received a free Maryland Relay T-shirt for completing the survey and returning it by August 15, 1998. Responses were returned to the Maryland Relay and tabulated by Devaney & Associates. Four hundred and seventy-nine (479) responses were received by mail, representing a 31.9% response rate. An additional 58 responses were collected at a trade show and are included in the totals. Therefore, the total number of responses analyzed is 537. For a sampling of 500 respondents, at the 95% confidence level, the maximum margin of sampling error would be +/- 4.5%. In theory this means that if one hundred studies were conducted among similar samples, in 95 of them the results would differ by a maximum of 4.5% from the results that would have been obtained by interviewing every eligible person in the population. An additional 20 responses were received after the data tabulation phase had begun. These responses are not included in this summary report.

Approximately 13% of all respondents were from zipcodes 20770 (Greenbelt), 20874 (Germantown), 20910 and 20904 (Silver Spring), and 20784 (Hyattsville). A complete list of survey respondents by zipcode is included at the end of this report.

Graphic exhibits of responses to all questions as well as verbatim responses to the open-ended question (number 30) are included in this report. In addition, responses to questions are cross-tabbed against the following: use in the past 30 days, sex of respondent, age of respondent, and household income of respondent.

Summary of Findings

Approximately 29% of all respondents have used Maryland Relay 1-10 times in the past 30 days. An additional 28.6% have used Maryland Relay more than 30 times in the past 30 days. Respondents aged 21-64 are more likely to have used Maryland Relay more often in the past 30 days. More than three-quarters of all respondents use Maryland Relay at least 1-3 times per week (38.8% use Maryland Relay every day, an additional 36.1% use it 1-3 times per week). Older and more affluent (higher reported household income) respondents tend to use Maryland Relay more frequently.

- More than 90% of all respondents are satisfied most of the time or completely satisfied with the service performed by the Maryland Relay operators. Of these, 37.8% are completely satisfied. Respondents who have used it less often in the past 30 days are more satisfied.
- Approximately one-third of all respondents (33.8%) are not aware that they can request a
 new operator or ask to speak to a supervisor if they are not satisfied with a Maryland
 Relay operator's performance. More frequent users are more sware of this policy.
- Respondents rated the performance of Maryland Relay operators very favorably;

Criteria	Percent responding "Always" or "Most of the time"
Dial calls correctly	96,8%
Patient	92.2%
Spelling skills	88.0%
Typing speed	88.5%
Typing of background noises	63.4%
Typing of voice tones	36.4%
Remaining transparent throughout calls	80.2%

- More frequent users tend to rate Maryland Relay operators less favorably in: dialing calls correctly, patience, spelling skills, and speed of typing. These respondents also tend to notice the typing of background noises more frequently. Almost one-third (28.8%) of all respondents report that operators "never" type voice tones to them. Female respondents tend to rate Maryland Relay operators less favorably than male respondents in terms of spelling skills.
- Overall, 30.8% of respondents rate the skills of Maryland Relay operators as excellent and another 45.3% rate their skills as very good. Individuals who used Maryland Relay less frequently in the past 30 days are more likely to rate the skills of operators as excellent. Male respondents tend to provide a greater percentage of very good and excellent ratings than female respondents. More than 90% of all respondents believe that Maryland Relay fulfills their existing telephone communication needs.

Respondents are generally aware of Maryland Relay options:

Option	Percent responding "Yes"
ASL calls are translated into conv. English	70,3%
Spanish bilingual operator	37,5%
International calls	62.0%
Call 900 numbers	47,0%
Use throughout the U.S.	87.5%
Leave a message on an answering machine	87.9%
Pick up mossages from an answering machine	59.8%

- Respondents who use Maryland Relay less frequently, female respondents, and respondents with higher household incomes tend to be more aware that ASL calls are translated into conversational English and that they can request a Spanish bilingual operator. Respondents who use Maryland Relay more frequently and female respondents tend to be more aware that they can use Maryland Relay to make international calls, can call 900 numbers, and use Maryland Relay at any time no matter where they may be within the United States.
- Maryland Relay operators are rated favorably along the following criteria:

Criteria	Percent responding "Always" or "Most of the time"
Make customers feel important	90.5%
Respectful and polite	94.0%
Answer quickly	85.2%
Get a busy signal	8S.0%*

[&]quot;Percent responding "Never" or "Less than half of the time".

Nearly three-quarters of all respondents (73.2%) had not seen the Maryland Relay television commercial, however, almost two-thirds (66.8%) had seen print advertising about Maryland Relay. Older respondents tend to recall seeing television and print advertising about Maryland Relay more than younger respondents.

AT&T is the long distance carrier of 68.8% of all respondents, followed by Sprint (12.2%) and MCI (10.5%).

Profile of Respondents

- Respondents were generally split between female (55.5%) and male (44.5%). Eight surveys were returned by a male and female couple combined on a single questionnaire. More than three-quarters of all respondents (78.7%) were between the ages of 31 and 45.
- More than half of all respondents reported a household income of between \$25,000 and \$75,000 per year. Approximately 36% of all respondents reported a household income of between \$25,000 and \$50,000 per year. Another 22.4% reported a household income of between \$50,001 and \$75,000 per year.

Conclusions

Based on the findings from this quantitative survey. Maryland Relay is fulfilling the telephone communication needs of its sustomers. Maryland Relay sustomers tend to rate this service and its operators favorably.

From a marketing standpoint opportunities exist to communicate the features and benefits of Maryland Relay, such as the option of requesting a Spanish bilingual operator, the ability to make international calls, call 900 numbers, and pick up messages from an answering machine. It is noteworthy that nearly half of all respondents (48.3%) would like to use their computer instead of TTY, the most often mentioned current communication method, to communicate through Maryland Relay. Based on this survey, it appears that print advertising is an effective media for communicating to Maryland Relay users.

The research indicates that more frequent users of Maryland Relay tend to be less than completely satisfied with selected services than less frequent users. In addition, older respondents tend to be more completely satisfied with Maryland Relay than younger respondents. This presents both an opportunity and a challenge for Maryland Relay. Maryland Relay must maintain a focus on achieving a high level of service with every customer interaction and should continue to remind heavy users of the variety of Maryland Relay services and benefits. A focus on marketing to younger Marylanders is important so that as this population segment ages they remain aware of and satisfied with the services of Maryland Relay.

ICCF Industry Carriers Compatibility Forum

Under the auspices of the Carrier Liaison Committee

290 W. Mt. Pleasant Avenue Livingston, New Jersey 07039 Fax: (201) 740-6949

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> Dawne Drake Secretary Room: 4C227 Phone: 201 740-4657

TELECOMMUNICATIONS RELAY
SERVICE - TECHNICAL NEEDS

Equal Access For Telecommunications Relay Service Workshop

Co-Chairs

Bob Hirsch AT&T

Jim Longua Ameritech

TELECOMMUNICATIONS RELAY SERVICE - TECHNICAL NEEDS

1.0 Background

1.1 Introduction

This paper presents the current industry understanding regarding network technical issues associated with the implementation of Telecommunications Relay Service (TRS). Of particular concern is the issue of carrier of choice — the ability of the TRS user to specify the carrier the user wishes to transport the call, and the manner in which this feature can be provided. This effort is a result of activity initiated at the Industry Carriers Compatibility Forum (ICCF). It represents the current industry view and may be subject to change. Any such changes, including modifications or additions to the document will be made under the direction of the ICCF.

Although the technical arrangements described in the document should be considered the product of industry consensus regarding the ultimate network solution to the stated issues, there should be no inference relating to the implementation of the proposed architectures by any TRS service provider. That is, the decision to implement these arrangements, and the timetable in which such arrangements should be deployed, is likely to be based on business and regulatory concerns, and will vary accordingly. Moreover, nothing in this document precludes the use of alternative arrangements which may include some or none of the features described.

1.2 Telecommunications Relay Service

Telecommunications Relay Service (TRS) is a telephone transmission service that provides the ability for an individual who has a hearing or speech disability to engage in communication by wire or radio with a hearing individual in a manner that is functionally equivalent to the ability of an individual who does not have a hearing impairment or speech impairment.

TRS includes services that enable two-way communication between an individual who uses a Text Telephone (TT) or other nonvoice terminal and an individual who does not use such a device.

1.3 Key Regulatory and Legislative Rulings

Several regulatory and legislative actions have mandated that TRS be made available. Most significant of these actions is the Americans with Disabilities Act (ADA) which prescribes that

Each common carrier ... shall ... provide ... TRS, individually, through designees, through a competitively selected vendor, or in concert with other carriers.

In addition, the ADA directs the FCC to prescribe regulations that establish functional requirements, guidelines, and operations procedures for TRS.

In its Order in Docket 90-571, the Commission provided such regulations. Key among them is a technical standard that prescribes equal or equivalent access to interexchange carriers. Specifically, it is stated that

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

1.4 Carrier of Choice

In each state, TRS is provided, after a selection/certification or competitive bidding process, by a single carrier, either an interexchange carrier (IC), a local exchange company (LEC), or other (usually non-profit) organization. The regulation prescribing equal access for TRS has been interpreted to require that the TRS provider offer the TRS user the ability to designate the carrier to transport the call. Accordingly, the TRS provider must establish the technical capability and the administrative procedures to route the call to the designated transport carrier. Similarly, the transport carrier must be able to recognize the TRS call, complete the call to its destination, and obtain sufficient call detail information to accurately rate and bill the call. With such an arrangement, the established connection will link the calling party to the called party, through the TRS platform and the facilities of the transport carrier. The Communications Assistant (CA) of the TRS provider will provide the relay function.

2.0 Needs and Objectives

2.1 Rating of TRS Calls

Several State Commissions have mandated that TRS calls be discounted. Such discounts must be provided not only by the TRS provider, but also by any other carrier that is involved in transporting the TRS call. Accordingly, if a call is routed by the TRS provider to a transport carrier, the transport carrier must be able to identify the call as a TRS call in order that the appropriate discount can be applied.

2.2 Efficiency

It is desireable that the TRS provider be able to route the call to the designated transport carrier in as efficient a manner as possible. The need for such efficiency implies that the

^{*} The ability of the end user to designate a carrier of choice for intraLATA toll or intraLATA local calls may be subject to state regulatory rulings. Accordingly, in some states, such calls may have to be directed to the LEC (See Section 7.5).

transport carrier receive, through available network signaling, all necessary information to complete the call. This information includes the identification of the call as a TRS call, the end user calling number, and the called number. Moreover, it is desireable that any additional information further describing the nature of the calling line (e.g., hotel/motel, payphone, etc.) be provided.

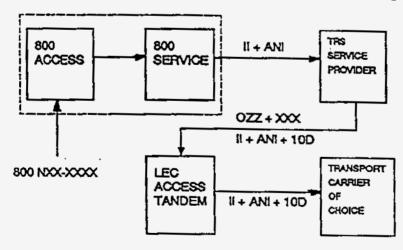
Calls not requiring operator assistance should be routed to the transport carrier's nonoperator switch. That is, calls where alternate billing (card, collect, third party) is not
requested by the calling party should not involve the operator services position of the
transport carrier. When alternate billing is requested, the interaction between the CA and
the transport carrier operator should be kept to a minimum. Again, as much information
as possible should be provided to the operator services position of the transport carrier
through network signaling.

Efficient provision of routing to the transport carrier will minimize the call set-up time associated with the TRS call. Minimal call set-up is necessary to better meet the requirement of functional equivalency to non TRS connections.

3.0 Network Architecture

3.1 General

The suggested network architecture to effect carrier of choice is shown in the figure below. A key feature of the architecture is the capability within the TRS platform which allows the platform to outpulse in an equal access signaling format to a LEC access tandem switch. This capability takes advantage of known access network capabilities and arrangements to effectively provide connectivity to the requested transport carrier.



NETWORK ARCHITECTURE FOR CARRIER OF CHOICE

It is recognized that some of the capabilities described as well as the necessary access trunking are not now in place and will have to be deployed to comply with the proposed architecture. Further, it is understood that this network architecture cannot be used for certain calls (see Section 7.5). Finally, as stated in the introduction (Section 1.1) the decision to implement these arrangements and the timetable in which these arrangements are deployed, are likely to be based on business and regulatory concerns.

3.2 Access to the TRS Platform

Connecction of the end user (calling party) to the TRS platform is typically provided through the use of an 800 number.* The 800 service which routes the call to the platform should be configured to deliver to the TRS provider the 10 digit calling number (ANI). In addition to the calling party number, the 800 service should deliver to the platform the ANI II digit pair associated with the calling line.

3.3 Selection of Carrier of Choice

After connection to the TRS platform, the end user will provide to the CA — either verbally or through use of a TT — the called number, the type alternate billing required, if any, and, if desired, the carrier the caller wishes to route the call.

3.4 The Use of Feature Group D Signaling

The TRS Platform will route the call to the requested carrier by generating an equal access (FG D) signaling message to an appropriate, originating LEC access tandem switch. Originating FG D signaling through an access tandem uses a two stage outpulsing sequence with the first stage of the form "OZZ XXX" where OZZ is used to specify a particular trunk group and XXX is the carrier code." The calling number (ANI) including the ANI II digits and the called number are provided in the second stage of outpulsing.

3.5 The Use of Unique II Digit Pairs

It is necessary that the carrier of choice (the transport carrier) recognize the call incoming to its network as a TRS call. To effect this recognition through network signaling, new ANI II digit pairs must be defined and assigned to identify TRS calls. Because the transport carrier requires information regarding the nature of the calling line, reflecting, for example, the need for a particular billing treatment, multiple II digit pairs are necessary. Accordingly, the use of these new II digit pairs will identify the incoming call as a TRS call with no billing restrictions (i.e., bill to the calling number) or a TRS call in

^{*} Requests have been made for the assignment of an N11 code for TRS access. Because the industry has not yet acted upon this request, technical considerations associated with N11 access for TRS are not discussed in this paper.

^{**} The current industry plan of record calls for the expansion of FG D Carrier Identification Codes (CIC) from 3 digits (XXX) to 4 digits (XXXX) during the first half of 1995.

which some alternate billing arrangement must be used. Specific definitions of these new ANI II digit pairs are given in Section 6, below.

It should be recognized that the II digit pair sent by the TRS platform to the carrier of choice will not be the II digit pair originally associated with the calling line and initially received by the TRS platform. Rather, the TRS Platform must map the II pair of the calling party's line to one of the new II digit pairs assigned for TRS use.

3.6 Call Flows

The following are descriptions of the call processing necessary to establish and complete a TRS call.

3.6.1 TRS Call Billed to the Calling Line

Consider a TRS call made from a residence line where the caller wishes to have the call completed over a specific carrier's network, and not the network of the TRS provider. Moreover, the call is to be billed to the calling line.

Typically, the calling party would access the TRS Platform by dialing an 800 number. The call would be completed and, because of the manner in which the (800) service was provisioned, the TRS platform would receive the calling party number (ANI) and the associated II digits (in this case 00). The calling party will communicate with the CA, informing the CA of the called number and the choice of carrier. The CA, recognizing (through the II digits) that call is made from an unrestricted line and that no alternate billing (e.g., card, collect) has been requested would assume that the call is to billed to the originating line.

The CA would initiate the call to the designated carrier causing an equal access signaling message to be transmitted from the TRS platform to the appropriate LEC access tandem switch. Contained within the signaling message is the information indicating the carrier to which the call should be routed. The second stage of the signaling message contains both calling and called party number, including the (new) II digits indicating that the call is a TRS call and that there are no billing restrictions on the calling line. The call would be completed by the transport carrier with the necessary call detail indicating the use of TRS, thereby permitting the transport carrier to apply the appropriate rate treatment.

3.6.2 TRS Call with Alternate Billing

A call will be designated as an alternate billed call either because the calling party has requested such treatment or the CA, based on an indication from the calling line II digits, recognizes that the call cannot be treated as sent paid. In either event, the call would reach the TRS platform as previously described in Section 3.6.1.

The CA, after determining that alternate billing is required, will initiate the call to the specified carrier as if the call were dialed 0+. Carrier identification will again be realized through the first stage of FG D signaling through a LEC access tandem. The calling party number information will contain the necessary II digit pair indicating a TRS call from either a restricted or unrestricted line. Because the call was dialed 0+, the call will be routed to the operator services position of the designated carrier where the appropriate call treatment (card, collect, third party) can be provided.

4.0 Capabilities of the TRS Provider

As indicated in the above call flows, the TRS platform and/or the CA must provide several specific capabilities in order to effect the desired call processing.

- Receive the ANI of the calling line
- Receive and interpret the ANI II digits of the calling line
- Recognize the routing needs (e.g., 1+, 0+) of the calling party
- Map the calling line II digits to the TRS II digits as appropriate
- Route the call to the carrier of choice using FG D signaling through a LEC access tandem switch. (Access facilities to connect the TRS platform to the appropriate access tandem must be in place)
- Provide all necessary additional information to the carrier of choice (e.g., card number, collect, third party)

In addition, it is the responsibility of the TRS provider to inform all ICs operating in a given state (where the TRS provider offers service) of the location of specific access tandem switches through which "carrier of choice" traffic will be distributed. Moreover, the TRS provider is also responsible for informing the industry relative to the activation by the TRS provider of any newly assigned ANI II digit pairs which will necessarily be forwarded to a selected carrier of choice.

5.0 Capabilities of the Transport Carrier

Similarly, the transport carrier must also support several features to allow the efficient implementation of carrier of choice.

- Provision access facilities from the appropriate access tandems
- Receive FG D signaling at all POPs designated to collect TRS traffic
- Receive and recognize the unique TRS II digits
- Record the necessary call detail information for rating and billing

6.0 Responsibilities of the LEC

The designated architecture for carrier of choice requires that the TRS provider route traffic through a LEC access tandem switch for delivery to the end user's chosen carrier. Accordingly, access facilities should be made available by the LEC to provide the necessary connectivity from the TRS platform to the designated access tandem.

In addition, the LEC should understand that the deployment of the recommended architecture requires that access recording capability be available at the tandem switch which receives traffic from the TRS provider and routes that traffic to the transport carrier. To the extent that access recording capabilities are not available, their development should be considered.

7.0 New ANI II Digit Pairs for TRS

It is suggested that three new II digit pairs be assigned to permit the efficient implementation of TRS and, in particular, carrier of choice.

7.1 TRS II Digit Pair AA*

ANI II digit pair AA indicates that the associated call is a TRS call delivered to a transport carrier from a TRS provider and that the call originated from an unrestricted line (i.e., a line for which there are no billing restrictions). Accordingly, if no request for alternate billing is made, the call will be billed to the calling line.

7.2 TRS II Digit Pair BB*

ANI II digit pair BB indicates that the associated call is a TRS call delivered to a transport carrier from a TRS provider and that the call originated from a restricted line. Accordingly, sent paid calls should not be allowed and additional screening, if available, should be performed to determine the specific restrictions and type alternate billing permitted.

7.3 TRS II Digit Pair CC*

ANI II digit pair CC indicates that the associated call is a TRS call delivered to a transport carrier from a TRS provider, and that the call originates from a hotel/motel. The transport carrier can use this indication, along with other information (e.g., whether the call was dialed 1+ or 0+) to determine the appropriate billing arrangement (i.e., bill to room or alternate bill).

Assignment of ANI II pairs AA, BB, and CC as ANI II pairs 60, 67, and 66 respectively was approved at ICCF 28 and subsequently confirmed by the North American Numbering Plan Administrator (NANPA).

7.4 ANI II Digit Mapping

ANI II digit pairs associated with the calling line and received by the TRS platform will have to be mapped into the three II pairs assigned for TRS (AA, BB, CC). The following table suggests such a mapping.*

ORIGINAL	DESCRIPTION	TRSII	DESCRIPTION
II PAIR		PAIR	
00	UNRESTRICTED	ĀA	UNRESTRICTED
01	MULTIPARTY	AA	UNRESTRICTED
02	ANI FAILURE	BB	RESTRICTED**
06	HOTEL/MOTEL	\propto	HOTEL/MOTEL
07 ·	SPECIAL	BB	RESTRICTED
	OPERATOR		·
·	HANDLING		
20	AIOD	AA	UNRESTRICTED
23	COIN/NON-COIN	BB	RESTRICTED
	UNKNOWN .		
24	800 SERVICE	BB	RESTRICTED
27	COIN	BB	RESTRICTED
61	CELLULAR	BB	RESTRICTED
62	CELLULAR	BB	RESTRICTED
70	COCOT	BB	RESTRICTED
93	VIRTUAL NET	AA	UNRESTRICTED

8.0 Additional Technical Issues

Several additional technical issues must be recognized by both the TRS providers and the transport carriers.

8.1 Trunking to the LEC Access Tandem Switch

The previously described call flows indicate that the TRS provider will deliver traffic to the designated carrier of choice through a LEC access tandem switch. Because the TRS platform may be physically distant from the state it serves, an issue that must be addresed is the location of the LEC access tandem to which the TRS platform will deliver carrier of

^{*} The table reflects current ANI II digit assignments. When new ANI II digit assignments are made, the mappings and this table will be expanded accordingly.

[&]quot;Typically, when ANI failure occurs, the call is directed to an operator for collection of the calling party number. If the calling party number is successfully obtained, and if it is determined that the calling line is unrestricted, the call may be forwarded from the TRS platform as an unrestricted call (i.e., with ANI II AA).

choice traffic. It is possible that such traffic could be offered at a tandem switch and delivered to the designated carrier outside the state in which the call was made.

If this were the case, at least two difficulties might arise. First, the information provided to the transport carrier necessarily includes the calling party number which indicate the NPA code associated with the originating location. Accordingly, if this call is delivered to a Point of Presence (POP), and ultimately to a switch of the transport carrier in a state far distant from the location of the calling party, that switch will receive and must recognize "foreign" NPA codes which it typically is not expecting. Therefore, screening in these switches, at least on those trunk groups which receive TRS calls, will have to allow such "foreign" codes.

Second, the ANI based screening required to determine specific call treatment (e.g., collect only) or to validate 1+ calling from hotels is based upon internal databases which are regionally deployed. Accordingly, if the call is delivered to the transport carrier at a location distant from the calling party, the relevant information necessary to perform screening may not be present.

It is therefore suggested that routing arrangements be considered so that calls routed from the TRS provider to the designated carrier of choice are delivered to that carrier from a LEC access tandem switch in the state from which the call originated, preferably from the switch that serves the calling NPA.

8.2 800 Database Access

Because 800 service is often used to provide end user access to TRS, it is necessary that any impact of 800 database access, to be implemented May 1, 1993, on TRS be fully understood. Of particular interest should be the need to receive the ANI II digits associated with the originating line and the features within database access which may inhibit this need.

Specifically, there are two situations where 800 Database Access will provide to the TRS platform an ANI II digit pair which does not directly describe the characteristic of the originating line, or will change the II pair associated with the calling line. II 23 will be received by the TRS platform if the access provider cannot determine if the originating line is coin or non-coin. Receipt of II 23 will occur, for example, on some calls originating from non equal access end offices.

Upon receipt of II 23 the CA should attempt to obtain the full (10 digit) ANI of the calling party and the nature of the calling line. If the CA determines that the call can be billed to the calling line, the ANI II digit pair forwarded to the transport carrier could be that associated with a TRS unrestricted call. If the CA is not certain of the nature of the calling line, or is unwilling to take responsibility for that decision, the call should be forwarded to the transport carrier with the ANI II digit pair for a TRS restricted call.

ANI II digit pair 24 is used to indicate that 800 access includes a POTS number translation and will therefore be received by the TRS platform on every call if the 800 service provider has selected this option from the 800 access supplier. If II 24 is received, the CA should again attempt to determine the nature of the calling line. More appropriately, the TRS provider should request of its 800 service provider that POTS translation not be used.

8.3 Inaccessibility of the Designated Carrier

Clearly, the designated transport carrier of choice to which the TRS provider will direct the call must have a Point of Presence (POP) in the area from which the call originates, and must have in place access facilities from the tandem switch to which the TRS provider routes the call. If such access facilities are not in place, the call cannot be directed to the transport carrier and should be routed to the appropriate announcement.

It should be noted that announcement capability may not be available at all LEC tandem switches that will receive TRS (carrier of choice) traffic, possibly causing calls routed to unavailable carriers to terminate in reorder, without explanation to the calling party.

Accordingly, it would be advisable for the TRS provider to be aware of the ICs that serve a given state (or area within a state) and are available to receive TRS traffic. Calling parties selecting a carrier known to the TRS provider to be unavailable from the caller's area would be so informed by the TRS provider and asked to make another choice.

8.4 Access to the LEC Operator

Situations may arise in which a calling party making a TRS call needs to access the LEC operator for assistance. Accordingly, the TRS platform should incorporate and support existing interconnection arrangements (e.g., operator inward dialing) and procedures to accommodate this potential need.

8.5 Transfer of TRS IntraLATA Calls to the LEC

As previously explained (Section 1.4) there may be situations where, subject to regulatory directives, intraLATA calls handled by a TRS provider must be routed to the LEC for completion. The network solution described herein cannot be used for such calls. Alternatively, intraLATA calls could be forwarded to the LEC simply by sending the called number to the LEC tandem or end office switch. (If calls are routed by the TRS provider to the LEC for completion, the calls may have to be delivered to a tandem switch in the LATA in which the call originated). Associated billing arrangements, if required, would have to be accommodated on an individual case basis. In any event, should LEC completion of intraLATA TRS calls be required (in some areas, state commissions have authorized TRS providers to complete intraLATA traffic) the arrangements necessary to accommodate this need should be developed through one-on-one negotiations between the TRS provider and the LEC.

8.6 Coin Sent-Paid Calls

A recent FCC Order (CC Docket 90-571, released 2/25/93) ruled that TRS must accommodate coin sent-paid calls. Current TRS access arrangements (i.e. 800 service) and TRS platform capabilities cannot adequately support coin sent-paid traffic as the necessary coin control signaling features, required to monitor the deposit and collection of coins, are not available. Moreover, the difficulties are compounded if the call is handed off from the TRS provider to a transport carrier. In this situation, the coin control capabilities would necessarily have to be transferred to the transport carrier — a capability that again, is not available.

Further, full support of coin sent paid TRS traffic would require a non-voice interface for coin control signaling and the development of the associated industry standards. In addition, changes in customer premises equipment (i.e., coin telphones) would be required to support TT usage on coin calls.

If an industry technical solution for the accommodation of TRS coin sent-paid calls is developed, this document will be ammended to describe the arrangement.

9.0 Alternate Arrangements

A TRS provider and/or a transport carrier, along with the LEC, may choose not to implement the above described capabiliities. Although less efficient, there are alternatives to the network solution which could provide the basic carrier of choice feature.

Simplistically, upon a calling party request for transport service from a designated carrier, the TRS provider could launch the call to that carrier using 10XXX access." The call would be routed to the carrier of choice with the ANI and the ANI II digits of the TRS platform. The transport carrier could identify calls from a TRS provider based upon the ANI, and collect the call detail for those calls in a "downstream" process. Call detail information, recorded by the TRS provider, including calling party number could then be provided to the transport carrier, allowing calls completed over the transport carrier's network to be associated with the appropriate calling party. Accordingly, the calls could be rated and billed.

This arrangement would permit a TRS provider to route the call to the calling party's carrier of choice, and would not require the network modifications and access trunking additions described above. This arrangement, however, requires the transfer of billing information outside the normal, automated processes. The

^{*} The use of N11 dialing for TRS access, although eliminating the inherent incompatibilities associated with coin sent paid and 800 service, would not ,in and of itself, allow the easy implementation of coin sent-paid traffic for TRS.

^{**} At the time FG D Carrier Identification Codes (CIC) are expanded from 3 to 4 digits, the Carrier Acces
Code (CAC) will expand from 10XXX to 101XXXX.

use of essentially manual input to an otherwise automated process is administratively burdensome and is prone to result in lost data and/or errors. Moreover, the absence of relevant information (e.g., calling party number, relevant II digits) in real time during call processing could inhibit the transport carrier's ability to properly treat the call, and could potentially increase the possibility of fraud. Accordingly, at least for use in the long term, this alternate arrangement is not recommended.



Date: <insert>

Carrier: <insert>
ATTN: <insert>
<insert>

Fax: <insert>

Dear <insert>.

Thank you for your request to complete <insert carrier name> calls with Sprint Relay. At present, Sprint Telecommunications Relay Service (TRS) is unable to send the toll calls from the regional relay center tandems to your network. As the TRS default long distance carrier for contracted Sprint Relay States, Sprint currently transports the traffic of customers who have selected you as their long distance carrier. Sprint welcomes your company's participation in our TRS Carrier of Choice program at no cost to you if your company has facilities at any of our listed regional and/or relay center access tandems. See Attachment A for a listing of Sprint TRS Tandem Interconnection locations.

As required by Title IV of Americans with Disabilities Act and as regulated by the Federal Communications Commission 47 C.F.R. 64.601 et. seq., TRS users shall have equal access to their chosen interexchange carrier through relay service and to all other operator services. Customers who would like to use you as their carrier have approached Sprint to complete their relay service toll calls through Sprint TRS center.

Sprint uses the Feature Group D tandem interconnection described in the ICCF document, "Telecommunications Relay Service - Technical Needs", ICCF 93-0328-008, dated 2/26/93. With this tandem interconnection, Sprint can pass to <insert carrier name> in the standard FGD format, calls from their relay end user customers. Your translations tables will need to be updated in order to receive TRS Billing codes established by Bellcore (information digits 60, 66, and 67).

To ensure proper billing on these calls, Sprint will outpulse special TRS Originating Line Information digit pairs. These Information digits have been authorized by Bellcore and have industry approval as a means to identify TRS calls. To ensure proper delivery of your traffic, Sprint needs the CIC and OZZ codes associated with 1+, 0+, and 0- dialing for the access tandems at which both your carrier and Sprint TRS have a presence.

The <u>best</u> way to provide access to your long distance network through relay service for your customers is to designate the 7 Sprint Regional TRS center/Access Tandem combinations as the points at which Sprint will hand off long distance relay service traffic to you. In this manner any relay caller that wishes to use your services may be efficiently, and with minimal time delay, be routed to your network. Should you not have a presence at one or more of the Sprint regional center/access tandem combinations, the traffic may be handed of at the centers' access tandem.

Page 2 Sprint TRS

<insert carrier name> should provide the above information to Sprint in writing (see Attachment B). The OZZ codes (sometimes referred to as the LEC routing codes) can be obtained from the LEC Access Tandem owner.

<insert carrier name> will also need to ensure that your translations tables are updated in order to appropriately receive, rate, and bill TRS Calls per Bellcore Industry standards. TRS Calls are designated as ANI II Digit Pair 60, 66 and 67. Your translations tables must be able to recognize these information digits.

Once Sprint receives your written request to participate in TRS Carrier of Choice, Sprint will schedule translation updates in the next available release (usually 30 to 60 days). Information obtained from carriers will be used solely for the purposes of providing equal access for Sprint Relay Service customers and shall be held proprietary.

Your participation to the TRS Carrier of Choice will create a win-win situation for our customers. Through Sprint, as their relay provider, they will be able to be billed by your carrier and to generate additional revenue for your company.

Technical questions may be directed to Paul Ludwick, Product Manager-TRS, by phone at 913-661-8927 or by fax at 913-661-8950 or you may call me at 303-297-5560.

Sincerely,

Michael Baer Program Manager-TRS

Cc: John Hogue, Industry Relations, Sprint TRS Customer Service Department, Sprint State Relay Contract Administrator

Attachments (2)

Carrier of Choice Tandem Interconnection

State	Access Tandem	Tandem CLLI	Tandem LEC					
Regional Center Tandems								
Arizona Maryland Missouri New York Ohio South Dakota Texas	Tucson Baltimore Kansas City Syracuse Dayton Sioux Falls Austin	TCSNAZMA04T BLTMMDCH06T KSCYM05503T SYRCNY5U50T DYTNOH225GT SXFLSDCO09T AUSTTXGR06T	U S West Bell Atlantic/C&P MD SBC Bell Atlantic/NYNEX Ameritech U S West SBC					
State Located Tande	<u>ms</u>							
California Colorado Connecticut Iowa Indiana Minnesota Montana New HampshireManc New Mexico Nevada North Dakota Oklahoma Oregon South Carolina Washington	Sacramento Denver Hartford Des Moines Indianapolis Owatonna Billings hester Albuquerque Las Vegas Bismarck Oklahoma City Portland Charleston Seattle	SCRMCA0103T DNVRCOMA02T HAFRCT037GT DESMIADT18T IPLSIN0110T OWTNMNOW12T BLNGMTWE01T MNCHNHCO04T ALBQNMMA03T LSVGNVXB41T BSMRNDBC12T OKCYOKCE13T PTLDOR13C9T CHTNSCDT60T STTLWA06C9T	Pacific Bell U S West SNET U S West Ameritech U S West U S West U S West NYNEX/NET U S West Sprint LTD U S West SBC U S West Bell South/SBC U S West					

SAMPLE Letter of Authorization

<Date>

Michael Baer, Program Manager Sprint Telecommunications Relay Services 1099 18th Street Suite 1400 Denver, Colorado 80202

This letter of authorization has been issued to give Sprint TRS permission to send <insert company name> toll traffic associated with 1+, 0+, and 0- dialing through Sprint TRS at the <regional center tandems>.

1. Regional center tandems

Company Name: <insert ccna code>
CIC: <insert carrier identification code>

OZZ:

Arizona*	Call Type	Code
	1+	<insert code="" digit=""></insert>
	0+	<insert code="" digit=""></insert>
	0-	<insert code="" digit=""></insert>
	800	<insert code="" digit=""></insert>

^{*}Note: Please provide the information for Maryland, Missouri, New York, Ohio, South Dakota, and Texas regional center tandems as well.

<u>OR</u>

<Other> Tandem

Company Name: <insert carrier code>
CIC: <insert carrier identification code>
0ZZ;
Call Type
Code

Can Type	Code
1+	<insert code="" digit=""></insert>
0+	<insert code="" digit=""></insert>
0-	<insert code="" digit=""></insert>
800	<insert code="" digit=""></insert>

2. Call Type Restrictions

<company name> will accept any intrastate, interstate, international and operator services call types that will be routed to the<tandem location(s)> tandems.

<u>OR</u>

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

If there are any questions regarding this letter of authorization please contact <name>, <job title>, <department name> at xxx-xxx-xxxx.

Sincerely,
<name>
<job title>, <department name>

AGREEMENT

FOR

RELAY AMBASSADOR PROGRAM OUTREACH

THIS AGREEMENT is made and entered into betweenwith offices at
("Subcontractor " hereinafter) and Sprint Communications Company Limited Partnership of Delaware, with offices at 13221 Woodland Park Road, Herndon, VA 22071 (Sprint hereinafter).
WHEREAS, Sprint wishes to engage the services of the Subcontractor in a field in which the Subcontractor has an expensise and the Subcontractor is willing to render such services for Sprint as hereinafter specified.
NOW THEREFORE, in consideration of the mutual covenants herein contained, the parties hereto agree as follows:
1. SCOPE OF WORK Subcontractor shall render professional services to Sprint to perform Relay Ambassador Outreach Services in accordance with the requirements specified in the Scope of Work ("SOW"), Exhibit A, attached as part of this Agreement.
2. DELIVERABLES/SCHEDULE Subcontractor must deliver quarterly reports, documenting the outreach efforts for Maryland Relay. Reports must be submitted May 30th, August 30th, November 30th, and February 30th. Subcontractor must submit 2 copies of each report, one copy to each of the Points of Contact, listed below in Article No. 4. Communications.
3. PERIOD OF PERFORMANCE The period of performance of this Agreement shall begin on and end on Sprint and Subcontractor may extend the period of performance by mutual agreement.
4. <u>COMMUNICATIONS</u> All contractual communications relating to this Agreement shall be identified by Contract Number and communicated by registered mail, telex, facsimile or cable to the following addresses:
Subcontractor's point of contact with Sprint with respect to the Relay Ambassador Outreach services to be provided hereunder is:

E	INV	ΔT	CEC
J.	IIN Y	VI.	LEG

5.1 Subcontractor shall substantiate invoices and maintain appropriate time and expense reconfiguration to the services performed under this Agreement. Subcontractors invoices shall be itemized on a form acceptable to Sprint and must be accompanied supporting documentation. All expenses in excess of \$15.00 must be supported by credit card receipts. Invoices shall be submitted in accordance with Exhibit B, Fee Schedule.

Subcontractor's invoice(s) for services shall be rendered in triplicate on a monthly basis and shall include the subcontract number and shall be submitted to:

Submitted To:
Sprint Communications Company
901 East 104th Street
Kansas City, Missouri 64131
Atm: Accounts Pavable

Copy To:
Sprint Communications Company
13221 Woodland Park
Herndon, Virginia 22071
Atm: Manager Government Subcontracts

Сору	To:	
 		
	<u>-</u>	

6. PAYMENT

- 6.1 The payments payable under this Agreement include all local, state, or federal sales, use, excise, personal property, or other similar taxes or duties.
- 6.2 Subcontractor shall make time and expense records available for examination and audit by Sprint or a mutually acceptable accounting firm until the expiration of three (3) years after final payment hereunder.
- 6.3 Payment of Subcontractor's invoices will be made by Sprint within thirty (30) days after receipt of a valid invoice.

7. PERSONNEL

7.1 Subcontractor shall identify all personnel who will be performing the Relay Ambassador Outreach services. Personnel shall be approved in advance by Sprint. Subcontractor shall submit resumes of personnel if requested by Sprint.

It is recognized by the parties that following individuals employed by Subcontractor are key individuals:

Subcontractor may not remove or replace any key individuals from the performance of this
Agreement without the prior express written consent of Sprint. Any change of key
personnel without the consent of Sprint shall be considered a material breach of this
Agreement, and may be grounds for termination under Paragraph 12.

7.2 Subcontractor guarantees and agrees that no Subcontractor Employee shall be assigned to provide services to Sprint for more than 1,000 hours within any one (1) calendar year or

within a consecutive twelve (12)-month period beginning with the first day Subcontractor Employee provides services to Sprint; nor shall any Subcontractor Employee provide such services in excess of that number of hours. Subcontractor agrees to notify Sprint in writing when any Subcontractor Employee has performed 900 hours of service for Sprint. Subcontractor agrees to indemnify, defend, save and hold Sprint harmless from any and all claims of any nature or kind and demands by any person, government or agency as a result of Subcontractor's failure to comply with this, or any other provisions of this agreement.

8. PROPRIETARY INFORMATION

- 8.1 Subcontractor acknowledges that information concerning or related to the research, design development, manufacture, and sale of Sprint products and services, the general business operation of Sprint (e.g., sales, costs, profits, pricing methods, organizations, customer lists, processes, equipment, etc.), are proprietary to Sprint and will be kept in strictest confidence by consultant. Additionally, the findings, reports, inventions, discoveries, developments and improvements disclosed to Subcontractor by Sprint or those written, invented, made, or conceived by Subcontractor under this Agreement is of a confidential and secret character and of great value to Sprint. The Subcontractor agrees to regard and preserve as confidential for a period of five (5) years all of the above information and any other confidential information pertaining to Sprint's business obtained by Subcontractor from whatever source during the term of this Agreement...
- 8.2 Any data or other material furnished by Sprint for use by Subcontractor in connection with the services performed under this Agreement shall remain the sole property of Sprint and will be held in confidence by Subcontractor in accordance with Paragraph 9.1. Such materials and all copies thereof will be returned to Sprint as required or upon termination of this Agreement.
- 8.3 Subcontractor agrees not to make any reproductions of any material supplied by Sprint without Sprint's prior written consent.
- 8.4 Notwithstanding provision 11 hereof, this Paragraph 8 shall survive the expiration or early termination of this Agreement.
- 8.5 Prior to the receipt or potential development of Proprietary Information, as determined by Sprint, by Subcontractor under the terms of this Agreement, Sprint may require signed Proprietary Information Agreements from Subcontractor's employees, agents and/or subcontractors.

OWNERSHIP

Any equipment items purchased by the Subcontractor from funds authorized by this Agreement, specifically for the performance of work under this agreement, shall become the property of the State of Texas, Public Utilities Commission and shall be relinquished to the State of Texas, Public Utilities Commission upon expiration or termination of this Agreement.

10. DISCOVERIES INVENTIONS. DEVELOPMENTS. AND IMPROVEMENTS Reports, inventions, discoveries, developments, and improvements written, invented, made, or conceived by Subcontractor in the course of or arising out of or suggested by the services to be performed hereunder (hereafter "Inventions") shall become and remain the sole and exclusive property of Sprint. Subcontractor shall have no right to resell, publish, license or otherwise transfer or disseminate the information collected and reported hereunder.

Subcontractor shall promptly notify Sprint in writing of all Inventions so conceived or made by Subcontractor. Subcontractor hereby transfers and assigns to Sprint all rights, title, and interest in and to the same whether or not patent or copyright applications are filed thereon. Upon request, and at the expense of Sprint, Subcontractor will from time to time during and after the Term of this Agreement make applications upon such Invention through automeys and representatives designated by Sprint for Letters Patent or Copyrights in the United States and in all other countries and shall assign such applications to Sprint. Subcontractor will give Sprint, Sprint's automeys, and representatives all reasonable assistance in preparing said applications and, from time to time, upon request, execute all papers and do all things that may reasonably be required to protect the rights of Sprint and vest in Sprint the Inventions and Letters Patent, all as herein provided.

11. WARRANTY OF PERFORMANCE

Subcontractor warrants that its services and products will conform to the requirements of the Statement of Work and to generally accepted commercial practices. Subcontractor makes no other express or implied warranties and shall not be liable in any event for any special, incidental, or consequential damages except for actions based on Paragraph 7 and on breach of confidentiality in Paragraph 8.

12. TERMINATION

Sprint at its option may terminate this Agreement in whole or in part for any reason upon submitting to the Subcontractor written notice of termination and specifying the service(s) to be terminated and the effective date of termination. In the event of termination as provided herein, Sprint shall be obligated to pay for services performed and for any outstanding expenses incurred under this Agreement prior to the effective date of termination.

13. INSURANCE

Subcontractor shall provide Sprint with evidence of insurance coverage required in Exhibit C, attached as part of this Agreement.

14. INDEMNIFICATION

Subcontractor agrees to take all necessary precautions to prevent injury to any person (including employees of Sprint or damage to property including Sprint's property) during the Term of this Agreement and shall indemnify and save Sprint harmless against all loss and expense resulting in any way from any action or omission on the part of Subcontractor, its agents, employees or subcontractors, resulting directly or indirectly from Subcontractor's performance under this Agreement, except to the extent that any such loss is due to the sole negligence of Sprint. Should Sprint permit Subcontractor to use any of Sprint's equipment, tools, or facilities during the performance of this Agreement, such permission will be gratuitous and Subcontractor shall indemnify and save Sprint harmless from and against any claim for personal injuries including death, loss, or damage to personal property, or loss of use of personal property arising out of the use of any such equipment, tools, or facilities, whether or not such claim is based upon the condition thereof or on the alleged negligence of Sprint in permitting the use thereof.

15. WAIVER OF CLAIM

In consideration for the compensation paid under this Agreement as well as other good and valuable considerations the receipt of which is hereby acknowledged, Subcontractor hereby waives all claims which he/she, his/her heirs, estate, or successors in interest may have against Sprint, its employee, agents, directors, successors, or assigns, for Subcontractor's death, Subcontractor's performance under this Agreement or Subcontractor's use of Sprint's equipment or facilities.

16. INDEPENDENT CONTRACTOR

The Subcontractor shall not hold himself/herself [itself] out as an employee or agent of Sprint and is not authorized to act on behalf of Sprint. Subcontractor shall render his/her [its] services hereunder as an independent contractor and he/she [it] shall have no authority to obligate Sprint in any manner.

17.0 RIGHT_OF_AUDIT

Subcontractor shall maintain all records and accounts pertaining to Work performed for a period of at least three (3) years after final payment. Sprint shall have the right to audit, copy and inspect said records and accounts at all reasonable times during the course of such work and for the above three (3)-year period for the purpose of verifying costs incurred.

18. ASSIGNMENT

This Agreement may not be assigned or transferred by either party without the written consent of the other. Sprint may assign or transfer the Agreement to a successor corporation, partnership, or other entity resulting from a merger, consolidation, sale of assets or other similar transaction.

198. CHOICE OF LAW

This agreement shall be deemed to have been made within the County of Johnson, State of Kansas and shall be interpreted and enforced in accordance with the laws of the State of Kansas. The parties hereby agree that the District Court of Johnson County, Kansas, shall be the exclusive forum for the resolution of all disputes relating to this contract.

20. PUBLICITY

Subcontractor shall not issue or release for publication any articles, advertising, or publicity matter relating to the Services performed hereunder or mention or imply the name of Sprint or any of its personnel without prior written consent of Sprint. Nothing in this clause shall be interpreted to restrict the Subcontractor from providing information regarding relay services which are provided by vendors other than Sprint.

21. COMPLETE AGREEMENT AND COMPLIANCE

The parties to this Agreement mutually agree that this Agreement contains the entire Agreement between the parties and neither they nor their agents shall be bound by any terms, conditions, statements, warranties, or representations, oral or written, not contained herein. This Agreement shall not be varied in its terms by any oral agreement or representation or otherwise than by an instrument in writing of subsequent date executed by both parties hereto.

Subcontractor agrees to comply with all applicable laws and regulations in the performance of this Agreement.

22. ENFORCEABILITY

In the event any provision of this Agreement is found to be legally unenforceable, such unenforceability shall not prevent enforcement of any other provision of the Agreement.

23. SAFETY AND SECURITY REGULATIONS

Subcontractor shall comply with all applicable U.S. Government and Sprint's safety and security regulations. If Subcontractor renders services at Sprint's facility, Subcontractor shall not remove any classified material or proprietary information therefrom.

IN WITNESS WHEREOF, the parties have caused set forth at the beginning of this Agreement.	this Agreement to be executed as of the date
	Sprint Communications Company Company Limited Partnership
Ву	Ву:
Printed or Typed Name	Printed or Typed Name
Title	Title
Date	Date

EXHIBIT A SCOPE OF WORK

(BIDDER'S PROPOSAL TO BE INCORPORATED)

EXHIBIT B

FEE SCHEDULE

Sprint will pay Subcontractor for the Maryland Relay Ambassador outreach efforts as outlined in the SOW (Exhibit A) \$ per month not to exceed a total fixed price of \$
All fees submitted for reimbursement must be documented as outlined in the Statement of Work.
The total price of this agreement for all Maryland Relay Ambassador Outreach services shall not exceed \$

EXHIBIT C

INSURANCE

The Subcontractor represents and warrants that is has secured and shall keep in force, at its sole cost and expense, for itself and for its subcontractors, the following insurance coverages each with limits of \$1 million per occurrence (except as otherwise stated):

- Worker's Compensation Statutory Limits.
- b. Employer's Liability
- c. Comprehensive General Combined Bodily Injury and Property Damage Liability, including riders or extensions for.
 - 1. Contractual Liability (to cover Bodily Injury and Property Damage Liability under the indemnification provisions in this Agreement)
 - 2. Independent Contract's Liability, and
 - 3. Broad Form Property Damage Liability.
- d. Automobile, Bodily Injury and Property Damage Liability Insurance covering all owned (and, if available, non-owned and hired) vehicles, that are (or may be) used by Subcontractor and its personnel or employees hereunder.

The Subcontractor represents and warrants that is has arranged for each policy to name Sprint a an additional insured and to provide that it may not be canceled without thirty (30) days prior written notice to Sprint. Each policy shall be primary and with out right of contribution from any insurance maintained by Sprint. The Subcontractor shall provide, to the Sprint official to whom notices are to be given, hereunder, copies of such policies or certificates evidencing such coverage.



The point of contact*



Appendix E - Outreach

Sprint has been a proven leader in the areas of outreach and publicity for relay services. Our outreach activities are available to the State of Florida as an option priced in addition to the price per minute. Additionally, Sprint will utilize our proven partnership outreach program, the Relay Ambassador Program, with the goal of achieving awareness in communities that continue to be in need of information about TRS.

Advertising Philosophy and Practice

Sprint will dedicate a full-service marketing department to the State of Florida, with a team of TRS marketing professionals. Sprint distinguishes itself from its competitors in TRS marketing through its excellent marketing relationships with clients. We strongly encourage evaluators of this proposal to seek comment from the references provided by Sprint, as well as our competitors, in the TRS marketplace. Sprint proves superior in terms of return on the State's marketing dollars with the following results:

- Increased Call Volumes
- · Greater Percentages of Inbound Voice Users
- Shortened Billable Communication Assistant Work Time and Related Length of Calls
- Greater Consumer Awareness of Available Technology to Shorten Call Duration
- Superior Customer Service and Problem Resolution
- Established Customer relationships.

Account Services

Sprint is excited about the ability to offer the State of Florida an Account Manager to support the outreach and contract issues of FRS. The Account Management support is included in our basic relay service price. The high quality of our TRS product to the residents of Florida is in part attributable to the on-going forthright communication established between high-level Sprint management and state agency clients.

Sprint's relationship with the Florida Contract Administrator will include traditional information-gathering, strategizing, planning, update sessions and standing meetings. These frequent meetings help keep both the Contract Administrator and Sprint abreast of varying market conditions and new strategies for customer education and awareness in an ever-changing, occasionally volatile telecommunications marketplace.

Appendix E – Outreach

Innovative Peer Advertising: Relay Ambassador Program (RAP)

Sprint proposes to use our proven Relay Ambassador Program in the State of Florida. It will be coordinated through the Sprint TRS Account Management team. This team will be coordinated by Sprint's Customer Relations Manager, Mark Seeger, who has more than 17 years of experience in developing and implementing statewide outreach programs

The concept of RAP has been introduced and successfully implemented in several other states where Sprint currently provides TRS. Sprint will release an RFP to various organizations that represent people who are TRS users to develop the Relay Ambassador Program for the entire State of Florida. The objective of the RAP is to educate the public about the use of FRS, specifically:

- ASL users
- Late deafened adults
- · Parents of deaf and hard of hearing children
- · Hard of Hearing (VCO) users
- · Speech Disabled (HCO) users
- · Business users of FRS
- · Other hard to reach users of FRS.

Through outreach activities targeted to business and residential FRS users, efficient and effective use of available TRS technology will continue to provide larger numbers of people with even greater access to telecommunication services.

Through RAP, Florida would capitalize on many of these outstanding types of outreach activities:

- Meetings with user organizations for distribution of promotional materials (brochures)
- Presentations to businesses and agencies
- Exhibiting at trade shows and annual organizational events
- Updates on FRS in local group newsletters
- · Media advertisements through group newsletters.

Listed below are the types of organizations that Sprint hopes to receive proposals from in response to our RAP RFP. Sprint will ensure that before any contracts are executed, the State of Florida is satisfied that there are no implied or perceived conflicts of interest with any party contracted to Sprint.

Possible Florida State Organizations for RAP Contracts:

- · Florida Association of the Deaf
- Florida SHHH chapters



The point of contact*



- Florida Public Safety Answering Points
- · Educational Programs for the Deaf and Hard of Hearing
- Florida Speech-language and Hearing Association
- Florida Chapters of AARP
- · Florida Civic and Community Service Organizations
- Florida Rehabilitation and Independent Living Service Organizations
- Florida Association of Better Business Bureaus
- Florida Chambers of Commerce.

During all public relations activities where the use of FRS is explained, such information will include:

- Explaining the proper procedures for using FRS
- · Encouraging users to prepare all necessary information before calling
- Encouraging users to be clear and concise when leaving messages and leave instructions about how to use the relay on the answering machines
- Encouraging users to call 9-1-1 directly in the event of an emergency
- Educating users about how to access FRS through pay phones as required by the FCC
- Educating users about how to access their carrier of choice through FRS as required by the FCC
- Explaining how common problems encountered by relay users can be overcome
- Explaining the relationship between the Commission and the provider of TRS.

Throughout the public relations activities, the communication process will accommodate all communication needs including sign language interpreters, oral interpreters, and real time captioning. Additionally, promotional materials will be available in standard, Braille, and large print. Visual aids, such as instructional flyers with graphics, provide a greater understanding of how FRS works for the variety of users who access it.

Sprint will continue to work closely with the Commission and local telephone exchange companies to see that all telephone directories carry appropriate information about FRS. Outreach will also include working with the local public safety answering point personnel and statewide emergency response associations to promote community education that reinforces information about the FRS.

Mainstream Promotional Media and Materials

All promotional materials will be coordinated through the Commission for approvals. Additionally, all materials will include acknowledgment that Sprint is operating the FRS under contract with the State of Florida. Sprint will tailor our

■ Appendix E - Outreach

available resources to meet those promotional needs identified by the State of Florida. Prior to production and/or distribution of any outreach materials, approval will be gained from the State. Table E-a lists the outreach activities available to FRS.

Table E-a Sprint TRS Outreach and Promotion Activities

- Generic Sprint TRS Brochures with State Logo including:
 - -Standard Print
 - -Braille
 - -Large Print
 - -Spanish
 - -Instructional Flyers
- VCO/HCO
- · Marketing Business / Wallet Cards
- Marketing Stickers
- Organizations
 - -Deaf
 - -Hard of Hearing
 - -Deaf-Blind
 - -Speech Disabled
 - -Business
 - -Hispanic
- TV PSAs
- Radio Advertising
- TV Advertising
- Posters
- Training Videos
 - -ASCII
 - -vco
 - -HCO
- ASCII Demos w/ Notebook
- Full Page Newspaper Ads
- Letterhead Packages

- Subcontractor Outreach (Relay Ambassador Program)
- Annual Consumer Events
- · Trade Shows and Display Booths
- Consumer Councils
- Town Hall Meetings
- Customer Service Days
- · Articles Via Local Group Newsletters
- Dedicated FRS Newsletter (Quarterly)
- Generic TRS Video
- Identity Giveaways (Magnets, Pens, Letter Openers, etc.)
- Billboards
- Broadcast Casting, Direction and Production
- Computer Generated Graphics
- · Presentation Charts and Graphs
- Consumer Research
- Contests
- Direct Mail
- · Focus Groups
- Instruction Manuals

- Art Direction
- Creative Direction
- Focus Groups
- Illustrations
- Logos
- News Releases
- Photography
- Scriptwriting
- Slide Presentations
- Speechwriting
- Storyboards
- Strategic Planning
- T-shirt Design
- Targeted Marketing
- Annual Reports

If the State of Florida were to aggressively pursue an advertising opportunity outside of the price per minute, Sprint will provide checks and balances in developing and executing advertising campaigns. We will estimate the cost of production of each project at the concept/media plan stage, and re-estimate at the copy/layout/storyboard stage after the State has approved the initial direction. There will be no surprises to the State, who is involved at all stages and literally "signs off" on production estimates and media plans, typesetting, copy, scripts and storyboards prior to production, and final artwork prior to printing or publication.

FLORIDA RELAY SERVICE DETAIL OF RELAY CARRIER MONTHLY COMPENSATION FOR THE MONTH OF MONTH, YEAR

INVOICE DATE: Month, Day, Year ACCOUNT NUMBER: 000000000 INVOICE NUMBER: 0000000

MINUTES OF SERVICE COMPENSATION SUMMARY

Total Conversation Minutes of Use	0
Total Session Minutes of Service	0
Less Interstate Session Minutes 0 International Session Minutes 0 Interstate Toll Free Session Minutes 0 Interstate Directory Assistance Session Minutes 0 Test Call Session Minutes 0	
Total Billable Intrastate Session Minutes of Use	0
Price Per Minute of Service	\$0
Total Service Compensation	\$0.00
Additional Charges \$0 Line Item One \$0 Line Item Two \$0 Line Item Three \$0	
Total Amount Due	\$0.00

Please submit remittances to: Sprint - TRS P.O. Box 101343 Atlanta, GA 30392-1343

Traffic Report Statistics

1.	Total Number of Inbound	i Calls Handled			0
2.	Monthly Weighted Avera	age Speed of Answer			0.0
3.	Monthly Weighted Servi	ce Level			0%
4.	Total Number of Calls O	ffered and Abandone	d		
		Offered	Answered	In Queue	Abandoned In Queue
	Number of Calls to Relay Florida	0	0	0	0
5.	Total Number of Calls Pl	aced By End Users			0
6.	Total Number of Comple	ted Calls Placed By I	End Users		0
7.	Total Number of Outbou	nd Calls and Comple	ted Calls By Jurisdic	tion	
			Outbound Calls		Completed Calls
	Local		0		0
	Intrastate IntraLATA		0		0
	Intrastate InterLATA		0		0
	Interstate		0		0
	General Assistance		0		0
	Toll Free		0		0
	Directory Assistance		0		0
	900 NPA Access		0		0
	International		0		0
	Marine		0		0
	Total		0		()
8.	Average Length of Call		Y., b		0.45
	Work Time (minutes)		Inbound		Outbound
	Set-up/Wrap-up Time (m	(mutae)	0.00		0.00
	Conversation Time (minu		0.00		0.00
	Conversation Time Based (in minutes)	i on Call Type			
	TTY-Baudot		0.00		0.00
	Turbocode		0.00		0.00
	ASCII		0.00		0.00
	Voice		0.00		0.00
	Voice Carryover		0.00		0.00
	Hearing Carryove	er	0.00		0.00
	Blind/Deaf ASCI		0.00		0.00
	Blind/Deaf Baud		0.00		0.00

9. Total Number of Inbound Calls and Outbound Calls by Call Type

TTY-Baudot Calls	Inbound 0	Outbound 0	% of Total 0.00%	ASAI * 0.00
Spanish-Speaking Users Speech Disabled Users	0	0 0	0.00%	0.00
TURBO CODE Calls Spanish-Speaking Users Speech Disabled Users	0 0 0	0 0	0.00%	0.00
ASCII Calls Spanish-Speaking Users Speech Disabled Users	0 0 0	0 0	0.00%	0.00
Voice Calls Spanish-Speaking Users	0	0 0	0.00%	0.00
Voice Carryover Calls Spanish-Speaking Users	0	0	0.00%	0.00
Hearing Carryover Calls Spanish-Speaking Users	0	0 0	0.00%	0.00
Deaf/Bind ASCII Calls	0	0	0.00%	0.00
Deaf/Blind Baudot Calls	0	0	0.00%	0.00
Total	0	0		

^{*}Average Speed of Agent Interaction measures the time between the switch answering the call and the agents interaction with the caller.

REPORT: SGACB480

SPRINT

TELECOMMUNICATIONS RELAY SERVICE

TEST CALLS

PAGE 1 RUN DATE 00/00/00

ORIGINATING <u>NUMBER</u> DIALED DIGITS ARRIVAL DATE CONNECT TIME

USAGE MINUTES AGENT MINUTES

0:00

0:00

NO TEST CALLS WERE MADE

REPORT: SGACB000 SPRINT

TELECOMMUNICATIONS RELAY SERVICE INTRASTATE/INTERSTATE BREAKOUT FOR STATE FOR THE MONTH OF MONTH, YEAR

PAGE I RUN DATE 00/00/00

BUSY RING/NO ANSWER INBOUND OUTBOUND COMPLETED SESSION CONVERSATION SESSION INTRASTATE CALLS CALLS CALLS CALLS MINUTES MINUTES MINUTES LOCAL. 0 0 0 0:00 0:00 0 0:00 0 0 INTRASTATE INTRALATA 0 0:00 0:00 0:00 INTRASTATE INTERLATA 0 0 0:00 0:00 0:00 *GENERAL ASSISTANCE 0:00 0:00 0:00 TOLL FREE (36%) 0:00 0:00 0:00 INTRASTATE DIRECTORY ASSISTANCE 0:00 0:00 0:00 900 NPA ACCESS (100%) * 0:00 0:00 0:00 MARINE 0:00 0:00 0:00 OTHER 0:00 0:00 0:00 **BUSY RING NO ANSWER** 0 0 0:00 0:00 0:00 0 0:00 TOTAL INTRASTATE 0 0 0:00 0:00 INTERSTATE INTERSTATE 0 0 0:00 0:00 0:00 0 0 TOLL FREE (64%) 0:00 0:00 0:00 INTERSTATE DIRECTORY ASSISTANCE 0:00 0:00 0:00 0 0:00 0:00 0:00 900 NPA ACCESS (0%) * INTERNATIONAL 0 0:00 0:00 0:00 TOTAL INTERSTATE 0 O 0 0:00 0:00 0:00 0:00 GRAND TOTAL 0:00 0:00 0:00 0:00 0:00 0:00

^{*} GENERAL ASSISTANCE COMPLETED CALLS INCLUDE OPERATOR ASSISTANCE CALLS

	INBOUND CALLS	OUTBOUND CALLS	COMPLETED CALLS	CONVERSATION MENUTES	SESSION MINUTES	CONVER INBOUND AVERAGE LENGTH	SATION OUTBOUND AVERAGE LENGTH	
LOCAL	0	0	0	0:00	0:00	0.00	0.00	
INTRASTATE/INTRALATA	0	0	0	0:00	0:00	0.00	0.00	
INTRASTATE/INTERLATA	0	0	0	0:00	0:00	0.00	0.00	
INTERSTATE	0	0	0	0:00	0:00	0.00	0.00	
INTERNATIONAL	0	0	0	0:00	0:00	0.00	0.00	
MARINE	0	0	0	0:00	0:00	0.00	0.00	
TOLL FREE	0	0	0	0:00	0:00	0.00	0.00	
DIRECTORY ASSISTANCE	0	0	0	. 0:00	0:00	0.00	0.00	
900 NPA ACCESS	0	0	0	0:00	0:00	0.00	0.00	
GENERAL ASSISTANCE	0	0	0	0:00	0:00	0.00	0.00	
OTHER	0	0	0	0:00	0:00	0.00	0.00	
MONTHLY TOTAL	0	0	0	0:00	0:00			
INBOUND AVERAGE LENGTH				0.00	0.00			
OUTBOUND AVERAGE LENGTH				0.00	0.00			
						CONVEI INBOUND	SATION OUTBOUND	AVERAGE SPEED OF
	INBOUND	OUTBOUND	COMPLETED	CONVERSATION	SESSION	AVERAGE	AVERAGE	AGENT
	CALLS	CALLS	CALLS	MINUTES	MINUTES	LENGTH	LENGTH	INTERACTION
TOTAL	··· ·							
TTY-BAUDOT .	0	0	0	0.00	0.00	0.00	0.00	0.00
TURBOCODE	0	0	0	0.00	0.00	0.00	0.00	0.00
ASCII	0	0	0	0.00	0.00	0.00	0.00	0.00
VOICE	0	0	0	0.00	0.00	0.00	0.00	0.00
VOICE CARRYOVER	0	0	0	0.00	0.00	0.00	0.00	0.00
HEARING CARRYOVER	0	0	ō	0.00	0.00	0.00	0.00	0.00
DEAF/BLIND ASCII	0	0	0	0.00	0.00	0.00	0.00	0.00
DEAF/BLIND BAUDOT	Ō	Ō	0	0.00	0.00	0.00	0.00	0.00
OTHER	0	0	ō	0.00	0.00	0.00	0.00	0.00
TOTAL	0	0		0.00	0.00	2.2.2	,,,,,	_140
	,		****					

REPORT: SGACB700-2 SPRINT

TELECOMMUNICATIONS RELAY SERVICE CM.L. DETAIL REPORT - STATE INBOUND PERCENTAGE OF CALLS HANDLED - MONTH YEAR

PAGE 1 TRS DATE: 00/00/00

	ALB	AUS	BAL.	DAY	FRS	IND	LUB	MIA	МОО	SF	SYR	TOTA	
MONTH	Percent	Perce	:m										
1												0	000
2												ŏ	000
3												0	000
Ä												0	000
5												0	000
6												0	000
7												a	000
8												ő	000
9												ā	000
10												ő	000
11												ő	000
12												0	000
13												ŏ	000
14												ō	000
15												ō	000
16												o o	000
17												0	000
18												0	000
19												0	000
20												0	000
21												0	000
22												0	000
23												ō	000
24												0	000
25												0	000
26												0	000
27												0	000
28												0	000
29												0	900
30												0	000
31												0	000
TOTAL	0 00	0 0 00	0 000	0 000	6 000	0 600	0 000	F 000	0 000	9 900	0 000	0	000

DAILY TRS CALL ACCEPTANCE

PAGE 1 REPORT: SGACB100-1 FOR TRANSMITTAL NO! ST000000000 TRS DATE: 00/00/00 SPRINT

			DAILY CY	CLE		***************************************	MONTH TO DAT	E CYCLE	
		INBOUND	TOTAL	CONVERSATION	SESSION	INBOUND	TOTAL	CONVERSATION	SESSION
		CALLS	CALLS	MINUTES	MINUTES	CALLS	CALLS	MINUTES	MINUTES
INPUT RECORD									
(THIS CYCLE):	LOCAL.	0	0:00	0:00	0:00	0	0:00	0:00	0:00
	INTRASTATE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
	INTERSTATE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
	GENERAL ASSISTANCE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
	TOLL FREE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
	DIRECTORY ASSISTANCE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
	900 NPA ACCESS	0	0:00	0:00	0:00	0	0:00	0:00	0:00
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	OTHER	1	0:00	0:00	0:00	1	0:00	0:00	0:00
	BUSY RING NO ANSWER	0	0:00	0:00	0:00		0:00	0:00	0:00
	TOTAL.	T -	0:00	0:00	0:00	1	0:00	0:00	0:00
SUSPENDED RECORI	-								
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	INTRASTATE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
	INTERSTATE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
	GENERAL ASSISTANCE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
	TOLL FREE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
	DIRECTORY ASSISTANCE	0	0:00	0:00	00:0	0	0:00	0:00	0:00
	900 NPA ACCESS	0	0:00	0:00	0:00	0	0:00	0:00	0:00
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	MARINE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
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	BUSY RING NO ANSWER	0	0:00	0:00	0:00	<u>0</u> _	0:00	0:00	0:00
	TOTAL	1	0:00	0:00	0:00	1	0:00	0:00	0:00
BILLABLE RECORDS		_							
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	INTRASTATE	0	0:00	0:00	0:00	Q -	0:00	0:00	0:00
	INTERSTATE	0	0:00	0:00	0:00	O -	0:00	0:00	0:00
	GENERAL ASSISTANCE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
	TOLL FREE	0	0:00	0:00	0:00	0	0:00	0:00	0:00
	DIRECTORY ASSISTANCE	0	0:00	0:00	0:00	0	0.00	0:00	0:00
	900 NPA ACCESS	0	0:00	0:00	0:00	0	0:00	0:00	0:00
	INTERNATIONAL	0	0:00	0:00	0:00	0	0:00	0:00	0:00
	MARINE	1	0:00	0:00	0:00	1	0:00	0:00	0:00
	OTHER	0	0:00	0:00	00:0	0	0:00	0:00	0:00
	BUSY RIN NO ANSWER	<u> </u>	0:00	0:00	0:00	<u> </u>	0:00	0:00	0:00
	TOTAL	1	0:00	0:00	0:00		0:00	0:00	0:00

REPORT: SGACB700-1 SPRINT

TELECOMMUNICATIONS RELAY SERVICE CALL DETAIL REPORT - STATE

PAGE TRS DATE: 00/00/0

INBOUND CALLS - MONTH YEAR

MONTH	ALI NCH			US ATT		AL ATT	D NCH	AY ATT		RS ATT	IN NCH			UB ^{**}		IA ATT	MO NCH	O ATT	S NCH	F ATT	S NCH	YR AT	T	TOTA	
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STATE Weighted ASA:

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Requirement: 0 seconds with a standard deviation of 2.9 seconds

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19		0.0	0		0.6	0		0.0	Ó		0.0	à		0.0	0		0.0	a		0.0	0		0.0	٥	<u> </u>	0.0	0		0.0	0	<u> </u>	0.0	0	0	0	0.0	0.0
20		0.0	0	<u> </u>	0.0	Q		0.0	Û		0.0	0		0.0	0	<u> </u>	0.0	0		0.0			0.0	0		0.0	g.	L	0.0			0.0	0	٥	0	0.0	0.0
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TELECOMMUNICATIONS RELAY SERVICES DAILY CALL SETUPWRAPUP AVERAGE STATE

PAGE 1 RUN DATE00/00/00

				AVERAGE	••
	NO.	AVERAGE	AVERAGE	DAILY	WRAP-UP
	OF	SET-UP	DAILY USAGE	ASSISTANT	AVERAGE
	CALLS	TIME	MINUTES	MINUTES	ПМЕ
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	' 0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
MTH-00	0	0.00	0.00	0.00	0.00
TOTALS	0	0.00	0.00	0.00	0.00

REPORT: SGACB175-4 SPRINT

TELECOMMUNICATIONS RELAY SERVICES CALL PROFILE NUMBER OF OUTBOUND CALLS FOR STATE

PAGE 1 RUN DATE: 00/00/00

DATE	0 TO 5 MINUTES	5+ TO 10 MINUTES	10+ TO 20 MINUTES	20+ TO 30 MINUTES	30+ TO 40 MINUTES	40+ TO 50 MINUTES	50+ TO 60 MINUTES	60+ MINUTES	TOTALS
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00/00/00	0	0	0	0	0	0	0	0	0
00/00/00	0	0	0	0	0	0	0	0	0
00/00/00	0	0	0	0	0	0	0	0	0
00/00/00	0	0	0	0	0	0	0	0	0
00/00/00	0	0	0	0	0	0	0	0	0
00/00/00	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	. 0

TRS Customer Contact Summary

~ MONTH YEAR ~

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rt Contacts reported by watter berger	NI	Contacts reported by Fautus Taini
LU Contacts reported by Edith Tillery	ОН	Contacts reported by Ralph Fernandey
MD Contacts reported by Angela Griffis	SD	Contacts reported by Scott Dinnel
MN Contacts reported by Joan Schuh	TX	Contacts reported by Sharon Behringer
MO Contacts reported by Lezlee Brown	CS	Contacts reported by Customer Service
NM Contacts reported by Becky Aranda	AM	Contacts reported by Van Scheppach
• • •	*************SAMPLE REPORT***	*******

REPORT: SGACB0000 SPRINT

GENERAL ASSISTANCE

TELECOMMUNICATIONS RELAY SERVICE INBOUND CALLS - MONTH YEAR BY ORIGINATING CALL TYPE

PAGE I TRS DATE: 00/00/00

ENGLISH																																
US DOMESTIC TTY	٥	0	D	o	a	0	0	0	0	o	o	o	a	0	n	n	o	n		n			n.	٥	0	a	Ð				0	1
TURBOCODE	0	0	ā	ŏ	0	Ď	0	o	ō	a	ō	0	ā	0	0	0	0	Ď	ō	ō	Ď		ů	0	o	0	0	ň		o	ů	,
00 BAUD ASCII	ō	0	Ď	ō	0	0	ō	ō	ō	ā	ō	0	ō	o	0	0	D	0	0	ŏ	ŏ		ě	0	0	ē	Ď	ā	В	ā	0	
200 BAUD ASCII	0	0	0	0	Ō	0	0	0	ō	0	0	0	0	0	0	0	ō	ō	0	0	o	Ö	0	ō	ō	6	ō	ā	ō	ō	a	
400 BAUD ASCII	0	0	Đ	0	0	0	0	0	0	a	0	0	o	0	0	0	9	0	0	a	0	e	0	0	0	0	ò	0	0	Ð	0	
VOICE	0	0	0	0	0	0	0	0	0	o	0	0	0	0	0	0	0	0	0	0	0	0	b	0	0	0	0	0	.0	0	0	
VOICE CARRY OVER	0	0	0	0	0	0	0	0	0	0	0	D	0	0	0	0	0	0	0	0	0	0	0	0	Q	0	0	0	0	0	0	
EARING CARRY OVER	0	0	0	D	0	•	0	0	0	0	0	0	0	0	Q	0	0	0	0	0	0	0	0	6	0	0	0	0	0	0	0	
DEAF/BLIND USING ASCII	0	0	0	0	0	0	0	0	0	0	o	0	0	0	0	0	0	0	0	e	0	0	0	0	0	0	0	0	0	0	0	
DEAF/BLIND USING BAUDOT	0	0	0	Ð	0	0	0	0	0	0	0	0	o	0	0	Ġ	0	0	0	0	D	0	0	0	0	D	0	0	0	0	0	
TOTAL.																																
IVIAL																																
SPANISH																																
SPANISH US DOMESTIC TTY		0	0	0	o	0	a	0	0	a	a	0	o	0	0	0	0	9	0	0	0	0	0	0	a	a	o	ð	o	0	o	ı
	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	0 0	0	0	0	0	0	0	0	0	0	0	0	,
US DOMESTIC TTY TURBOCODE	0	0			-	-	0 0			-	_	_	-	0 0 0	0 0	0	-	9 G	0 0	0	0 0	0	0	0	_	-	_	_	_			
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US DOMESTIC TTY FURBOCODE 100 BAUD ASCII	0	0 0 0	0	0	0	0	0	0	0	0	0	0	0	0	0 0 0 0	0 0 0	0	ō.	0 0 0	0 0 0	0 0 0 0	0 0 0	0	0 0 0	0	0	0	0	0	0	0	•
US DOMESTIC TTY TURROCODE 00 BAUD ASCII 200 BAUD ASCII 400 BAUD ASCII	0	0 0 0	0 0	0 0 0	0	0	0 0	0 0 0	0 0 0	0	0	0	0	0	0 0 0 0	0 0 0	0	0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0	0 0 0 0	0 0 0	0	0	0	0	0 0 0	0	
US DOMESTIC TTY FURBOCODE 100 BAUD ASCII 200 BAUD ASCII	0	0 0 0 0	0 0 0	0 0 0	0 0 0	0 0	0 0 0	0 0 0	0 0 0	0 0	0 0 0 0	0 0	0 0	0 0	0 0 0 0 0 0 0	0 0 0	0	0	0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	0 0 0 0	0	0 0 0 0 0	0 0 0	0 0 0	0 0	0 0 0	0	0	0	•
US DOMESTIC TTY TURROCOODE 00 BAUD ASCII 200 BAUD ASCII 400 BAUD ASCII /OICE	0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0	0 0 0	0 0 0	0 0 0 0	0 0 0 0	0 0 0	0 0	0 0 0	0 0 0	0 0	0 0 0 0 0	0 0 0 0 0	0	0 0	0	0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0	0 0 0	0 0 0 0 0	0 0 0	0 0 0	0 0 0 0	0 0 0 0	0	0 0 0 0	0	
US DOMESTIC TTY TURBOCOODE 00 BAUD ASCII 200 BAUD ASCII 400 BAUD ASCII 400 BAUD ASCII OOCE OOCE	0 0 0 0 0	0 0 0 0 0	0 0 0 0	0 0 0 0 0	0 0	0 0 0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0 0	0 0 0 0	0 0 0	0 0 0 0 0	0 0 0 0 0	0 0 0 0	0 0 0	0 0	0	0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0	0 0 0	0 0 0	0 0 0 0	0 0 0	0 0 0 0	0 0 0	0	0 0 0 0 0	0 0 0	
US DOMESTIC TTY URBOCODE 00 BAUD ASCII 400 BAUD ASCII 400 BAUD ASCII FOICE FOICE CARRY OVER BEARING CARRY OVER	0 0 0 0 0	0 0 0 0 0	0 0 0 0	0 0 0 0 0 0	0 0	0 0 0 0 0 0 0	0 0 0 0	0 0 0 0 0	0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0	0	0 0 0	0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0	0 0 0	0 0	0	0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0	0 0 0	0 0 0 0	0 0 0 0 0 0 0 0 0	0 0	0 0 0 0 0 0	0 0 0	0	0 0 0 0 0	0 0 0 0 0	

STATE Weighted Service Level:

0% Requirement: 00% within 10 seconds

MONTH	Ą	lbuquerq	ue		Austin			Baltimore	•) <u>n</u>	dependen	ce		Lubbock			Miami			Moomer	d		PRC		S	ioux Fall	15		Syracuse		
YEAR							ŀ			ŀ										4.											1
			SVL			SYL			SVI.	ļ		SVL			SVL			SVL			SVL			SVI.			SVL			SVL	١
Date	Calls	SVL	Pts.	Calls	SVI.	Pts.	Calls	SVL	Pis.	Сайз	SVL	Pts.	Calls	SVL	Pts.	Calls	SVI,	Pts.	Calls	svt.	Pts.	Calls	SVL	Pts.	Calls	SVI.	Pts.	Calls	SVI.	Prs.	
1	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	-	
2	Ö	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	
3	0	100.0	ō	Ð	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	-
4	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	
5	0	100.0	0	0	100.0	0	0	100.0	٥	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	٥	0	100.0	0		100.0	0	0	100.0	0	1
6	0	100.0	٥	0	100.0	٥	0	100.0	G	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	o	0	100.0	0	Ġ	100.0	0	0	100.0	0	
7	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	o	0	100.0	0	0	100.0	0	0	100.0	. 0	
8	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	٥	0	0.001	0	0	100.0	0	0	100.0	0	٥	100.0	0	0	100.0	0	
9	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	
10	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	- 1
11	O	100.0	Û	0	160.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	
12	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	۰	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	
13	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	٥	100.0	0	0	100.0	0	٥	100.0	٥	0	100.0	۰	
14	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	Đ	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	۰	0	100.0	•	
15	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	٥	0	100.0	0	0	100.0	٥	
16	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	
17	0	100.0	0	0	100.0	0	0	100.0	0	O	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	
18	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	٥	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	
19	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	۰	100.0	۰	0	100.0	۰	0	100.0	0	
20	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	D.	0	100.0	0	0	100.0	0	0	100.0	0		100.0	_	0	100.0	•	0	100.0	٥	
21	0	100.0	0	0	100.0	_0	0	100.0	٥	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	•	0	100.0	0		100.0	0	
22	0	100.0	0	0	100.0	0	0	100.0	0	0	0.001	0	٥	100.0	0	0	100.0	0	۰	100.0	0	0	100.0	-	0	100.0	•	0	100.0	0	
23	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	
24	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0		0	100.0	0	· ·	100.0	0	0	100.0	-	•	100.0	٥	٥	100.0	0	
25	0	100.6	0	0	100.0	0	0	100.0	0	٥	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	
26	0	100.0	0	G	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	<u> </u>	0	100.0	0	0	100.0	0	
27	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	
28	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0		100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	
29	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	
30	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	. 0	0	100.0	0	0	100.0	. 0	0	100.0	0	0	100.0	0	
31	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	0	0	100.0	. 0	0	100.0	0	0	100.0	0	0	100.0	•	0	100.0	0	
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Total	Total	Daily	MTD
SVL Pts.	Calls	SVL	SVI.
0	0	0	0
0	0	O	0
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0	0	0	0
0	0	0	0
۰	0	0	0
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SPRINT TELECOMMUNICATIONS RELAY SERVICES (TRS) BY STATE 800 NUMBER AND DATE

					DAI1.Y	BUSY	BUSY HOUR	BUSY HOUR	BUSY HOUR	BUSY HOUR	BUSY HOUR
DATE	ATTEMPTS	COMPLETED	BLOCKED	ABANDONED	GOS	HOUR	ATTEMPTS	COMPLETED	BLOCKED	ABANDONED	GOS
							_	_	_	_	
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
0000000	0	0	0	0	0.0000	0	C	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00000000	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	. 0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
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00/00/00	0	0	0	0	0.0000	0	C	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	C	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
00/00/00	0	0	0	0	0.0000	0	0	0	0	0	0.0000
	٨	0						0	0	0	
NOONUM	0	0	0	0			0	U	U	0	

REPORT. SGACB0000 SPRINT

TELECOMMUNICATIONS RELAY SERVICE OCTROUND CALLS MONTH YEAR BY TERMINATING CALL TYPE

PAGE 1 TRS DATE: 00/00/00

0 0
0 0
0 0
0 0
0 0
0 0
0 0
0 0
0 0
0 0
0 0
0 0
0 0
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REPORT: SGACB0000 SPRINT

TELECOMMUNICATIONS RELAY SERVICE INDUSTRICATES - MONTHLYF W BY ORIGINATING CALL TYPE

PAGE 1 TRS DATE: 00/00/00

F																															
ENGLISH																															
DOMESTIC TTY	0	Ģ	0	0	0	0	0	G	0	0	0	0	0	0	0	0	0	9	D	0	0	0	0	0	0	0	o	Ð	0	0	
RECCODE	0	0	0	G.	0	0	0	G	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
BAUD ASCII	0	0	o	Q.	0	0	0	e	0	0	0	0	0	0	D	Û	0	0	0	ø	0	•	œ	0	Ð	0	0	0	0	0	
O BAUD ASCII	0	9	0	0	0	0	D	0	0	٥	Ü	0	0	0	Ð	0	0	P 0	0	0	0	0	0	0	e	0	0	0	0	0	
BAUD ASCII	0	0	0	e	0	٥	0	a	0	0	0	0	0	0	0	a	0	0	0	0	9	0	0	0	0	0	0	0	0	Ð	
CE '	0	0	0	0	0	0	0	Û	٥	٥	Û	0	0	0	0	0	O-	0 0	0	0	0	0	0	0	0	0	0	0	0	0	
CE CARRY OVER	Q	0	0	0	0	۰	0	O	0	0	0	0	0	0	a	Ø	0	0 0	o-	Û	0	0	٥	0	0	0	0	0	0	0	
RING CARRY OVER	0	٥	0	0	0	0	٥	0	0	0	Û	0	0	0	0	G	0	0 0	0	0	0	0	0	0	0	0	0	0	0	0	
F/BILIND USING ASCII	0	0	0	0	0	0	0	0	0	0	G	0	G.	0	ø	Q.	Œ	0 0	0	a	Ð	0	0	0	O-	0	0	0	a	0	
FABLING USING BAUDOT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0 0	0	0	0	0	0	0	0	0	0	0	0	٥	
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AL SPANISH		•																			-										
SPANISH																														_	
SPANISH DOMESTIC TTY	0	0	0	0	0	q	0	0	0	0	0	0	0	0	D	o o	0	0 0	0	0	0	0	0	0	0	0	0	0	0	0	
SPANISH OMESTIC TTY OCCODE	0	0	0	0	0	G	0	0	0	0	0	ō	0	ō	D O	e o	0 0	ù 0 0 0	0	0	0	ō	0	0	ō	0	ō	0	0	0	
SPANISH OMESTIC TTY SOCODE IAUD ASCII	0	0	Ċ G	_	0	0	0	0	0	0	0	0 0	0	0	D 0	_	6 0 0	0 O	0	0	0	0	0	0	0	0	0	0	0 0	Q D	
SPANISH OMESTIC TTY BOCODE IAUD ASCII BAUD ASCII	0 0	0	0	_	-	0	0	0	0 0	0	0	ō	0	0	B 0 0	_	0 0 0	0 0 0 0 0 0	0	0	0 0	0	0	0	0	0	ō	0	0 0 0	0 D 0	
SPANISH OMESTIC TTY SOCODE ASCII BAAD ASCII BAAD ASCII BAID ASCII	0 0 0	0	Ċ G	_	0	0	0	0	0 0 0	0 0 0	0 0 0 0	ō	0	0 0	B 0 0	_	0 0 0	0 0 0 0 0 0	0	0	0 0 0 0	0	0	0	0	0 0 0	0	0	0 0 0 0	0 D 0	
SPANISH HOMESTIC TTY BOCODE HAUD ASCII BAUD ASCII BAUD ASCII BE	0 0 0 0	0 0 0	Ċ G	_	0	0 0	0	0 0	0 0 0 0	0 0 0 0	0 0 0 0	ō	0 0	0 0 0	D 0 9 0	_	0 0 0 0		0 0 0 0 0 0	0	0 0 0 0 0 0	0 0	0 0 0 0	0	0 0 0	0	0 0 0 0	0	0	0 0 0	
SPANISH OMESTIC TTY OCCODE IAUD ASCII BAUD ASCII BAUD ASCII E E CARRY OVER	0 0 0 0 0	0 0 0	Ċ G	_	0 0 0	6 0 0 0	0 0 0	0 0 0 0	0 0 0	0 0 0 0 0	0 0 0 0	ō	0 0 0	0 0 0	6 0 0	_	e c c o o	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0	0	0 0 0 0 0 0 0	0 0 0	0 0 0 0 0	0	0 0 0	0	0	0 0 0 0	0	0 0 0 0	
SPANISH OMESTIC TTY BOCODE BOUD ASCII BAUD ASCII BAUD ASCII E E E E CARRY OVER RING CARRY OVER	0 0 0 0	0 0 0	Ċ G	_	0	0 0	0	0 0	0 0 0 0	0 0 0 0 0	0 0 0 0 0	ō	0 0 0 0 0 0 0	0 0 0	B 0 0 0 0 0 0 0 0 0	_	6 6 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0	0 0 0	0 0 0 0 0	0 0	0 0 0 0	0 0 0	0 0 0 0 0 0	0	0 0 0	0 0 0 0	0	0 0 0 0	
SPANISH OMESTIC TTY SOCODE AND ASCII BAID ASCII BAID ASCII E E E CARRY OVER RING CARRY OVER FISHING USING ASCII	0 0 0 0 0	0 0 0	Ċ G	_	0 0 0	6 0 0 0	0 0 0	0 0 0 0	0 0 0	0 0 0 0 0	0 0 0 0 0	ō	0 0 0	0 0 0	6 0 0	_	0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0	0	0 0 0 0 0	0 0 0	0 0 0 0 0	0	0 0 0	0	0	0 0 0	0	0 0 0 0 0	
SPANISH OMESTIC TTY OCCODE IAUD ASCII BAUD ASCII BAUD ASCII E E E CARRY OVER UNG CARRY OVER	0 0 0 0 0 0 0	0 0 0 0 0 0 0	Ċ G	_	0 0 0	0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	0 0 0 0 0 0	ō	0 0 0 0 0 0 0	0 0 0	6 0 0	_	6 6 9 9 9 9		0 0 0	0 0 0	0 0 0 0 0 0 0 0	0 0 0	0 0 0 0	0 0 0	0 0 0 0 0 0	0 0 0	0 0 0	0 0 0 0	0	0 0 0 0	

REPORT: SGACB710

SPRINT

TOTAL

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TELECOMMUNICATIONS RELAY SERVICE

AVERAGE LENGTH OF OUTBOUND CALLS BY HOUR - STATE

PAGE

TRS DATE: 00/00/00

MONTH, YEAR

MONTH 7 R 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 TOTAL 2 3 4 6 1 5 0.00 0.00 0.00 0.00 0.00 0.00 0.000.00 0.00 0.00 0.000.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 01 0.000.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.000.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 02 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 03 0.000.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.000.000.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.000.00 0.0004 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.000.00 0.00 0.00 0.00 0.000.00 0.00 0.00 0.00 0.00 0.00 0.00 05 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 06 0.00 0.00 0.00 0.00 0.00 0.00 0.000.00 0.00 0.00 0.00 0.00 0.00 0.000.00 0.00 0.00 0.00 0.000.00 0.000.00 0.00 0.00 0.00 0.00 0.00 0.000.00 0.00 0.00 0.00 0.00 0.00 07 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 08 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 09 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.000.00 0.00 0.00 0.00 10 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 11 0.00 0.00 0.00 0.00 0.000.00 0.00 0.00 0.00 0.00 0.00 0.00 0.000.00 0.00 0.00 12 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.000.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 13 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.000.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.000.00 0.00 0.00 0.00 0.00 0.00 0.00 14 0.00 0.00 0.00 0.000.00 0.00 0.00 0.000.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 15 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 16 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.000.00 0.00 0.00 0.00 0.00 0.00 0.00 0.000.00 0.00 0.00 0.00 0.000.00 0.000.000.000.00 0.000.00 0.000.000.00 0.00 0.000.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 17 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.000.00 18 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 19 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.000.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 20 0.000.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 21 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 22 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.000.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.000.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 23 0.000.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 24 0.00 0.00 0.000.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 25 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 26 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.000.00 0.00 0.00 0.00 0.00 0.00 27 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 28 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 29 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.000.00 0.00 0.00 0.00 30 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.000.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.000.000.00 0.00 0.00 0.00 0.00 31 0.000.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.000.00 0.00 0.00 0.00 0.00

REPORT: SGACB712 SPRINT

TELECOMMUNICATIONS RELAY SERVICE

AVERAGE LENGTH OF CALL BY HOUR FOR OUTGOING CALLS: STATE

PAGE 1 TRS DATE: 00/00/00

HTNON	. YEAR	
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MONTH	1	2	3	4	5	6	7	8	9	10	11	12	13	 14	15	16	17	18	19	20	21	22	23	24	TOTAL.
01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
03	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
04	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0,00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
05	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
06	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
08	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
: 09	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
11	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
12	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
13	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
15	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
16	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
17	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
18	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
19	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
21	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
22	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
24	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
27	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
28	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
29	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
30	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
31	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

********* ~~~ ~~~~~~ REPORT: SGACB680-3

SPRINT

TELECOMMUNICATIONS RELAY SERVICE DELAYED CALL PROFILE REPORT - STATE CALLS SUMMARY - MONTH, YEAR

PAGE 1
TRS DATE: 00/00/00

ANSWER SECONDS	0	5	10	15	20	25	30	40	50	60	90	120	180	180+	TOTAL	
	-															
CALLS HANDLED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
CALLS ABANDONED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
CALLS OFFERED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

- 8

THIS REPORT REFLECTS THE CALLERS TOLERANCE TO BEING HELD IN QUEUE, I.E.,
HOW LONG THEY WILL HOLD FOR AN OPERATOR TO ANSWER BEFORE THEY ABANDON THEIR CALL.

SEE ATTACHMENTS A AND B FOR DAILY DETAIL

TELECOMMUNICATIONS RELAY SERVICE DELAYED CALL PROFILE REPORT - STATE TOTAL CALLS OFFERED - MONTH, YEAR PAGE 1 TRS DATE: 00/00/00

MONTH	0	. 5	10	15	20	25	30	40	50	60	90	120	180	180+	TOTAL
01	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
02	0	0	0	0	0	0	0	C	0	0	0	0	0	0	0
03	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
04	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
05	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
06	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
07	0	0	0	0	0	0	0	0	0	0	0	0	0	Ð	0
08	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
09	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	Ð
13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21	0	0	0	0	0	0	0	0	0	0	Ð	0	0	0	0
22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
24	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
27	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0					_	
TOTAL	v	U	U	U	0	0	0	0	0	0	0	0	0	0	0

ATTACHMENT A

REPORT: SGACE680-2 SPRINT

TELECOMMUNICATIONS RELAY SERVICE DELAYED CALL PROFILE REPORT - STATE TOTAL CALLS ABANDONED - MONTH, YEAR

PAGE 1
TRS DATE: 00/00/00

MONTH	0	5	10	15	20	25	30	40 •	50	60	90	120	180	180+	TOTAL
01	0	Ü		0	0	0	0	0	0	0	0	0	0	0	O
02	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
03	0	0	0	0	0	0	0	0	0	0	0	0	Ü	0	0
04	0	0	0	0	0	0	0	O	0	0	0	0	0	0	0
05	0	0	0	0	0	0	0	0	0	0	0	0	C	0	0
06	0	0	a	0	0	0	0	0	Ð	0	0	0	0	0	0
07	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
08	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
09	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	0	0	0	0	0	0	0	0	0	O	0	0	0	0	0
11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12	0	0	0	0	0	0	G	0	0	0	0	0	0	0	0
13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	0	0	0	0	0	0	0	0	Q	Q	0	0	0	0	0
15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
19	0	0	0	0	0	0	0	0	0	O	0	0	0	0	0
20	0	0	0	0	O	0	0	0	0	0	0	0	0	0	0
21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
24	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	0	0	0	0	0	0	0	0	0	0	O	0	0	0	0
27	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	Ð
29	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
30	0	0	O	0	0	0	0	0	0	0	0	0	Ð	0	0
31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL.	0	0	0	0	0	0	0	0	0	o	0	o	0	0	0

ATTACHMENT B

FLORIDA RELAY SERVICE DETAIL OF RELAY CARRIER MONTHLY COMPENSATION FOR THE MONTH OF MONTH, YEAR

INVOICE DATE: Month, Day, Year ACCOUNT NUMBER: 000000000 INVOICE NUMBER: 0000000

MINUTES OF SERVICE COMPENSATION SUMMARY

Total Conversation Minutes of Use	0
Total Session Minutes of Service	0
Less Interstate Session Minutes 0 International Session Minutes 0 Interstate Toll Free Session Minutes 0 Interstate Directory Assistance Session Minutes 0 Test Call Session Minutes 0	·
Total Billable Intrastate Session Minutes of Use	0
Price Per Minute of Service	\$0
Total Service Compensation	\$0.00
Additional Charges Line Item One Line Item Two Line Item Three \$0 \$0 \$0 \$0	
Total Amount Due	\$0.00

Traffic Report Statistics

1.	Total Number of Inboun	0				
2.	Monthly Weighted Aver	0.0				
3.	Monthly Weighted Serv	0%				
4.	Total Number of Calls C	Total Number of Calls Offered and Abandoned				
	N. J. Com	Offered	Answered	In Queue	Abandoned In Queue	
	Number of Calls to Relay Florida	0	0	00	00	
5.	Total Number of Calls P	laced By End Users			0	
6.	Total Number of Comple	0				
7.	Total Number of Outbou			ion		
			Outbound Calls		Completed Calls	
	Local		0		U	
,	Intrastate IntraLATA		0		0	
	Intrastate InterLATA		0		0	
	Interstate		0		0	
	General Assistance		0		0	
	Toll Free		0		0	
•	Directory Assistance		0		0	
	900 NPA Access		0		0	
	International		0		0	
	Marine		0		0	
	Total		0		()	
8.	Average Length of Call					
			Inbound		Outbound	
	Work Time (minutes)		0.00		0.00	
	Set-up/Wrap-up Time (п		0.00		0.00	
	Conversation Time (min	utes)	0.00		0.00	
	Conversation Time Base (in minutes)	d on Call Type				
	TTY-Baudot		0.00		0.00	
	Turbocode		0.00		0.00	
	ASCII		0.00		0.00	
	Voice		0.00		0.00	
	Voice Carryover		0.00		0.00	
	Hearing Carryov		0.00		0.00	
	Blind/Deaf ASC		0.00		0.00	
	Blind/Deaf Baud	ot	0.00		0.00	

9. Total Number of Inbound Calls and Outbound Calls by Call Type

TTY-Baudot Calls	Inbound 0	Outbound 0	% of Total 0.00%	ASAI * 0.00
Spanish-Speaking Users Speech Disabled Users	0	0		
TURBO CODE Calls Spanish-Speaking Users	0	0	0.00%	0.00
Speech Disabled Users	0"	0		
ASCII Calls Spanish-Speaking Users Speech Disabled Users	0 0	0 0	0.00%	0.00
Voice Calls Spanish-Speaking Users	0	0	0.00%	0.00
Voice Carryover Calls Spanish-Speaking Users	<u> </u>	0	0.00%	0.00
Hearing Carryover Calls Spanish-Speaking Users	0	0	0.00%	0.00
Deaf/Blind ASCII Calls	0	0	0.00%	0.00
Deaf/Blind Baudot Calls	0	0	0.00%	0.00
Total	0	0		

^{*}Average Speed of Agent Interaction measures the time between the switch answering the call and the agents interaction with the caller.



Mark W. Peterson Vice President and Assistant Treasurer 2330 Shawner Mission Parkway Westwood, KS 56205 Telephone (913) 624-3550 Fax (913) 624-3088

Dates

January 31, 1997

To:

Crodit Manager

From:

Treasury Management Department

Sprint Corporation (Sprint), incorporated in 1938, is a holding company with subsidiaries in a number of telecommunications markets. Sprint owns subsidiaries which provide local exchange, cellular/wireless and domestic long-distance telecommunications services. In addition, Sprint's other principal subsidiaries distribute telecommunications products and provide directory publishing services. Sprint, through its subsidiaries, owns sprint Communications Company L.P. (the Limited Partnership), the principal operating unit within the long-distance communications services division.

Selected highlights for the year ended December 31, 1995 are as follows:

Revenues

S 12.7 billion

Total Assets

\$ 15.2 billion

Operating Income

\$1,834.3 million

Net Income

\$ 946.1 million

Ramings Per Common Share from continuing operations

\$ 2.69

Approximate Number of Employees

48,000

Billing and any inquiries regarding individual accounts should be directed to:

Sprint Corporation
Accounts Payable Department
P.O. Box 5409
Kansas City, MO 64131-5409
816-854-5424

The following is a list of bank and trade references:

Bank References

James Gifes
Assistant Vice President
Citicorp
399 Park Avenue, 8th Floor
New York, NY 10043
212-559-1810

Janet M. Klein
Vice President
Norwest Banks
Norwest Center
Sixth and Marquette
Minneapolis, MN 55479
612-667-3437

Tom Behrer
Vice President
First Union
One First Union Center
Charlotte, N.C. 28288
704-374-6272

Trade References

Scott Rice of Kansas City P.O. Box 19027 Kansas City, MO 64141 Contact: John K. Clinger 816-221-6025 Schooley, Inc. 3401 Truman Road Kansas City, MO 64127 Contact: Juanitz Reuscher \$16-231-6650 Ritz Carlton 401 Ward Parkway Kansas City, MO 64112 Connect Shelly Thurman 816-756-1500

Sprint's Dun and Bradstreet number is 00-694-2395

Sincerely,

manus Rt --



"Others are spending tens of already has ... an unparalleled wireless, international, Internet and paging



SPRINT PCS

△ By year-end, Sprint PCS initiated service in 134 metropolitan markets. Sprint-branded PCS coverage eventually will include 260 million people across the United States.

1997, attracting new customers and rewarding existing customers.

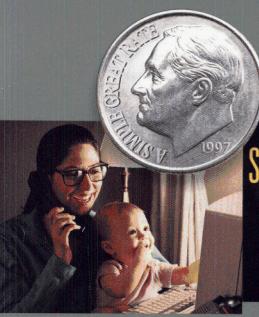
AT RADIOSHACK

A RadioShack is Sprint's largest source of non-direct retail sales for personal communication services (PCS) and is generating substantial new long distance business.

of a major marketing agreement with the NFL. Sprint solidified its brand positioning. Coaches, including Super Bowlwinning head coach Mike Shanahan of the Denver Broncos, wore Sprint-branded headsets throughout the season.

billions to get what Sprint position across local, long distance,

markets." — William T. Esrey



Take the trip everyone's talking about.

Sprint Internet Passport





INTERNET

A Sprint is deploying high-speed Internet access to its customers nationwide. This should bring a significant increase in productivity for business and consumer users of the Internet.

SPRINT PAGING

Table of Contents Chairman's Letter

1997 Year in Review

Sprint at a Glance

Consumer Markets Strategic Overview

Business Markets Strategic Overview

Financial Section and Corporate Information

Carrier Markets Strategic Overview

△ Some messages are just too important to leave waiting on an answering machine. If you're on the go—or want to stay connected with someone who is—Sprint paging keeps you in touch.

GLOBAL ONE

△ The goal of Global
One — Sprint's joint
venture with communications giants France
Telecom and Deutsche
Telekom—is to become
the preferred choice for
multinational companies,
carriers and customers.

2

6

10

14

16

24

INTEGRATED COMMUNICATIONS

△ Sprint helps consumers wrap up all their communications services into one package. Sprint Selections is one source for simplified billing and monthly savings.

SPRINT SENSE

A Sprint Sense has been enhanced numerous times since its launch and is now among the longest running and most successful products in the communications industry.





"Just about all Sprint has done this year is have its stock outperform almost every other large telecommunications carrier..."

- The New York Times, October 24, 1997

Sprint: It all happens here...

Dear Shareholder:

The humorist Dave Barry noted recently that the economy continues to boom, primarily because of the millions of new jobs created by the telecommunications industry's massive effort to change every area code in America every two months.

Mr. Barry is right that the industry is in a state of change — but it goes far beyond area codes. This past year telecom companies have been buying each other up left and right. They are preparing for the day when a company will be able to offer consumers a complete package of services, including local, long distance, wireless and Internet access — in the nation and across the globe.

And what has Sprint been doing while all this has been going on?

I'm happy to say that we already have the pieces that everyone else is scrambling to acquire, so we haven't had to join the multibillion-dollar buying frenzy. Instead, Sprint's exceptional employees spent 1997 executing the plans and pieces we already have in place — an enviable position to be in.

Since we do possess such valuable assets, this has led to speculation that Sprint is "on the block." If someone offered us the moon and the stars, it

would be our responsibility to consider it. But, quite frankly, Sprint has the execution prowess to continue to be the master of its fate. This is what has allowed us to accomplish so much over the years.

The important point is that we have the critical economic, technological and marketing mass to go it alone. That is clearly our plan. And that is how we intend to proceed as long as we can expect the kind of returns that have made Sprint such a good investment. Over the last 10 years, we have provided a 23% average annual return, which beats local carrier and long distance indices, as well as the indices of the broader market. Our core businesses enjoyed record profits again this year.

Since the industry is so focused on putting together "the package," let me brief you on what Sprint has assembled.

LONG DISTANCE Last year, we were again the fastest growing of the big three long distance carriers with revenues up 8% for the year, operating income up 14% and calling volumes up 14%. According to the J.D. Power survey, we were again rated number one in customer satisfaction. Our *Sprint Sense* flat-rate calling plan continues to be very well received in the residential market, and our Fridays Free program has helped us achieve double-digit increases in the low-end business market. In fact, *FORTUNE* magazine recently wrote: "...Sprint's marketing department is the best in the business; its innovations, like flat-rate pricing plans, have been aped by everyone else."

LOCAL Our local business, which serves 7.4 million customer lines in 19 states, outpaced the RBOC averages in several key measures: our revenue grew 4% in 1997, and operating income increased 9%. Access lines grew at an industry-leading 5.6%, excluding sales of local exchanges in 1997. One of the great opportunities our local division offers Sprint — in addition to solid profits — is that we are able to learn a great deal about our customers' preferences for packaged services. This • 4



Sprint's net operating revenues have increased 37% since 1993, reflecting strong growth in the company's core businesses.

Financial Highlights

(in millions, except per share and employee data)	1997	1996	% Change
Net operating revenues Long distance division Local division ⁽¹⁾ Product distribution and directory publishing ⁽¹⁾ Core businesses Emerging businesses Consolidated	\$ 8,954.8 \$ 5,231.7 \$ 1,445.1 \$14,816.5 \$ 57.4 \$14,873.9	\$ 8,302.1 \$ 5,013.3 \$ 1,214.3 \$13,887.0 \$ 0.5 \$13,887.5	8% 4% 19% 7% —
Income from continuing operations(2)	\$ 921.0	\$ 1,226.9	(25)%
Earnings per share from continuing operations ⁽²⁾ Basic Diluted Dividends per common share	\$ 2.14 \$ 2.11 \$ 1.00	\$ 2.91 \$ 2.87 \$ 1.00	(26)% (26)%
Total assets	\$18,184.8	\$16,826.4	8%
Employees (year-end)	50,602	48,024	5%

⁽¹⁾ In July 1997, Sprint changed its transfer pricing for certain transactions between affiliates. Consolidated results were not affected. Net operating revenues for the local and product distribution and directory publishing (PDDP) divisions assume these changes occurred at the beginning of 1996. Actual 1997 net operating revenues for the local division were \$5,290.2 million in 1997 and \$5,126.8 million in 1996. PDDP revenues were \$1,454.3 million in 1997 and \$1,225.4 million in 1996.

⁽²⁾ Sprint recorded nonrecurring litigation charges within the long distance division of \$20 million in 1997 and \$60 million in 1996. Also in 1997, Sprint recognized gains of \$71 million related to sales of local exchanges and an investment in an equipment provider. Including these items, 1997 income from continuing operations was \$952.5 million (\$2.21 per basic share) and \$1,190.9 million (\$2.82 per basic share) in 1996.



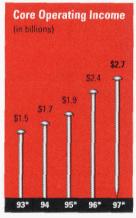
"Sprint is arguably the most innovative of the big carriers in recent years, having pioneered mass-market acceptance

of flat-rate pricing."

— Washington Post, September 6, 1997

▶ Rowledge will serve us well as we expand our local service offerings across the country. Sprint is in the midst of drawing up plans for that right now. We are cautiously optimistic that we can be competing in local markets dominated by the Bell companies within one year to 18 months. We plan to come to market with services that are distinctive and compelling.

WIRELESS As of the end of 1997, Sprint's wireless endeavors offered service in 134 metropolitan markets and will add another 100 markets by early 1999. By the end of this year, the Sprint-branded PCS network will cover more than half of the U.S. population. As the only company with a single nationwide frequency, utilizing a common digital technology and marketed under a widely recognized brand, we will have a very strong competitive advantage as the wireless market grows.



Core results exclude joint ventures and emerging businesses.

*Excludes nonrecurring charges

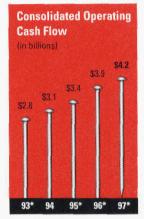
Sprint's core business operating income has grown by 76% since 1993.

GLOBAL The market for international telecommunications services is estimated to be at least three to four times the size of the U.S. market. Global One, our partnership with France Telecom and Deutsche Telekom, achieved strong market acceptance in 1997 with revenues of more than \$1 billion.

We experienced disappointing progress toward profitability because of shortcomings mainly on the cost side, which we are correcting. Sprint continued to complement its overall

international strategy through other alliances, including activities in Canada, Mexico, Israel and China.

DATA On the strength of its technology, Sprint has a powerful position in data communications. One of the nation's leading telecom publications named our chief



Operating cash flow equals operating income plus depreciation and amortization.

*Excludes nonrecurring charges

Sprint's operating cash flow has shown a strong and steady upward trend, growing by 50% since 1993. technology officer, Marty Kaplan, as 1997 Technologist of the Year. Using technology called Wavelength Division Multiplexing, the Sprint team was able to expand capacity on our advanced fiber-optic network by a factor of 16.

As a result, we are well prepared to expand on our number one market share in packetbased data services, which break data information into cells to increase network efficiency and performance. These services represent the high-speed switching standards of the future, including such technologies as ATM and Frame

Relay. A large part of Sprint's data positioning comes from the company's role as a leader in Internet backbone services. We also have entered the market as an Internet access provider. Our recently announced alliance with EarthLink Network, Inc. will create a combined base of 600,000 Internet access customers, and enable Sprint to build its brand equity and market share in this rapidly growing segment.

With our recent acquisition of Paranet, we also greatly improved our ability to offer customers end-to-end data network management services.

BRAND One market researcher has said that branding is "the neon in your name." There is increasing neon in the Sprint name. We have seen data that suggest our brand recognition is approaching par with AT&T. We have strengthened our brand exposure through an exclusive sponsorship agreement with the

THE WINNING TEAM

▶ Opposite page, from left: Super Bowl champion quarterback John Elway, Sprint/RadioShack advertising star George Jetson, The Rolling Stones rock and roll icon Mick Jagger and Sprint Chairman Bill Esrey.

National Football League and our nationwide association with RadioShack. Sprint's "store within a store" at RadioShack sells Sprint long distance, PCS, Internet access, prepaid calling cards and Sprint-branded telephone equipment.

Along with the many successes we enjoyed over this last year, we also suffered one very personal loss — the death of Paul Henson, our former chairman. He presided over this company as it grew from a relatively small Midwestern company called United Utilities into the company we today call Sprint. Paul was a gentleman of integrity and vision. I was always struck by how very open he was to the future.

Open to the future is how Sprint intends to honor Paul's memory, and it is how we intend to go forward into the 21st Century.

Sincerely,

Bill Esney

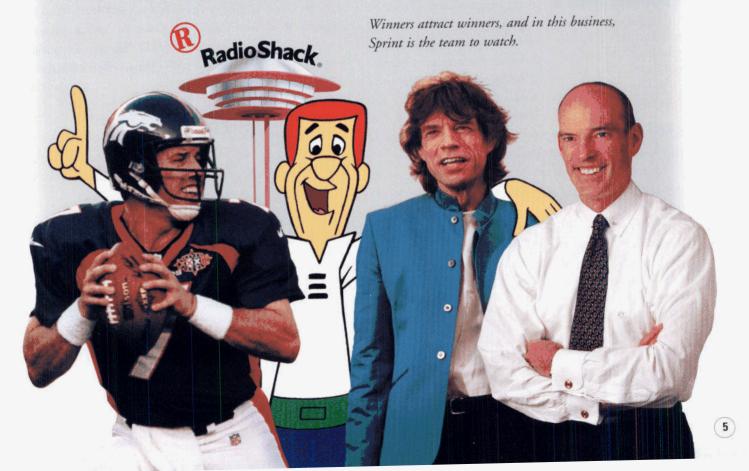
William T. Esrey

Chairman and Chief Executive Officer March 4, 1998

Best in the Business

In early 1998, FORTUNE magazine wrote: "... Sprint's marketing department is the best in the business..." We are the best in a business driven by sound and innovative marketing. We are the best for a multitude of reasons. Foremost among them:

- Another successful year as the official telecommunications sponsor of and exclusive telecommunications provider for the National Football League.
- ► A powerful new distribution arrangement with retail giant RadioShack and a national television advertising blitz featuring the widely known cartoon family, the Jetsons.
- ➤ A high-visibility sponsorship with The Rolling Stones, who finished the year as, by far, the leading entertainment act in the country.



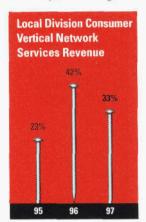
"In a year in which AT&T and MCI would play nice and ultimately fade from consumers' view, Sprint — long considered the

other long-distance phone company — has never appeared so battle ready and certainly never as hip."

— Brandweek, October 20, 1997

Sprint: It all happens here...

The vision of packaged and integrated communications has been a much-discussed topic in the telecom industry, and for good reason.



The local division is well positioned to provide vertical network services, such as Caller ID, Call Waiting, Three-Way Calling and MessageLine voice mail.

A 1996 survey found that if they could, two-thirds of U.S. households would choose a single company for their communications and entertainment needs. So it is no surprise that telecom providers want to provide it all: long distance, local, wireless and data (including Internet service).

The challenge is to bring these capabilities together on a large scale. This calls for advanced technology, comprehensive marketing, extensive distribution channels, and first-rate support for customers. We are confident that

Sprint has the entire set of fundamental assets needed to succeed in this environment.

In the consumer market, Sprint already has a strong position across the long distance, local and wireless segments.

We are successfully building on our base of more than 9.5 million residential long distance customer accounts. As competition comes to the local market, we begin

with a strong foundation of nearly 5.3 million residential access lines in 19 states. The new Sprint PCS joint venture is moving aggressively to offer digital wireless service nationwide. Even with its network

SAN FRANCISCO TREAT

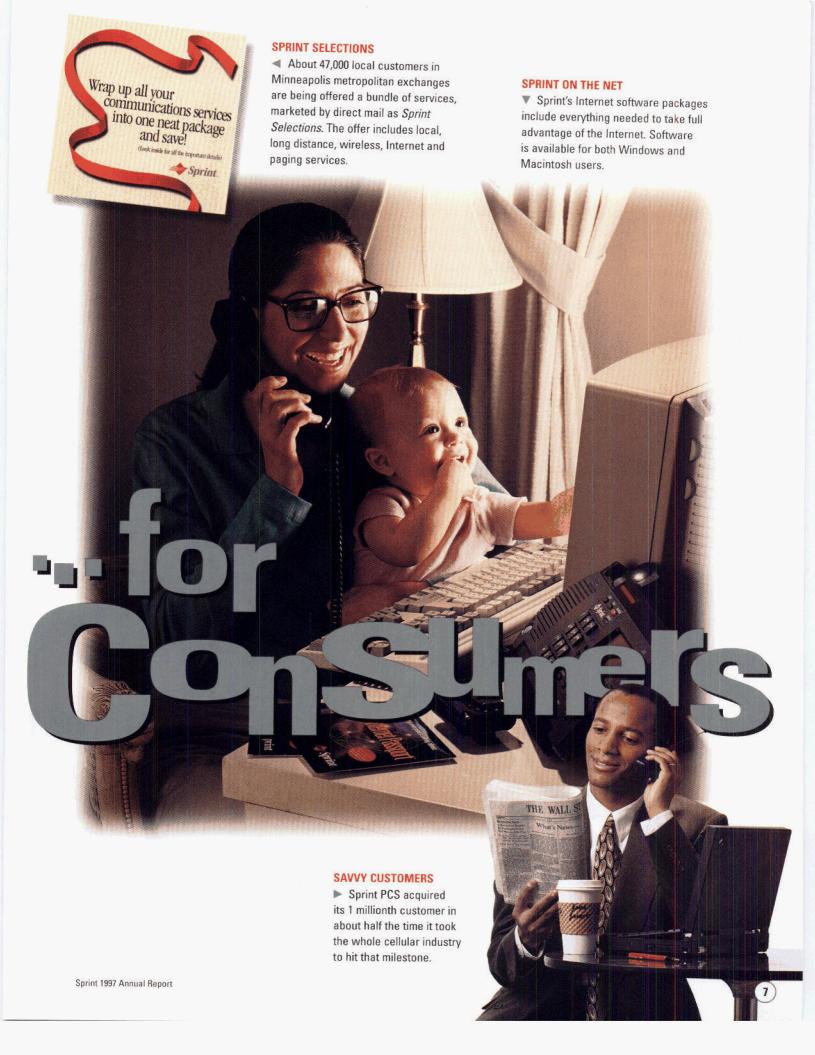
▶ By purchasing paging bundled with a Sprint long distance program, small businesses can reduce rates on certain calling plans. still under construction, Sprint PCS already has more than 1 million customers.

Each of these key businesses is growing well on a stand-alone basis.

On the strength of its innovative calling plans, Sprint signed up 15% more residential customers in the fourth quarter of 1997 than it did in the fourth quarter of 1996. Having pioneered flat-rate long distance pricing, Sprint's consumer services group continues to enhance its *Sprint Sense* calling plan. For example, in 1997 we extended flat-rate pricing to international calling.

In its local markets, Sprint's residential access line growth continued at a healthy 5% annual clip in 1997, excluding the sales of local exchanges. Much of that growth came as customers added second lines to their homes. Sales were also strong for enhanced services such as Call Waiting and Caller ID. We see substantial opportunities for further market penetration with these and other value-added services.

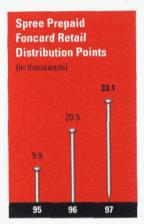




"Sprint has done an outstanding job in maintaining its position as a premier service provider to its residential customers."

— Brian Adamik, Vice President of Consumer Communications Research, The Yankee Group, November 3, 1997

◆7 Meanwhile, the Sprint PCS joint venture is rapidly positioning itself on a nationwide scale. As the year came to a close, Sprint PCS had initiated service



Sprint now has more than 33,000 outlets selling its prepaid Foncards, including RadioShacks, gas stations and convenience stores.

in 134 metropolitan markets. More than 100 additional markets will be in service by early 1999. Today, Sprint PCS services cover about a third of the U.S. population. They will reach more than half the U.S. population by the end of 1998. Eventually, Sprintbranded PCS coverage will include nearly 260 million people throughout the country.

With industrywide penetration of the wireless market expected to double in the next five years — to as high as 50% — the prospects for growth are very bright indeed.

Our future growth will be built, in large part, on the merits of brand awareness.

All Sprint-branded products — whether long distance, local or wireless — benefit from our brand investment. During the past year, the Sprint name enjoyed its greatest exposure ever.

As recognized by the prestigious publication *Brandweek* (which named our long distance consumer group president, Tom Weigman, as its Marketer of the Year), Sprint has moved to the forefront as an innovative marketer of communications. We now benefit from brand awareness that is approaching par with the much older AT&T brand.

Sprint's innovative brand awareness push included its role as the National Football League's official telecommunications provider. This was the second season of our three-year alliance with the NFL.

COAST TO COAST

Sprint's Dime Van visits college campuses from coast to coast.

This stop at UCLA helped Sprint's college marketing team to its best financial performance ever.

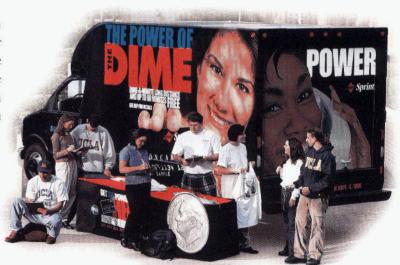
During the six-month NFL season, we creatively reinforced the Sprint brand to 160 million NFL fans. Successful promotions tied to Monday Night Football, the Super Bowl and NFL games across the nation have had a positive impact on sales.

At the same time, our sponsorship of The Rolling Stones tour was productive in attracting new customers and in rewarding existing customers.

Our track record in customer satisfaction is another important factor in the strength of the Sprint brand. Sprint maintained its lead for the third straight year in the J.D. Power and Associates study of high-volume long distance users. We also received top honors in The Yankee Group's 1997 Technologically Advanced Family survey. Sprint ranked first in all eight of the survey's categories for the third year in a row, and led the long distance market in the quality of service category for the fourth consecutive year.

With customers' high level of trust in the Sprint brand and our demonstrated ability to improve brand visibility, Sprint is well positioned to grow in the consumer marketplace.

The most exciting potential for growth will come as we more fully unleash the synergies of Sprint's diverse assets.



This process is underway now. In the last few years, Sprint's long distance and local divisions have cooperated in several cross-marketing opportunities. In 1997, we took the next step, by marketing local, long distance and wireless products together on a widespread basis for the first time.

With our RadioShack alliance, a complete array of Sprint-branded products and services are marketed through a single channel. During the year, we launched the Sprint "store within a store" concept in 6,000 RadioShack stores nationwide. One million people visit these stores every day. When they walk through the doors, they are within arm's reach of the full complement of our products — including long distance, Sprint PCS, Internet access, prepaid cards and Sprint-branded telephone sets. Those potential customers are served in person by a sales force of more than 25,000 RadioShack

employees, specially trained to sell our products.

Along with this, our local division has reorganized to achieve a sharper marketing focus. Instead of aligning around separate companies serving their own geographic territories, our local operations are now fully unified. Like our long distance business, Sprint's local division is focused on consumer, business and carrier markets. This enables us to market the entire range of Sprint-branded products more effectively and efficiently to our existing local customers. It also gives us valuable experience that we can apply when the conditions are right to expand into newly competitive local markets across the nation.

THE SPRINT STORE AT RADIOSHACK

▼ RadioShack is within a five-minute drive for 94% of the U.S. population.



"...Sprint may now come closest to offering that vaunted bundle of telecommunications services that has become the goal of

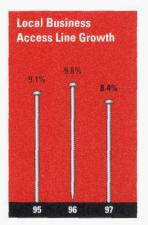
almost every large communications company: local and long-distance telephone service, Internet access, wireless communications and a respectable international presence."

- The New York Times, October 24, 1997

Sprint: It all happens here...

Sprint's ability to deliver full-service capability is especially critical to business customers.

Advanced communications create many new opportunities for customers to improve their business performance. To get the most out of those opportunities, businesses are requiring close consultation from their telecom providers. Sprint is responding, customer by customer. We study a company's special business needs. We work with each company individually to design a portfolio of services that helps its managers increase their sales and efficiencies.



Over the past three years, Sprint's annual growth rate for business lines was 9.1%, while the average industrywide rate was 6.4%. The industry average includes the Regional Bell Operating Companies, GTE and Sprint. This collaborative approach has earned Sprint a large and loyal band of business customers — including 1.3 million long distance customer accounts, and more than 2 million local business lines served. The results were reflected in our performance in 1997.

In the long distance division, both our high-end and low-end business markets generated double-digit revenue growth in 1997. Volume growth from high-end business customers increased more than 15% in 1997. Total volume from low-end business customers grew more than 25% over the same period.

Much of this growth from small businesses was fueled by the continued success of our Fridays Free promotion. Since its launch in 1996, Fridays Free has helped Sprint long distance increase its small business accounts by more than 15%. In our local division, we posted strong revenues from business markets in 1997. This included continued successes in such markets as health care, education and government.

Sprint is capitalizing on its business market momentum through its leadership in data communications and digital technology.

Much of Sprint's strategy in the business sector stems from a radical shift in the kind of services customers need and expect. Today, telecom networks carry about 80% voice calls and 20% data. According to some projections, those proportions will be reversed in as little as six years. A significant portion of this data explosion is due to business use of the Internet and intranets.

Telecom carriers with the best data networks will have an inside track in satisfying the demands of business customers. The unique architecture of Sprint's nationwide, 100% digital, fiber-optic network enables us to combine advanced network technologies in ways that produce unsurpassed bandwidth, speed and survivability.

Our technological virtuosity has been a crucial factor in securing a data leadership position for Sprint. A report by International Data Corporation recognized Sprint as the market-share leader in such packet data services as Frame Relay, Asynchronous Transfer Mode (ATM) and X.25. In a 1997 survey by *Data Communications* magazine, users gave Sprint the highest single score in the switched digital category. High levels of customer satisfaction helped our long distance ATM, Internet Protocol and Frame Relay revenues rise 70% in 1997.

Sprint is in an excellent position to benefit from high growth rates in packet-based services. We foresee continued growth potential as additional technologies become available.



"... Sprint has catered to the business market in long distance, where its all-digital network gave it a leg up in high-speed

data transmission."

- Forbes, February 23, 1998

◄11 The full power of Sprint's digital technology will soon burst through the local network.

Sprint is pursuing a multifaceted strategy designed to bring the full benefits of digital communications to its customers — not just on our national network, but right to their places of business, and in their homes as well.



Source: International Data Corporation

Sprint leads the industry in packet-based data communications. The total market opportunity in this category is projected to more than triple from 1997 to 2001.

The Sprint PCS venture, for example, will provide a 100% digital wireless connection. By using a single digital technology, Sprint PCS will be the only PCS provider with a consistent national service platform. This gives us an edge in developing integrated products and services, both for businesses and for consumers.

On the wireline side, our existing local markets are served by nearly 100% digital switching. Building on that platform, we are focusing on deploying fiber-optic cable further into our local networks.

In early 1998, Sprint joined a working group of major

telecom and information technology companies to develop Asymmetric Digital Subscriber Line (ADSL) technology. When fully developed, ADSL will enable customers to use existing copper telephone lines for

high-speed Internet access up to 30 times faster than today's dial service.

We are also extending the power of Sprint's packet-based long distance network by making high-speed broadband communications available locally in the nation's top

FRIDAYS FREE FOR AA2Z

Connie Kramer runs
AA2Z Typesetting out of
her home in Oceanside,
California. That means
Fridays are free in her
office. She uses Sprint
for both local and long
distance communications.

75 metropolitan areas. As part of this initiative, we are contracting with local exchange carriers to construct fiber-optic rings. These rings use the same unique configurations now operating on Sprint's long distance network. They are currently operating in 16 of the nation's top metropolitan areas, with more than 30 targeted by year-end 1998.

The end result of all these investments is that Sprint is rapidly expanding its ability to provide business customers what they most need to realize the full benefits of communications: reliable bandwidth on demand, with end-to-end connectivity.

Beyond network capacity itself, businesses are also looking for expertise in managing their voice, video and data applications. We have long offered a variety of sophisticated network management services to the business market. With our recent acquisition of Paranet, Sprint can now provide data management services that extend from the wide area network to the local area network and all the way to the desktop.

We also give customers the voice, video and data connections they need to do business on a global scale.

For our business customers, the most important of Sprint's international investments is the Global One partnership with France Telecom and Deutsche Telekom.



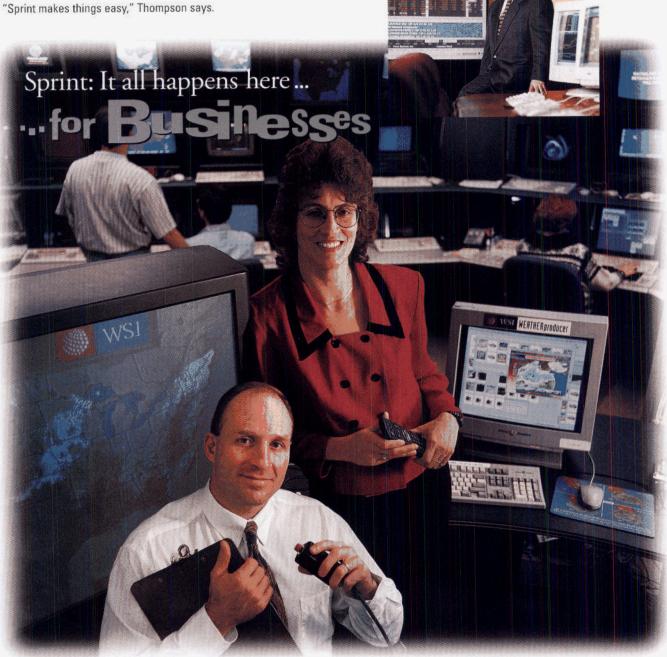
Global One's presence in more than 65 countries gives it the largest geographic coverage of any international communications alliance. Using a technologically advanced global backbone network, Global One offers access to the world through a single point of contact.

SEEING THE FUTURE FIRST

■ Massachusetts-based Weather Services
International (WSI) Meteorologist Terry Casey, left,
and WSI Data Communications Specialist Dawn
Thompson rely on Sprint for national forecasts.
"Sprint makes things easy." Thompson says.

MISSION CRITICAL SERVICE

▼ St. Louis-based Bridge Information Systems provides real-time financial information to international brokerage houses. "If a Bridge client is down two seconds, it's too long," says Rob McCormick, the company's chief technology officer-global communications. "Sprint focuses on data. Their people understand it. That's why they're the leader."

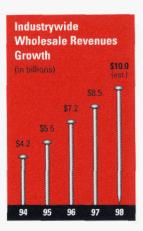


"Sprint's biggest trump card is having the nation's most advanced backbone network. The company is implementing a \$100-million

Sonet fiber-ring backbone with ATM switches, capable of handling trillions of bytes of multimedia traffic."

- CommunicationsWeek, September 16, 1996

Sprint: It all happens here...



According to a 1997 analysis by ATLANTIC-ACM, the long distance wholesale market is expected to more than double from 1994 to 1998. Sprint's network technology opens many doors.

Our leading-edge capabilities support innovative product development, while they also increase efficiencies and create a competitive cost advantage. These are vital at a time when deregulation will inevitably bring new entrants into all the key markets we serve. While Sprint will expand its business aggressively, it is an inescapable fact that new competitors will also gain a share of the market. As this happens, their need for network capacity will grow. We

believe these providers will continue to be attracted to the advantages of our technology, giving Sprint a prime opportunity to put profitable traffic on its network by selling excess capacity on a wholesale basis.

The wholesale market will grow across the board: in long distance, in local markets and on the global front.

Sprint's long distance division is already attracting increased usage by resellers. The division's wholesale group achieved volume growth of more than 30% in 1997. We have already signed up four of the seven original Regional

FASTEST-GROWING CITY

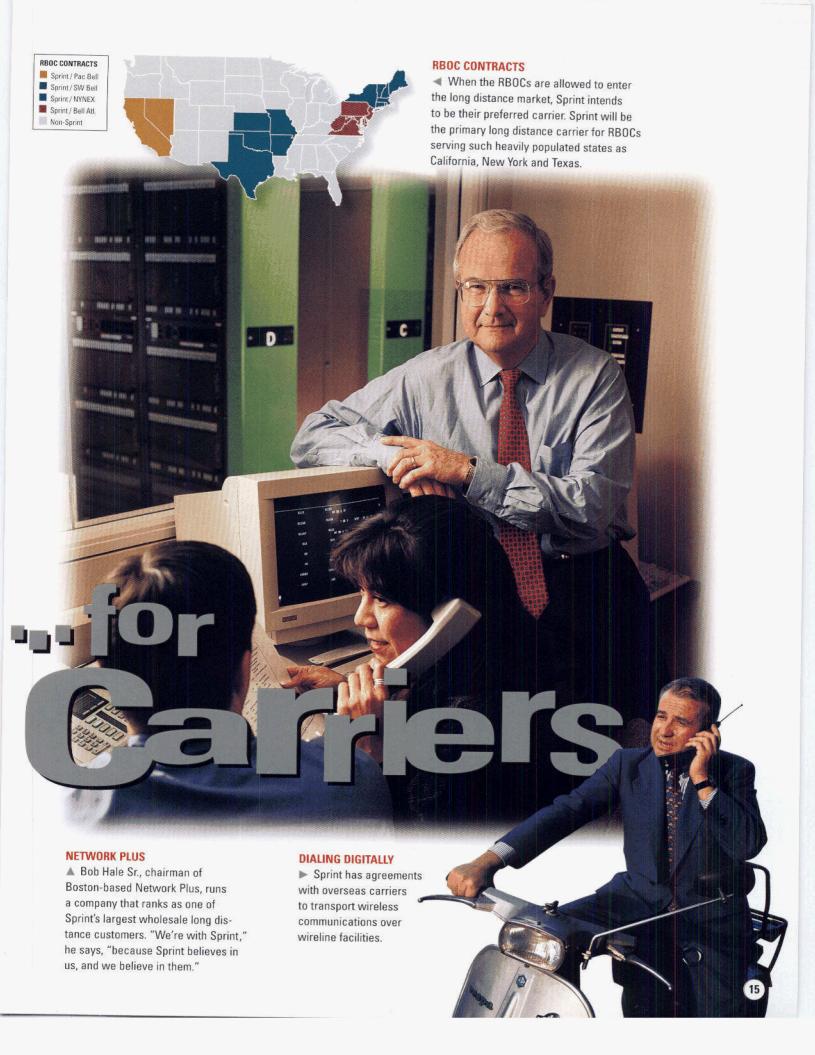
The Las Vegas valley is the fastest-growing community in the country with more than 76,000 new residents in 1997. Sprint is installing fiber optics to the curb in many new housing developments, offering residents the most innovative products and services. Sprint also leases local network capacity to its competitors.

Bell Operating Companies (RBOC) for long distance transport services. Our objective is to strengthen Sprint's position further by selectively expanding our product offerings, along with a customer support structure that sets us apart in the eyes of resellers. This includes both traditional telecom companies and nontraditional resellers, such as utilities.

New competitors have been slow to enter our existing local territories, but over time deregulation will also bring new entrants to these markets. We believe the high quality of our local networks will make Sprint a very attractive wholesale provider in this arena as well.

Internationally, our Global One partnership with Deutsche Telekom and France Telecom has firmly established itself as a leader in the carrier services market. By the end of 1997, Global One served 88 international carriers. Deregulation of international telecommunications markets is expected to open many new opportunities for Global One in Europe, Asia, North America and Latin America.





Getting It Right

SOLUTIONS WITH A SMILE

Aaron Works, a business solutions specialist at Sprint's Business Solutions Center in Louisville, Kentucky, helps solve communications problems for small- and medium-size businesses



Delivering the right products to the right customers in the right places at the right times.

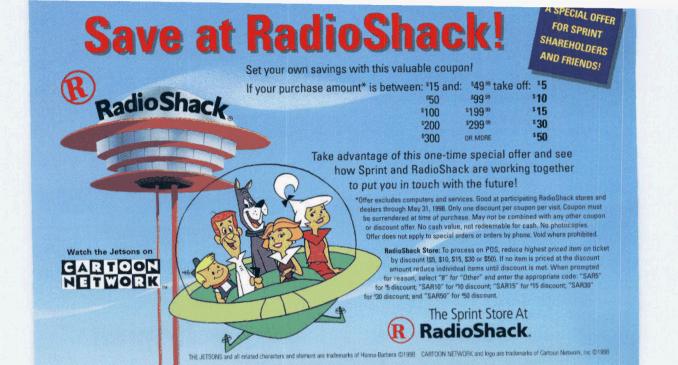
A PCS PHONE FOR EVERYONE

Sprint has a variety of wireless phone choices for its PCS customers, ranging from palm-sized digital phones to combination PCS/cellular phones.



The international airports at two of the nation's top tourist-attraction cities - Orlando, left, and Las Vegas, above — are busy, and so are Sprint pay phones. Sprint has exclusive pay phone contracts with both airports.





Sign Up for Sprint and Get Up to 200 Free Minutes!

Offer good March 15, 1998, through September 15, 1998.

This special Annual Report offer entitles **new** Sprint Sense customers to receive up to 200 minutes of free domestic long distance calling. When you switch, you'll also get Sprint Sense rates – just a dime a minute for your state-to-state calls 7 p.m. to 7 a.m. Monday through Friday and all weekend.

(Weekday state-to-state rates from 7 a.m. to 7 p.m. are 25 cents a minute. In-state rates vary.) Call **1-800-239-0304** to take advantage of this special offer. The free minutes are based on the 10 cents per-minute rate and will appear as a \$10 credit on your first two invoices. Call now and take advantage of this offer!

Need a Sprint Prepaid Calling Card for Travel and Convenience?



Ever been traveling, in a hotel or at a pay phone and wished you had a prepaid long distance card? Is there a better gift for friends or close relatives to help them keep in touch with you? Simply call **1-800-366-0707** and place a credit card order for Sprint Prepaid Foncards in denominations of \$5 to \$100.

RadioShack Store: To process on POS, use the sales code MZV for the long distance sale. Only available on Sprint Sense* domestic Long Distance.





▼ On June 12, 1997, Sprint's stock exceeded \$50 a share for the first time. Investors are recognizing that Sprint has the strategy, the technology, the marketing power, the partners and, above all, the people to outperform the competition and deliver superior financial results.

EVA: An Important Tool

Economic Value Added (EVA) is an important tool for Sprint management. EVA indicates how efficiently a business uses its assets to maximize shareholder value. Measured by EVA, Sprint's core businesses generated more than \$400 million in returns above and beyond the cost of capital in 1997.

(Sprint defines EVA as after-tax operating profits minus the cost of debt and equity capital used to produce those profits.)

JUNE 12, 1997 Sprint reaches \$50 a share. Sprint reaches \$50 a share.

FREE LONG DISTANCE

SKILLED WORK FORCE

Sprint's highly skilled employee team is committed to delivering advanced telecommunications with speed, responsiveness and simplicity.



PEACEKEEPING CONTRACT

■ Sprint chartered the world's largest cargo plane in 1997 to transport satellite dishes and other communications equipment for U.S. military forces in Bosnia, Croatia and Hungary. Sprint installed a commercial communications system and is leasing it to the U.S. government.

Satisfying Customers

Sprint North Supply has developed enhanced services to address new customer requirements in a rapidly changing communication marketplace. Plans are in place for "Assemble, Wire and Test" and "Engineer, Furnish and Install" capabilities on a national basis. With existing strong supplier relationships, Sprint North Supply will continue to offer a multisupplier solution for



DELIVERING PRODUCTS

▲ Through its 11 strategically located national distribution centers, Sprint North Supply offers more than 30,000 products and represents more than 1,300 manufacturers.

HELPING HIS BUSINESS DO MORE BUSINESS

▼ Bill Rankin, the CFO for Blue Bell Creameries in Brenham, Texas, says Sprint is helping his company to expand into new regions, including its newest market — Atlanta. Blue Bell uses Sprint ATM and Sprint Paranet. Sprint is also installing a corporate intranet for Blue Bell.



RACING FOR SPREE

▼ Sprint sponsors three generations of NASCAR's "first family" of racing. Richard Petty, right, is the winningest driver in NASCAR history. With him is son Kyle Petty, left, and Kyle's son, Adam Petty. Their cars advertise Sprint's *Spree* prepaid Foncard at racing events nationwide.

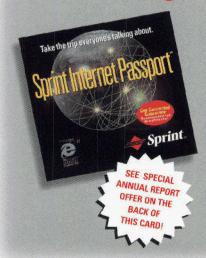


SHOWING CAPABILITIES

▲ Our local division now offers
Sprint's full product portfolio in many
of the 3,000 communities in 19 states
in which it operates. To promote
that expanded offering, Sprint has
produced a new capabilities advertising campaign. The theme: "Sprint
— Where It All Comes Together."



The Right Connection!



Sprint Internet PassportSM exceeded 100,000 customers in 1997. In early 1998, Sprint announced an agreement that would expand its service offering through a long-term strategic alliance with EarthLink Network, Inc. — one of the industry's most powerful Internet providers. Upon closing, the alliance will make EarthLink-Sprint one of the country's largest Internet service providers, with an initial combined base of 600,000 customers. By sharing the use of their assets, Sprint and EarthLink will strengthen their presence in the Internet market and position themselves to expand their businesses aggressively in the future. The big winners will be the customers who will benefit from the combined strength of two of the Internet industry's leaders.

Get Connected Right Now!

Sprint Internet Passport[™] is the smart choice to get an edge online. All you have to do is:

- ► Call 1-800-359-3900 to order FREE Sprint Internet Passport software.
- ► Sign up online at sprint.com/sip.
- Get your first month of access free.



- ➤ Sprint Internet Passport uses Sprint's fiberoptic network and state-of-the-art technology to deliver fast, reliable connections.
- ➤ Sprint Internet Passport has the fastest page download performance of 13 major national consumer Internet access providers (independent study by *Inverse Network Technology*, Third Quarter Report, 1997).
- We invite you to sign up now with Sprint Internet Passport.
- The move to EarthLink-Sprint will take place when the alliance is consummated.*

*The consummation of the transaction creating the alliance with EarthLink Network, Inc. is subject to certain conditions, including compliance with the Hart-Scott-Roding Antitrust Improvements Act of 1976 and approval by the shareholders of EarthLink Network, Inc.

Offer good thru May 31, 1998

HAS YOUR MESSAGE-TAKING EVOLVED?



MESSAGELINE VOICE MAIL

GRAB A BROCHURE AT THE COUNTER. BEFORE THEY'RE HISTORY.

Sprint

ANSWERING EFFICIENTLY

Taking a light-hearted jab at the old-fashioned answering machine, this 1997 Sprint multimedia advertising campaign was instrumental in the continuing growth of *MessageLine* voice mail in both the consumer and small business segments.

TAKING IT HOME

➤ RadioShack is meeting Sprint's aggressive expectations for acquiring new long distance customers. This "Dime Tin" includes tangible rewards for customers who sign up for Sprint at RadioShack's 6,000 stores.







SPANNING THE GLOBE

▼ The chairmen of Global One's three partners — from left, Michel Bon of France Telecom, Ron Sommer of Deutsche Telekom and Bill Esrey of Sprint — toured Asia to explore business opportunities.

EXTENDING A WINNER

▼ Fridays Free is an innovative, proven product that helps businesses do more business. Its success gave its users a bonus in 1997 — Fridays Free has been extended to the year 2000.



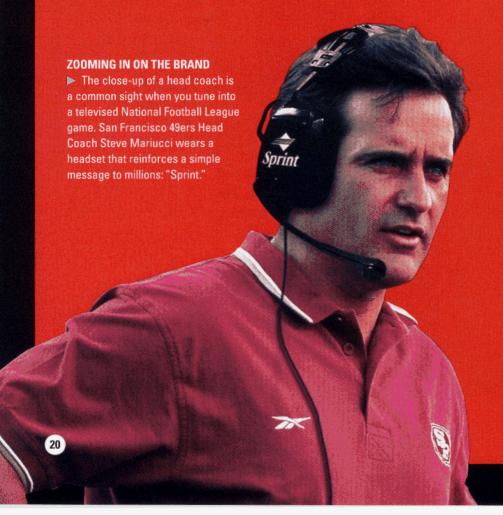
ACCESSING INFORMATION

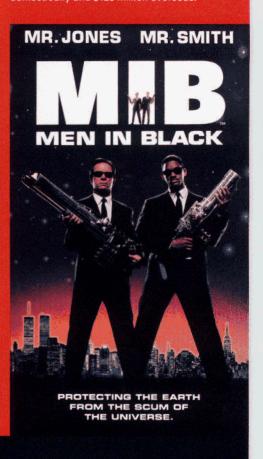
➤ Sprint Information Services turns a Sprint Screen Phone into a convenient source for news and information. For a monthly fee, customers can access news, weather, sports, movies and more.

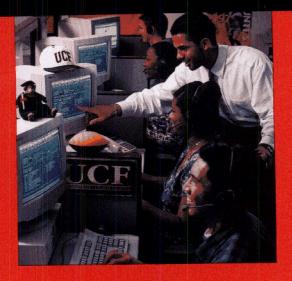


MARKETING WITH THE MOVIES

▼ Certain residential customers who switched to Sprint during a major promotion got a bonus — free tickets to see *Men in Black*, the Hollywood hit of the summer that grossed \$235 million domestically and \$128 million overseas.







PROVIDING TELEMARKETING SERVICES

▲ Sprint TELECENTERs provide telemarketing services for Sprint and for other companies. Sprint was recently awarded a contract to manage global customer care centers for Iridium — the world's first global wireless telephone network.

Opening Pathways

Sprint is a leading member of an international consortium that is proposing a worldwide standard for minimum Asymmetric Digital Subscriber Line (ADSL) technology over existing phone lines. ADSL provides enhanced data capabilities for work at home, Internet access, medical imaging and future video applications. Sprint has completed ADSL trials in Charlottesville, Virginia, and Orlando, Florida.

DOWNLOADING FASTER

An Internet file that normally takes an hour to download with a 28.8 kilobit-per-second modem will take no more than 72 seconds to download with ADSL.



ROCKING AND ROLLING

▲ Sprint sponsored the highest-profile entertainment tour of the year, The Rolling Stones.

EXPANDING THE MIND

Why is Charles Patterson, center, superintendent of the Killeen, Texas, Independent School District, smiling? Because Sprint connected all 34 of Killeen's public schools with fiberoptic cable, giving teachers and students a powerful and efficient tool for expanded learning.



The Right Partners

In 1997, its first full year of business, Global One achieved strong market acceptance and revenues of \$1.1 billion. Global One will play a key role in significantly reducing international settlements costs, which are a large expenditure for each of the three Global One partners—France Telecom, Deutsche Telekom and Sprint. Global One serves businesses, consumers and carriers.

THE RIGHT APPROACH

► The Barak consortium, Sprint's first direct joint-equity international investment since it joined the Global One partnership, provides long distance services in Israel. Barak is a model for similar efforts by the global partners throughout the world.

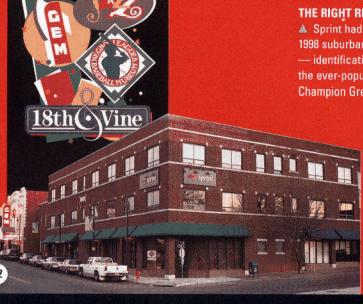
THE RIGHT STUFF

▼ Last summer, Vice President Al Gore presented Sprint Publishing & Advertising's Blue Pages with the coveted Hammer Award for improving government listings at no cost to the federal government.



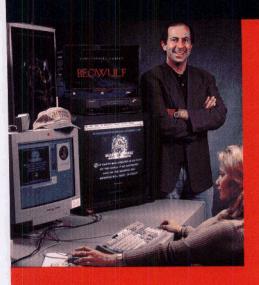
THE RIGHT RELATIONSHIP

▲ Sprint had an ideal cover for its 1998 suburban Milwaukee phone book — identification with an NFL partner, the ever-popular 1997 Super Bowl Champion Green Bay Packers.



THE RIGHT DECISION

▼ The opening of Sprint's 18th & Vine Call Center created 60 new jobs in Kansas City's urban core. Sprint invested in the rebirth of a district once known for African-American businesses and legendary jazz performers.



■ Larry Kasanoff, CEO of digital production studio, linking his studios in Santa Monica, California, and Romania. Says Kasanoff, "Going into Hollywood to look at a shot used to take half a day. Now, it's a phone call."

THE RIGHT NETWORK

Threshold Digital Research Labs, uses Sprint's DRUMs network technology to create the first virtual worldwide

THE RIGHT CONNECTION

▼ No Three Musketeer conversation can occur without Three-Way Calling from Sprint. An advertising campaign for this *71 usagesensitive service — along with *69 Return Call and *66 Repeat Dial — drove a consistent, important 1997 revenue stream.

The Right Idea

As Sprint develops packages of local, long distance and wireless services, the local division will become the primary face of Sprint in its traditional local markets. This new role should bring considerable benefits, including increased market penetration for the whole range of Sprint-branded products available to more than 7 million customer lines served by the local division.



THE RIGHT DIME

By finding a 24-karat gold dime near a pay phone at the downtown Kansas City, Missouri, library, Mary Taylor won the \$25,000 grand prize in the 1997 Amazing Sprint Sense Dime Find. She rewarded herself with a trip to Cancun.



Sprint: Delivering worldclass telecommunications with speed, responsiveness and simplicity.

LOCAL TELECOMMUNICATIONS

The local telecommunications division serves 7.4 million customer lines in 19 states. Nearly 100% of local customers are served by digital switching technology, providing a platform for a portfolio of network-based voice, video and data services.

BUSINESS MARKETS Serves large, medium and small business customers with a full range of value-added services, including network-based solutions, Internet-related products, customer premises equipment and advanced data services.

CONSUMER AND SMALL BUSINESS MARKETS Serves consumers and small office/home office customers with a variety of voice and data services, including Internet access, Call Waiting and Caller ID.

CARRIER MARKETS Serves competitive local exchange carriers, long distance carriers and wireless service providers with network capacity and systems support.

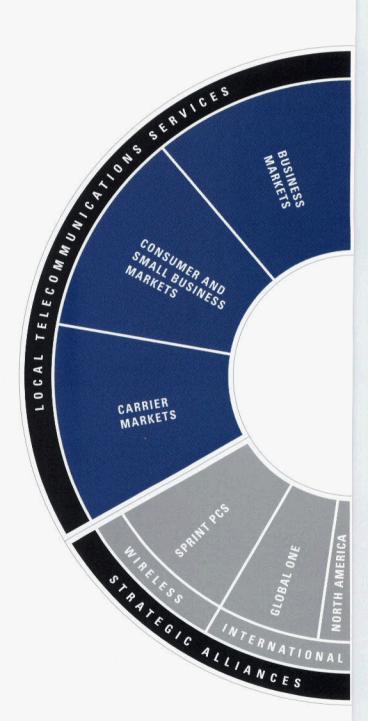
STRATEGIC ALLIANCES

Sprint is extending its market presence through a variety of strategic alliances.

SPRINT PCS Sprint's partnership with Tele-Communications, Inc., Comcast Corporation and Cox Communications, Inc. is constructing a digital wireless PCS network. Licensed coverage for Sprint-branded PCS will include nearly 260 million people across the country in the United States, Puerto Rico and the U.S. Virgin Islands.

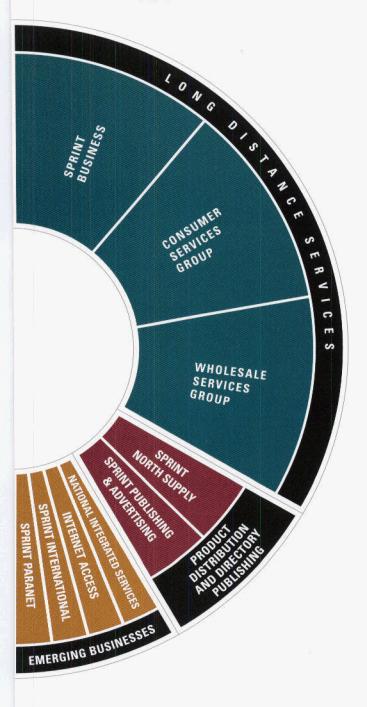
GLOBAL ONE Sprint's alliance with Deutsche Telekom and France Telecom provides global international data, voice and video business services for multinational and large business customers, as well as a growing number of small companies with international business needs. Global One also serves consumers and provides international transport services for other telecommunications carriers.

NORTH AMERICA Sprint will create a seamless platform of cross-border services through its interest in Sprint Canada and a separate strategic alliance with Telefonos de Mexico (Telmex).



SPRINT AT A GLANCE

▼ Sprint serves consumers, businesses and telecom carriers with a wide array of voice, video and data services across local, long distance, wireless, international, Internet and paging markets.



LONG DISTANCE

The long distance division serves nearly 11 million customer accounts with the only nationwide 100% digital, fiber-optic network in the United States. Sprint's leading-edge network offers customers unsurpassed bandwidth, speed and survivability.

SPRINT BUSINESS Serves large, medium and small business customers with a full range of value-added services, including Internet networking, Virtual Private Networks (VPN), messaging, fax, videoconferencing, interactive services, Foncard and prepaid cards. Advanced data services include Asynchronous Transfer Mode (ATM), Frame Relay, LAN/WAN internetworking services, transaction services, private line and switched data services.

CONSUMER SERVICES GROUP Serves residential customers with *Sprint Sense* flat-rate calling plus other plans. Other services include Foncard, toll-free service, paging and prepaid cards.

WHOLESALE SERVICES GROUP Serves facilities-based and non-facilities-based long distance resellers, including four of the original seven Regional Bell Operating Companies. Products include toll-free, calling card and VPN service.

PRODUCT DISTRIBUTION AND DIRECTORY PUBLISHING

SPRINT NORTH SUPPLY A leading nationwide provider of integrated solutions for voice, data and teleconferencing needs, cable television, and security and alarm systems. Offers more than 30,000 products and represents more than 1,300 manufacturers.

SPRINT PUBLISHING & ADVERTISING Publishes more than 320 directories with an annual circulation of more than 20 million across 20 states. Sprint Publishing & Advertising is the seventh largest Yellow Pages publisher in the United States.

EMERGING BUSINESSES

NATIONAL INTEGRATED SERVICES Develops and deploys new broadband communications product and service platforms for Sprint. National Integrated Services focuses on enabling Sprint to participate as a Competitive Local Exchange Carrier (CLEC) in local markets not currently served by Sprint.

INTERNET ACCESS Sprint plans to provide Internet access service through its alliance with EarthLink Network, Inc. Sprint and EarthLink will have an initial combined base of 600,000 customers.

SPRINT INTERNATIONAL Identifies and develops international investment opportunities for Sprint outside the scope of Global One. Coordinates its business development strategies with Global One and Deutsche Telekom and France Telecom.

SPRINT PARANET Provides integration management and support services for distributed computing technology.

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Selected Financial Data

	1997	1996	1995	1994	1993	1992
(in millions, except per share data)						
Results of Operations				8 := .5 :11		
Net operating revenues	\$14,873.9	\$13,887.5	\$12,735.3	\$11,964.8	\$10,894.9	\$10,093.3
Operating income ⁽¹⁾	2,451.4	2,267.2	1,834.3	1,690.7	1,214.1	1,199.8
Income from continuing			10			
operations ^{(1),(2)}	952.5	1,190.9	946.1	899.2	517.1	550.6
Earnings per common share						
from continuing operations(1),(2)						
Basic	2.21	2.82	2.71	2.59	1.51	1.63
Diluted	2.18	2.79	2.69	2.56	1.49	1.62
Dividends per common share	1.00	1.00	1.00	1.00	1.00	1.00
Financial Position					,	
Total assets	\$18,184.8	\$16,826.4	\$15,074.3	\$14,425.2	\$13,781.8	\$13,308.4
Property, plant and equipment, net	11,494.1	10,464.1	9,715.8	10,258.8	9,883.1	9,895.6
Total debt (including short-term		777 × 6,7725, 2012-1	i sa ta cardicio	50 P	. 1 (8)	YO
borrowings)	3,879.6	3,273.9	5,668.9	4,927.7	5,084.1	5,436.7
Redeemable preferred stock	11.5	11.8	32.5	37.1	38.6	40.2
Common stock and other			8:000	50 A C C C	1750 A CO	Security
shareholders' equity	9,025.2	8,519.9	4,642.6	4,524.8	3,918.3	3,971.6
shareholders equity		0,525.5	1,0120			
Cash Flow Data						
Cash from operating activities –						
continuing operations(3)	\$ 3,379.0	\$ 2,403.6	\$ 2,609.6	\$ 2,339.6	\$ 2,007.8	\$ 2,397.3
Capital expenditures	2,862.6	2,433.6	1,857.3	1,751.6	1,429.8	1,342.4

Sprint adopted Statement of Financial Accounting Standards No. 128, "Earnings per Share" (EPS), at year-end 1997 (see Note 11 of Notes to Consolidated Financial Statements). EPS amounts have been restated to comply with this new standard. All EPS amounts discussed in this report represent "basic" EPS as defined in the new standard.

Certain prior-year amounts have been reclassified to conform to the current-year presentation. These reclassifications had no effect on the results of operations or shareholders' equity as previously reported.

(1) During 1997 and 1996, Sprint recorded nonrecurring charges of \$20 and \$60 million, respectively, related to litigation within the long distance division. These charges reduced income from continuing operations by \$13 million (\$0.03 per share) in 1997 and \$36 million (\$0.09 per share) in 1996.

During 1995, Sprint recorded a nonrecurring charge of \$88 million related to a restructuring within the local division, which reduced income from continuing operations by \$55 million (\$0.16 per share).

During 1993, Sprint recorded nonrecurring charges of \$293 million related to (a) transaction costs from the merger with Centel Corporation and expenses of integrating and restructuring the operations of the two companies and (b) a realignment and restructuring within the long distance division. These charges reduced income from continuing operations by \$193 million (\$0.57 per share).

⁽²⁾During 1997, Sprint recognized gains of \$45 million on sales of local exchanges and a \$26 million gain on the sale of an equity investment in an equipment provider. These gains increased income from continuing operations by \$27 million (\$0.06 per share) and \$17 million (\$0.04 per share), respectively.

During 1994, Sprint recognized a \$35 million gain on the sale of equity securities, which increased income from continuing operations by \$22 million (\$0.06 per share).

During 1993, due to the enactment of the Revenue Reconciliation Act of 1993, Sprint adjusted its deferred income tax assets and liabilities to reflect the increased tax rate. This adjustment reduced income from continuing operations by \$11 million (\$0.03 per share).

During 1992, Sprint recognized gains of \$81 million on sales of local exchanges, which increased income from continuing operations by \$44 million (\$0.13 per share).

(3) The 1996 amount was reduced by \$600 million for cash required to terminate an accounts receivable sales agreement. The 1992 amount includes \$300 million of cash proceeds from the sale of accounts receivable.

Review of Consolidated Results of Operations

General

Sprint Corporation, with its subsidiaries, (Sprint) includes certain estimates, projections and other forward-looking statements in its reports, in presentations to analysts and others, and in other publicly available material. Future performance cannot be ensured. Actual results may differ materially from those in the forward-looking statements. Factors that could cause actual results to differ materially from estimates or projections contained in the forward-looking statements include:

- the effects of vigorous competition in the markets in which Sprint operates;
- the cost of entering new markets necessary to provide seamless services;
- ► the risks related to Sprint's investments in Global One, Sprint Spectrum Holding Company, L.P. (Sprint PCS) and other joint ventures;
- the impact of any unusual items resulting from ongoing evaluations of Sprint's business strategies;
- ➤ requirements imposed on Sprint or latitude allowed its competitors by the Federal Communications Commission (FCC) or state regulatory commissions under the Telecommunications Act of 1996 (Telecom Act);
- unexpected results of litigation filed against Sprint;
 and
- the possibility of one or more of the markets in which Sprint competes being impacted by changes in political, economic or other factors such as monetary policy, legal and regulatory changes or other external factors over which Sprint has no control.

Core Businesses

Long Distance Division — The long distance division is the nation's third-largest long distance telephone company. It operates a nationwide, all-digital long distance communications network using state-of-the-art fiber-optic and electronic technology. The division mainly provides domestic and international voice, video and data communications services. It offers its services to the public subject to varying levels of state and federal regulation.

Local Division — The local division consists of regulated local exchange carriers (LECs) serving more than 7 million access lines in 19 states. It provides local exchange services, access by telephone customers and other carriers to Sprint's local exchange facilities, sales of telecommunications equipment and long distance services within specified geographical areas.

Product Distribution and Directory Publishing Division — The product distribution and directory publishing businesses provide wholesale distribution services of telecommunications products, and publish and market white and yellow page telephone directories.

Emerging Businesses

Emerging businesses consists of consumer Internet access services, mainly through *Sprint Internet Passport*; competitive local exchange carrier (CLEC) services; international development activities (outside the scope of Global One); personal communication services (PCS) controlled by Sprint; and integration, management and support services for computer networks (Sprint Paranet).

Strategic Alliances

Global One — Sprint is a partner in Global One, a joint venture with Deutsche Telekom AG (DT) and France Telecom (FT) to provide seamless global telecommunications services to business, residential and carrier markets worldwide. Sprint is a one-third partner in Global One's operating group serving Europe (excluding France and Germany) and is a 50% partner in Global One's operating group for the worldwide activities outside the United States and Europe.

DT and FT each own 10% of Sprint's voting equity through Sprint's Class A common stock. As Class A common shareholders, they have the right in most cases to proportionate representation on Sprint's Board of Directors. They may also purchase additional Class A common shares from Sprint to keep their ownership level at 10% each. See Note 7 of Notes to Consolidated Financial Statements for more information.

Sprint's long distance division contributed certain assets and related operations of its international business unit to Global One when the venture was formed in January 1996.

Sprint PCS — Sprint is a 40% partner in Sprint PCS, a partnership with Tele-Communications, Inc., Comcast Corporation and Cox Communications, Inc. Sprint PCS is building the nation's first single-technology, all-digital, state-of-the-art wireless network to provide PCS across the United States. PCS uses digital technology, which has sound quality superior to existing cellular technology and is less susceptible to interference and eavesdropping. PCS also offers features such as voice mail and Caller ID. Sprint PCS offers service in more than 130 metropolitan markets, which include more than 600 cities.

As part of an overall strategy to increase PCS coverage, Sprint directly acquired the rights to PCS licenses covering 139 markets across the United States. These licenses reach a total population of 70 million people. Sprint expects to affiliate these licenses with Sprint PCS. With this affiliation, licensed coverage for Sprint-branded PCS will include nearly 260 million people across the United States, Puerto Rico and the U.S. Virgin Islands.

On January 1, 1998, a "Deadlock Event" occurred due to the failure of the partnership board to approve the proposed Sprint PCS budget and business plan. Under the partnership agreement, if a partner refers the issue for resolution pursuant to specified procedures and it remains unresolved, buy/sell provisions can be triggered, which could result in Sprint either increasing or selling its partnership interest. Discussions among the partners about restructuring their interests in Sprint PCS are ongoing. However, there is no certainty the discussions will result in a change to the partnership structure.

Spinoff of Cellular Division

In March 1996, Sprint completed the tax-free spinoff of Sprint's cellular division (Cellular) to Sprint common shareholders (Spinoff). See "Review of Cash Flows — Discontinued Operation" for more information.

Regulatory Developments

The Telecom Act, which was signed into law in February 1996, was designed to promote competition in all aspects of telecommunications. It eliminated legal and regulatory barriers to entry into local telephone markets. It also required incumbent LECs, among other things, to allow local resale at wholesale rates, negotiate interconnection agreements, provide nondiscriminatory access to unbundled network elements and allow collocation of interconnection equipment by competitors. The Telecom Act also allows Bell Operating Companies (BOCs) to provide in-region long distance service once they obtain state certification of compliance with a competitive "checklist," have a facilities-based competitor, and obtain an FCC ruling that the provision of in-region long distance service is in the public interest. The Telecom Act's impact on Sprint remains unclear because the rules for competition are still being decided by regulators and the courts.

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Expanded Opportunity

Sprint has begun an alternative telephone service in Tianjin, China, a city of 9 million people. The Tianjin network is the first fixed wireline network of its exclusive operator, China Unicom, China's second telephone carrier. The network initially will serve 50,000 lines, then expand to 300,000 in the second phase.

Sprint has filed for CLEC status in most states in anticipation of the local markets opening to competition; however, Sprint currently is not actively marketing CLEC services. See "Review of

Segmental Results of Operations — Emerging Businesses" for more information. In those areas where Sprint is the incumbent LEC, local competition is expected to eventually result in some loss of market share. Because Sprint's LEC operations are geographically dispersed and largely in rural markets, local competition is expected to occur more gradually.

In accordance with the Telecom Act, the FCC adopted detailed rules in 1996 to govern interconnection to incumbent local networks by new market entrants. Some LECs and state public utility commissions appealed these rules to the U.S. Court of Appeals, which prevented most of the pricing rules from taking effect, pending a full review by the court.

In 1997, the court struck down the FCC's pricing rules. It ruled that the Telecom Act left jurisdiction over pricing matters to the states. The court also struck down certain other FCC rules on jurisdictional or substantive grounds. The U.S. Supreme Court has agreed to review the appeals court decision.

In 1997, the FCC issued important decisions on the structure and level of access charges and universal service. These decisions will impact the industry in several ways, including the following:

- ▶ An additional subsidy was created to support telecommunications services for schools, libraries and rural health care providers. All carriers providing telecommunications services will be required to fund this program, which is capped at \$2.7 billion per year. However, LECs can pass their portion of these costs on to long distance carriers.
- Per-minute interstate access rates charged by LECs will decline over time to become cost-based, beginning in July 1997.
- ► Certain monthly flat-rate charges paid by some local telephone customers will increase beginning in 1998.
- ➤ Certain per-minute access charges paid by long distance companies were converted to flat monthly charges based on pre-subscribed lines.
- A basis has been established for replacing implicit access subsidies with an explicit interstate universal service fund beginning in 1999.

Review of Consolidated Results of Operations continued

A number of LECs, long distance companies and others have appealed some or all of the FCC's orders. The effective date of the orders has not been delayed, but the appeals are expected to take a year or more to conclude. The impact of these FCC decisions on Sprint is difficult to determine, but is not expected to be material.

Some BOCs have also challenged the Telecom Act restrictions on their entry into long distance markets as unconstitutional. A federal district court in Wichita Falls, Texas, ruled the restrictions unlawful because they constituted a legislative act that imposed punishment without a judicial proceeding. The United States government, along with Sprint and others, filed appeals of this decision. The federal district court delayed implementing its decision pending resolution of the appeals.

In 1997, several BOCs claimed they met the competitive checklist and sought FCC approval to offer in-region long distance service. These applications were denied by the FCC. Even if BOCs were to get authority to offer in-region long distance services, it is likely that any loss of revenues at the retail level would be offset in whole or in part because Sprint is the underlying network provider to some regional BOCs.

Results of Operations

Sprint adopted Statement of Financial Accounting Standards (SFAS) No. 128, "Earnings per Share" (EPS), at year-end 1997 (see Note 11 of Notes to Consolidated Financial Statements). EPS amounts have been restated to comply with this new standard. All EPS amounts in the following discussions represent "basic" EPS as defined in SFAS 128.

Consolidated

Total net operating revenues for 1997 were \$14.9 billion, a 7% increase from \$13.9 billion in 1996. Total net operating revenues for 1995 were \$12.7 billion.

Income from continuing operations was \$953 million (\$2.21 per share) in 1997 compared with \$1.2 billion (\$2.82 per share) in 1996 and \$946 million (\$2.71 per share) in 1995.

Core Businesses

Sprint's core businesses generated record levels of net operating revenues and improved operating results in 1997. Core results exclude the impact from joint ventures and emerging businesses. Long distance calling volumes increased 14% in 1997, and access lines served by the local division grew 5.6%, excluding sales of local

exchanges during 1997. Excluding nonrecurring items, income from core operations was \$1.6 billion (\$3.73 per share) in 1997 versus \$1.4 billion (\$3.42 per share) in 1996 and \$1.0 billion (\$2.97 per share) in 1995.

Nonrecurring Items

Consolidated and core income from continuing operations for 1997 include gains on sales of local exchanges (\$0.06 per share) and a gain on the sale of an equity investment in an equipment provider (\$0.04 per share). In addition, 1997 and 1996 include litigation charges within the long distance division (\$0.03 per share and \$0.09 per share, respectively). The 1995 amounts include a charge for restructuring the local division (\$0.16 per share).

Nonoperating Items

Interest Expense

Interest costs on borrowings consist of the following:

(in millions)	1997	1996	1995
Interest expense on outstanding debt Interest expense related	\$ 159.9	\$ 161.2	\$ 231.0
to Cellular ⁽¹⁾	44 <u>—</u> 5	21.5	124.0
Capitalized interest costs	93.0	104.0	57.0
Total interest costs on outstanding debt	\$ 252.9	\$ 286.7	\$ 412.0
Average debt outstanding	\$3,251.3	\$3,604.9	\$5,505.2
Effective interest rate	7.8%	8.0%	7.5%

⁽¹⁾ Interest expense related to Cellular is included in "Discontinued operation, net" on the Consolidated Statements of Income.

Average debt outstanding decreased \$1.9 billion in 1996, generally because of repayments funded by a portion of the cash received from DT and FT for their equity investments in Sprint and from Cellular's repayment of intercompany debt in connection with the Spinoff. Sprint's effective interest rate increased to 8.0% in 1996 from 7.5% in 1995, mainly because of the decline in short-term borrowings as a percentage of total borrowings.

Sprint capitalizes interest costs on its investment in the directly acquired PCS licenses and the related network buildout. Through June 1997, Sprint also capitalized interest costs on borrowings related to its investment in Sprint PCS. Sprint stopped capitalizing these costs in July 1997 because Sprint PCS no longer qualified as a development-stage company.

Global One

Losses and related venture costs from Global One totaled \$162 million in 1997, \$82 million in 1996 and \$23 million in 1995. The increased losses in 1997 were due to higher operating costs within Global One's existing global markets due to the slower-than-expected integration of the parent companies' networks and start-up related costs. Global One has begun a thorough review of operations, including network deployment, and management and support systems, in an effort to improve efficiencies and reduce operating costs.

Sprint PCS

Sprint PCS' revenues totaled \$249 million in 1997 and \$4 million in 1996. Sprint's share of operating losses from Sprint PCS and its affiliates was \$660 million in 1997, \$192 million in 1996 and \$31 million in 1995. The 1997 losses reflect marketing and promotional costs to support a growing customer base. In early 1998, Sprint PCS' customer base exceeded 1 million customers. The venture plans to continue to aggressively obtain new customers, which will likely result in higher losses in 1998 compared with 1997.

Average monthly revenue per customer in 1997 approximated \$64, which is higher than wireless industry averages. This higher average is being driven by marketing plans that both target and encourage higher usage. Sprint PCS customer churn rates and customer marketing costs have been as expected at this stage of development. As the PCS markets mature and Sprint PCS gains additional scale, both of these measures are expected to trend toward cellular industry levels.

Other Income (Expense), Net

Other income (expense) consists of the following:

(in millions)	1997	1996	1995
Dividend and interest income	\$ 75.4	\$ 99.7	\$ 12.6
Net gains on sales of assets	71.5	15.9	
Loss on sales of accounts receivable	_	(4.2)	(38.6)
Other, net	(6.4)	3.9	(12.9)
Total other income (expense), net	\$ 140.5	\$ 115.3	\$ (38.9)

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International Business

Sprint's partnership with France Telecom and Deutsche Telekom, Global One, has emerged as the leading international telecommunications venture. Through early 1998, Global One served more than 30,000 business customers worldwide. The joint venture has more than 3,900 employees in more than 65 countries.

Dividend and interest income for 1997 and 1996 reflects income earned on the cash received from DT and FT for their equity investment in Sprint, as well as Cellular's repayment of intercom-

pany debt in connection with the Spinoff. Sprint has since invested these funds in strategic initiatives and has decreased certain borrowings, reducing the balance held in temporary investments in 1997. In 1997, Sprint recognized pretax gains of \$45 million on sales of local exchanges. Also in 1997, Sprint sold its equity interest in an equipment provider, resulting in a \$26 million pretax gain.

Income Taxes

Sprint's effective tax rates were 39.8% in 1997, 37.7% in 1996 and 36.1% in 1995. See Note 4 of Notes to Consolidated Financial Statements for information about the differences that cause the effective income tax rate to vary from the statutory federal rate.

Discontinued Operation, Net

Sprint recognized an after-tax loss of \$3 million (\$0.01 per share) in 1996 and after-tax income of \$15 million (\$0.04 per share) in 1995 related to its investment in Cellular. Cellular was spun off to Sprint common shareholders in March 1996 (see Note 14 of Notes to Consolidated Financial Statements).

Extraordinary Items, Net

During 1996, Sprint redeemed, prior to maturity, \$190 million of debt with interest rates ranging from 6.0% to 9.5%. This resulted in a \$5 million (\$0.01 per share) after-tax loss.

At year-end 1995, Sprint adopted accounting principles for a competitive marketplace and discontinued applying SFAS No. 71, "Accounting for the Effects of Certain Types of Regulation," to its local division (see Note 13 of Notes to Consolidated Financial Statements). This resulted in an after-tax, noncash extraordinary charge of \$565 million (\$1.62 per share) in 1995.

Consolidated Statements of Income

Years ended December 31,	1997	1996	1995
(in millions, except per share data)			
Net Operating Revenues	\$14,873.9	\$13,887.5	\$12,735.3
Operating Expenses			
Costs of services and products	7,451.0	6,912.9	6,504.9
Selling, general and administrative	3,245.2	3,116.4	2,842.1
Depreciation and amortization	1,726.3	1,591.0	1,466.4
Restructuring costs	_		87.6
Total operating expenses	12,422.5	11,620.3	10,901.0
Operating Income	2,451.4	2,267.2	1,834.3
Interest expense	(187.2)	(196.7)	(260.7
Equity in loss of Global One	(162.1)	(82.1)	(22.9
Equity in loss of Sprint PCS and affiliates	(659.6)	(191.8)	(31.4
Other income (expense), net	140.5	115.3	(38.9
Income from continuing operations before income taxes	1,583.0	1,911.9	1,480.4
Income taxes	(630.5)	(721.0)	(534.3)
Income from Continuing Operations	952.5	1,190.9	946.1
Discontinued operation, net	-	(2.6)	14.5
Extraordinary items, net	_	(4.5)	(565.3
Extraordinary rems, nec		8.07.5026	1.5 to 1.5 to 2.5 to 5.5 to
Net Income	952.5	1,183.8	395.3
Preferred stock dividends	(1.0)	(1.3)	(2.6
Earnings applicable to common stock	\$ 951.5	\$ 1,182.5	\$ 392.7
Basic Earnings per Common Share			
Continuing operations	\$ 2.21	\$ 2.82	\$ 2.71
Discontinued operation		(0.01)	0.04
Extraordinary items		(0.01)	(1.62
Total	\$ 2.21	\$ 2.80	\$ 1.13
Basic weighted average common shares	430.2	421.7	348.7
Diluted Earnings per Common Share			
Continuing operations	\$ 2.18	\$ 2.79	\$ 2.69
Discontinued operation	_	(0.01)	0.04
Extraordinary items	_	(0.01)	(1.61
Total	\$ 2.18	\$ 2.77	\$ 1.12
Diluted weighted average common shares	436.5	427.0	351.3
Dividends per Common Share	\$ 1.00	\$ 1.00	\$ 1.00

See accompanying Notes to Consolidated Financial Statements.

Review of Segmental Results of Operations

Long Distance Division

(in millions)	1997	1996	1995	
Net operating revenues	\$8,954.8	\$8,302.1	\$7,277.4	
Operating expenses				
Interconnection	3,941.1	3,722.7	3,102.7	
Operations	1,236.6	1,051.8	1,046.6	
Selling, general and administrative Depreciation and	1,962.9	1,970.3	1,839.7	
amortization	716.7	633.3	581.6	
Total operating expenses	7,857.3	7,378.1	6,570.6	
Operating income	\$1,097.5	\$ 924.0	\$ 706.8	
Operating margin	12.3%	11.1%	9.7%	
Capital expenditures	\$1,218.1	\$1,133.7	\$ 861.7	
Identifiable assets	\$6,464.6	\$5,997.7	\$4,799.0	

During 1997 and 1996, Sprint recorded nonrecurring litigation charges of \$20 and \$60 million, respectively (see Note 9 of Notes to Consolidated Financial Statements). In January 1996, the division contributed certain international assets and related operations to Global One. For comparative purposes, the following discussion of long distance division operating results excludes the nonrecurring charges and assumes the contribution occurred at the beginning of 1995. Operating margins would have been 12.5% in 1997, 12.0% in 1996 and 10.9% in 1995.

Net Operating Revenues

Net operating revenues increased 8% in 1997 and 17% in 1996. All major market segments — residential, business and wholesale — contributed to these increases. In general, the increases reflect strong calling volume growth of 14% in 1997 and 20% in 1996 and continued growth in the data services market. Revenue growth in 1997 was affected by a more competitive pricing environment, a change in the mix of products sold

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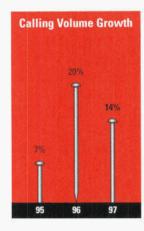
Long Distance Customers

Sprint's long distance division signed several significant contracts with business customers in 1997. Included were American Multi-Cinema, Baker & Taylor, Inc., Ernst & Young International, Ltd., International Masters Publishers, Kodak, the Securities Industry Association, and Threshold Entertainment.

and an increase in the bad debt provision. Management continues to monitor Sprint's credit extension policies to ensure they remain effective. In addition, 1996 includes revenues from carrying the

Internal Revenue Service 800 help line traffic, a service Sprint no longer provides, while 1997 reflects lower yields on other government contracts.

Residential Market — Residential market revenues reflect the continuing success of Sprint Sense, a flat-rate calling plan, as well as growth in 1997 from international calls, prepaid phone cards and casual callers accessing the Sprint network.



Business Market — Business market revenues reflect increased calling volumes for toll-free and direct-distance-dialing toll (WATS) calls made within the United States. Growth in the small and medium business market was due to the continuing success of the division's small business product, Fridays Free. Data services, which includes sales of capacity on Sprint's network to Internet

service providers, showed strong growth because of continued demand and expanded service offerings.

Wholesale Market — The wholesale market showed strong growth in both domestic and international markets. Domestic increases mainly reflect increased WATS calling volumes, partly offset by a decline in rates due to increased competition.

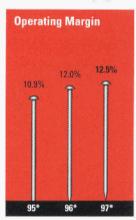
Review of Segmental Results of Operations continued

Interconnection Costs

Interconnection costs consist of amounts paid to LECs, other domestic service providers and foreign telephone companies to complete calls made by the division's domestic customers. These costs increased 6% in 1997 and 20% in 1996, reflecting strong growth in calling volumes, partly offset by lower unit costs for both domestic and international access. The lower domestic rates are generally due to FCC-mandated access rate reductions that took effect in July 1997 — see "Regulatory Developments" for more information. Interconnection costs were 44.0% of net operating revenues in 1997, 45.0% in 1996 and 43.9% in 1995.

Operations Expense

Operations expense mainly consists of costs related to operating and maintaining the long distance network and costs of equipment sales. It also includes costs of



*Excludes nonrecurring charges and assumes the contribution to Global One occurred at the beginning of 1995.

providing operator, public pay phone and video teleconferencing services, as well as telecommunications services for the hearing-impaired. Operations expense increased 20% in 1997 and 17% in 1996. As a percentage of net operating revenues, operations expense was 13.8% in 1997, 12.5% in 1996 and 12.4% in 1995. The 1997 increases were mainly due to increased costs related to FCC-mandated payments to public pay phone providers, network equipment leasing

costs, costs related to data services growth and equipment sales. The 1996 increase in expense reflects overall revenue growth.

Selling, General and Administrative Expense

Selling, general and administrative (SG&A) expense increased 2% in 1997 and 8% in 1996. These increases reflect the overall growth of the division's operating activities as well as increases in marketing and promotions to support products and services. The 1997 increase also reflects increased information technology costs to support network quality, and customer

acquisition and customer management. SG&A expense was 21.7% of net operating revenues in 1997, 22.9% in 1996 and 24.8% in 1995. These improvements reflect continued cost control and business process improvement efforts.

Depreciation and Amortization Expense

Depreciation and amortization expense increased 13% in 1997 and 12% in 1996, generally because of an increased asset base. Capital expenditures were incurred mainly to enhance network reliability, meet increased demand for data-related services and upgrade capabilities for providing new products and services. Depreciation and amortization expense was 8.0% of net operating revenues in 1997, 7.6% in 1996 and 8.0% in 1995.

Local Division

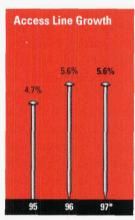
(in millions)	1997	1996	1995
Net operating revenues	\$5,290.2	\$5,126.8	\$4,690.0
Operating expenses			
Costs of services			
and products	1,888.1	1,842.5	1,769.5
Selling, general and			1
administrative	1,074.0	1,038.2	956.5
Depreciation and			
amortization	934.1	909.1	835.6
Restructuring costs	_	73 <u></u>	87.6
Total operating expenses	3,896.2	3,789.8	3,649.2
Operating income	\$1,394.0	\$1,337.0	\$1,040.8
Operating margin	26.4%	26.1%	22.2%
Capital expenditures	\$1,258.4	\$1,142.6	\$ 950.8
Identifiable assets	\$7,609.7	\$7,425.4	\$6,962.0

Beginning in July 1997, Sprint changed its transfer pricing for certain transactions between affiliates to more accurately reflect market pricing. The main effect of the pricing change was to reduce "Other Revenues." For comparative purposes, the following discussion of local division operating results assumes these pricing changes occurred at the beginning of 1995. Operating margins would have been 25.6% in 1997, 24.5% in 1996 and 22.3% in 1995 (excluding the restructuring charge).

Net Operating Revenues

Net operating revenues increased 4% in 1997 and 9% in 1996 mainly because of customer access line growth. Excluding sales of local exchanges in 1997, access line growth was 5.6% in both 1997 and 1996. Net operating revenues were \$5,231.7 million in 1997, \$5,013.3 million in 1996 and \$4,581.2 million in 1995.

Local Service Revenues — Local service revenues, derived from local exchange services, increased 10% in 1997 and 11% in 1996. These increases reflect strong economic growth in the division's service areas and increases in second-line service for existing business and residential customers to meet their lifestyle and data access needs. Local service revenues also increased because of extended area calling plans and increased demand for advanced intelligent network services, such as Caller ID and Call Waiting.



*Excludes sales of exchanges

Network Access Revenues — Network access revenues, derived from interexchange long distance carriers' use of the local network to complete calls, increased 2% in 1997 and 10% in 1996. The increases were largely due to increased calling volumes of 6% in 1997 and 10% in 1996. The 1997 revenue growth was partly offset by FCC-mandated access rate reductions effective in July

1997 — see "Regulatory Developments" for more information. In addition, the FCC's 1995 interim interstate price cap plan increased network access revenues for 1996 and had a nominal effect on 1995.

Toll Service Revenues — Toll service revenues are mainly derived from providing long distance services within specified geographical areas, or local access transport areas (LATAs). These revenues decreased

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Seamless North America

In 1997, Sprint and Telmex, Mexico's largest telecommunications company, formed a joint venture to market long distance service to the growing U.S. Hispanic market. Also in 1997, Sprint Canada — a company in which Sprint holds a 25 percent equity stake — acquired its milestone 1 millionth customer.

19% in 1997 and 13% in 1996. During 1996 and 1995, the division resold interexchange long distance services in some of its service areas. This reseller service was phased out through early 1997,

accounting for a large portion of the 1997 decline. Some of those customers, however, became customers of Sprint's long distance division, which has reduced the overall impact on Sprint. The decreases in toll service revenues also reflect extended local area calling plans and increased competition in the intrastate long distance market since interexchange long distance carriers now provide intraLATA long distance services in many states. The declines in toll service revenues were partly offset by related increases in the division's local and network access revenues.

Other Revenues — Other revenues are mainly derived from telecommunications equipment sales, directory sales and listing services, and billing and collection services. These revenues increased 10% in 1997 and 24% in 1996, mainly because of increased equipment sales. A major factor in the 1996 growth was the introduction of enhanced telephone instruments, such as Caller ID units.

Costs of Services and Products

Costs of services and products consists of costs related to operating and maintaining the local network and costs of equipment sales. These expenses increased 3% in 1997 and 4% in 1996 because of customer access line growth and increased equipment sales. Both years also reflect savings from the division's restructuring of the network function. Costs of services and products were 36.0% of net operating revenues in 1997, 36.7% in 1996 and 38.5% in 1995. The improvement in 1996 compared with 1995 reflects the capitalization of switch software costs beginning in 1996, as discussed in "Depreciation and Amortization Expense."

Review of Segmental Results of Operations continued

Selling, General and Administrative Expense

SG&A expense increased 3% in 1997 and 9% in 1996. These increases were mainly due to increased customer service costs related to access line growth and marketing costs to promote new products and services. These increases were partly offset by savings from the division's restructuring of the finance function and general cost control measures. SG&A expense was 20.6% of net operating revenues in 1997, 20.7% in 1996 and 21.0% in 1995.

Depreciation and Amortization Expense

Depreciation and amortization expense increased 3% in 1997 and 9% in 1996, mainly because of plant additions. The 1996 increase also reflects the initial year of amortizing capitalized switch software costs. At year-end 1995, Sprint adopted accounting principles for a competitive marketplace and discontinued applying SFAS 71 to its local division (see Note 13 of Notes to Consolidated Financial Statements). As a result, certain accumulated depreciation balances were increased; plant asset lives were shortened to reflect their economic lives; and switch software costs, which were previously expensed as incurred, are now capitalized and amortized over their estimated economic lives. Depreciation and amortization expense was 17.8% of net operating revenues in 1997, 18.1% in 1996 and 18.2% in 1995.

Restructuring Costs

In 1995, Sprint recorded an \$88 million charge to restructure the division (see Note 15 of Notes to Consolidated Financial Statements).

Product Distribution and Directory Publishing Division

(in millions)	1997	1996	1995
Net operating revenues	\$1,454.3	\$1,225.4	\$1,147.6
Operating expenses			
Costs of services			
and products	1,172.9	1,025.7	965.8
Selling, general and administrative	93.3	90.9	07.7
Depreciation and	33.3	90.9	87.7
amortization	8.2	7.2	7.4
Total operating expenses	1,274.4	1,123.8	1,060.9
Operating income	\$ 179.9	\$ 101.6	\$ 86.7
Operating margin	12.4%	8.3%	7.6%
Capital expenditures	\$ 10.5	\$ 9.4	\$ 7.8
Identifiable assets	\$ 519.0	\$ 446.1	\$ 395.4

Beginning in July 1997, Sprint changed its transfer pricing for certain transactions between affiliates to more accurately reflect market pricing. Had these pricing changes occurred at the beginning of 1995, net operating revenues would have increased 19% to \$1,445.1 million in 1997 from \$1,214.3 million in 1996. Revenues would have been \$1,138.9 million in 1995, Sales to non-affiliates in 1997 compared with 1996 remained relatively flat because of increased competition. Costs of services and products would have increased 22% to \$1,115.9 million in 1997 from \$918.2 million in 1996. Costs of services and products would have been \$863.4 million in 1995. The growth in revenues and costs of services and products reflects increased sales of telecommunications equipment and distribution services to the local division.

Operating margins would have been 15.8% in 1997, 16.3% in 1996 and 15.8% in 1995.

Emerging Businesses

(in millions)	1997	1996
Net operating revenues	\$ 57.4	\$ 0.5
Operating loss	\$ (183.0)	\$ (63.8)
Capital expenditures	\$ 233.3	\$ 49.9
Identifiable assets	\$1,290.3	\$ 138.3

Revenues in 1997 increased mainly because of Sprint Paranet and Sprint Internet access services. Operating losses for both years largely reflect activities to develop or enter newly competitive domestic and international markets, such as Internet access and competitive local services.

During 1996, Sprint began offering Internet services to consumers through *Sprint Internet Passport*. During 1997, Sprint launched *Sprint Internet Private Passport*, which provides customized, private Internet access services to businesses.

In February 1998, Sprint announced it was forming a broad business relationship with EarthLink Network Inc. (EarthLink), an Internet service provider. As part of this relationship, EarthLink will obtain Sprint's Internet Passport customers and will take over the day-to-day operations of those services. This will create a combined base of 600,000 Internet access customers, and enable Sprint to build its brand equity and market share. This relationship requires regulatory approval and is expected to close in the 1998 second quarter.

During the 1997 third quarter, Sprint stopped actively marketing its CLEC services until the rules for local competition become clearer, economics improve,

Sprint: It all happens here ...

On-line Businesses

The Yankee Group forecasts consumer purchases on the Internet will hit the \$10 billion mark by the year 2000. Leading Internet service providers like Sprint are delivering security solutions that prevent unwanted access into the customer's network by those with more than just shopping on their minds.

and more effective working arrangements and electronic interfaces with incumbent LECs can be developed. While Sprint's measured course on entering the CLEC market has enabled it to avoid signi-

ficant losses, Sprint continues to devote significant resources toward developing a distinct approach.

As part of an overall strategy to achieve nationwide PCS coverage, Sprint directly acquired PCS licenses for \$544 million. The licenses cover 139 markets across the United States, reaching a total population of 70 million. Sprint plans to affiliate these licenses with the licenses previously acquired by Sprint PCS. With this affiliation, licensed coverage for Sprint-branded PCS will include nearly 260 million people across the United States, Puerto Rico and the U.S. Virgin Islands. Sprint began construction in some markets in 1997. While zoning issues will dictate the rate of buildout progress, Sprint hopes to achieve coverage in areas that could reach 25 to 30 million people by the end of 1998. Excluding the PCS license costs, Sprint expects capital expenditures to total \$1.8 billion in 1998 for network buildout.

In September 1997, Sprint acquired Houston-based Paranet, Inc., which will allow Sprint to capitalize on the accelerating demand for network management services. Sprint Paranet's design, implementation and consultation expertise should also enable Sprint to maintain and add to its traditional long distance revenues. See Note 12 of Notes to Consolidated Financial Statements for more information about the Paranet acquisition.

Consolidated Statements of Cash Flows

Years ended December 31,	1997	1996	1995
(in millions)			
Operating Activities			
Net income	\$ 952.5	\$ 1,183.8	\$ 395.3
Adjustments to reconcile net income to net cash		1 2 3	
provided by operating activities:			
Equity in net losses of affiliates	843.7	273.7	39.1
Extraordinary items, net	_	4.9	565.3
Depreciation and amortization	1,726.3	1,591.0	1,466.4
Deferred income taxes and investment tax credits	165.7	(10.3)	5.8
Net (gains) losses on sales of assets	(93.2)	7.5	4.2
Changes in assets and liabilities:		50 10	
Accounts receivable, net	(127.0)	(982.1)	(135.4)
Inventories and other current assets	(94.4)	15.7	(38.6)
Accounts payable and other current liabilities	18.0	362.0	178.1
Noncurrent assets and liabilities, net	(18.4)	(25.5)	123.0
Other, net	5.8	(17.1)	6.4
Net cash provided by continuing operations	3,379.0	2,403.6	2,609.6
Net cash provided (used) by cellular division	<u> </u>	(0.1)	162.5
Net cash provided by operating activities	3,379.0	2,403.5	2,772.1
Investing Activities			
	(2,862.6)	(2,433.6)	(1,857.3)
Capital expenditures Purchase of PCS licenses	(460.1)	(84.0)	(1,057.07)
Investments in and loans to affiliates, net	(1,091.8)	(642.4)	(991.9)
Paranet acquisition	(375.0)		N
Proceeds from sales of assets	292.3	2.1	6.7
Other, net	(2.3)	42.4	(17.1)
Net cash used by continuing operations	(4,499.5)	(3,115.5)	(2,859.6)
Repayment by cellular division of intercompany advances	_	1,400.0	
Net cash used by cellular division	_	(140.7)	(324.6)
Net cash used by investing activities	(4,499.5)	(1,856.2)	(3,184.2)
Financing Activities	(40F.0)	(422.1)	((20.0
Payments on long-term debt	(135.0) 866.5	(433.1) 9.4	(630.0 260.7
Proceeds from long-term debt	(200.0)	(1,986.8)	1,109.5
Net change in short-term borrowings	(200.0)	3,661.3	1,107.7
Proceeds from Class A common stock issued	(430.0)	(419.6)	(351.5
Dividends paid	(144.5)	(407.2)	(3)
Treasury stock purchased Other, net	114.6	55.1	33.9
Net cash provided by financing activities	71.6	479.1	422.6
Increase (Decrease) in Cash and Equivalents	(1,048.9)	1,026.4	10.5
Cash and Equivalents at Beginning of Year	1,150.6	124.2	113.7

See accompanying Notes to Consolidated Financial Statements.

Review of Cash Flows

Operating Activities – Continuing Operations

Cash flows from operating activities, which are Sprint's main source of liquidity, were \$3.4 billion in 1997, \$2.4 billion in 1996 and \$2.6 billion in 1995. The growth in 1997 operating cash flows reflects improved operating results in Sprint's core businesses, partly offset by increased losses from its emerging businesses. During 1996, Sprint terminated an accounts receivable sales agreement, which reduced cash flows by \$600 million. Excluding this termination, 1996 cash flows increased \$394 million, mainly because of improved operating results in all divisions.

Investing Activities - Continuing Operations

Sprint's investing activities used cash of \$4.5 billion in 1997, \$3.1 billion in 1996 and \$2.9 billion in 1995. Capital expenditures, which are Sprint's largest investing activity, were \$2.9 billion in 1997, \$2.4 billion in 1996 and \$1.9 billion in 1995.

Long distance capital expenditures were incurred mainly to enhance network reliability, meet increased demand for data-related services and upgrade capabilities for providing new products and services. The local division incurred capital expenditures to accommodate access line growth and expand capabilities for providing enhanced services.

In 1997, Sprint paid the remaining \$460 million for its directly owned PCS licenses, bringing total payments to \$544 million. Also in 1997, Sprint purchased the net assets of Paranet, Inc. for \$375 million (see Note 12 of Notes to Consolidated Financial Statements).

"Investments in and loans to affiliates, net" consists of the following:

(in millions)	1997	1996	1995
Sprint PCS ⁽¹⁾			2
Capital contributions	\$ 405.9	\$ 297.6	\$ 910.9
Loans and			
advances, net	254.1	67.1	-
Capitalized interest	46.3	96.3	43.2
Investments in debt		20-20-0-20	
securities	_	100.0	-
	706.3	561.0	954.1
Global One			
Capital contribution	_	39.5	_
Advances, net	199.7		1-
	199.7	39.5	
Other, net	185.8	41.9	37.8
Total	\$1,091.8	\$ 642.4	\$ 991.9

⁽¹⁾ Includes Sprint PCS and its affiliates.

Sprint: It all happens here...

People on the Move

Sprint is extending the reach of its brand via new distribution channels. The company signed an agreement which enables exclusive access to the United States Postal Service New Movers Direct Mail Program. This opens a new channel for Sprint to reach a potential 19 million households.

The capital contributions, and loans and advances, to Sprint PCS in 1997 and 1996 were used to fund its capital and operating requirements. The 1995 contributions were mainly used to fund

payments for PCS licenses. In 1997, Sprint PCS borrowed \$300 million from Sprint under a vendor financing facility. In July 1997, Sprint began amortizing the capitalized interest costs over the lives of the related assets. In 1996, Sprint purchased \$183 million (face value) of Sprint PCS Senior Discount notes for \$100 million.

Financing Activities

Sprint's financing activities provided cash of \$72 million in 1997, \$479 million in 1996 and \$423 million in



Continuing operations

1995. In 1997, Sprint borrowed \$867 million, mainly to fund investments in and loans to affiliates. In 1996, DT and FT acquired Class A common shares for a combined total of \$3.7 billion. Sprint mainly used these proceeds, and the cash from Cellular repaying intercompany debt, to reduce outstanding debt. In 1995, Sprint increased its short-term borrowings by \$1.1 billion to

fund commitments related to Sprint PCS and repay long-term debt.

Sprint paid common and preferred dividends totaling \$430 million in 1997, \$420 million in 1996 and \$352 million in 1995. Sprint's indicated annual dividend rate on common stock is currently \$1.00 per share.

Sprint purchased 3 and 10 million treasury shares in 1997 and 1996, respectively. Sprint may repurchase common shares on the open market through 1998 to meet share issuance requirements for employee benefit plans and for the conversion of preferred stock.

Discontinued Operation

In connection with the March 1996 Spinoff, Cellular repaid \$1.4 billion of intercompany debt owed to Sprint. Prior to the Spinoff, Cellular's investing activities required net cash of \$141 and \$325 million in 1996 and 1995, respectively, mainly to fund capital expenditures and acquire cellular properties.

Consolidated Balance Sheets

December 31,	1997	1990
(in millions, except per share data)	1-2	
Assets		
Current assets		
Cash and equivalents	\$ 101.7	\$ 1,150.6
Accounts receivable, net of allowance for doubtful accounts		
of \$146.7 and \$117.4 Inventories	2,495.6	2,343.6
Notes and other receivables	352.0	305.3
Other	464.6	101.9
Total current assets	358.7	331.5
	3,772.6	4,232.9
Investments in equity securities	303.0	254.5
Property, plant and equipment		
Long distance communications services Local communications services	8,245.5	7,467.8
Other	14,011.5	13,368.7
- Anna Special Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Contro	953.9	574.3
Total property, plant and equipment Less accumulated depreciation	23,210.9 11,716.8	21,410.8
Net property, plant and equipment		10,946.7
Investments in and advances to affiliates	11,494.1	10,464.1
Other assets	1,427.5	1,527.1
	1,187.6	347.8
Total	\$18,184.8	\$16,826.4
Liabilities and Shareholders' Equity Current liabilities Current maturities of long-term debt Short-term borrowings Accounts payable Accrued interconnection costs Accrued taxes Advance billings Other	\$ 131.0 — 1,100.1 672.7 270.7 202.9 699.4	\$ 99.1 200.0 1,026.7 709.0 189.2 199.7 770.6
Total current liabilities	3,076.8	3,194.3
Long-term debt	3,748.6	2,974.8
Deferred credits and other liabilities		2004 # 0.00 TOP
Deferred income taxes and investment tax credits	1,016.5	846.9
Postretirement and other benefit obligations	947.4	919.7
Other	358.8	359.0
Total deferred credits and other liabilities	2,322.7	2,125.6
Redeemable preferred stock	11.5	11.8
Common stock and other shareholders' equity Common stock, par value \$2.50 per share, 1,000.0 shares authorized, 350.3 shares issued, and 343.8 and 343.9 shares outstanding	875.7	875.7
Class A common stock, par value \$2.50 per share, 500.0 shares authorized,	045.0	215
86.2 shares issued and outstanding	215.6 4,457.7	215.6
Capital in excess of par or stated value Retained earnings	3,693.1	4,425.9 3,222.4
Treasury stock, at cost, 6.5 and 6.4 shares	(292.9)	(262.2
Other	76.0	42.5
Total common stock and other shareholders' equity	9,025.2	8,519.9
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See accompanying Notes to Consolidated Financial Statements.

Review of Financial Condition, Capital Requirements and Liquidity

Financial Condition

Sprint's consolidated assets totaled \$18.2 billion at yearend 1997 versus \$16.8 billion at year-end 1996. Net property, plant and equipment increased \$1.0 billion in 1997, mainly because of increased capital expenditures to support the core long distance and local networks.

At year-end 1997, Sprint's total capitalization was \$12.9 billion. Total capitalization consists of short-term borrowings, long-term debt (including current maturi-



ties), redeemable preferred stock, and common stock and other shareholders' equity. Short-term borrowings and long-term debt (including current maturities) increased to 30.0% of total capitalization at year-end 1997 from 27.7% at year-end 1996. See "Review of Cash Flows" for additional discussions of changes in Sprint's Consolidated Balance Sheets.

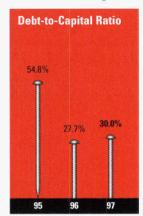
Liquidity and Capital Resources

Capital Requirements

Sprint's 1998 investing activities, consisting of capital expenditures and investments in affiliates, are expected

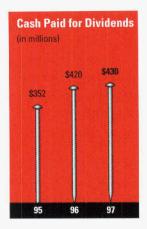
to require cash of \$5.4 to \$6.1 billion. Dividend payments are expected to total \$430 million in 1998. These requirements will be funded with cash from operating activities and external sources. External borrowings are expected to total \$2.0 to \$2.5 billion in 1998.

Sprint expects to spend \$5.0 to \$5.5 billion on capital expenditures in 1998. Of this total, the long distance



and local divisions will require an estimated \$2.7 to \$3.0 billion. The remainder will mainly be used to build out the network for the new PCS markets directly owned by Sprint.

Sprint PCS will require \$200 to \$300 million to fund operating cash requirements and to continue its network buildout. Global One will also require \$200 to \$300 million to fund operations and ongoing development activities.



Liquidity

At year-end 1997, Sprint could borrow \$1.0 billion under a revolving credit agreement with a syndicate of domestic and international banks. In addition, in 1997, Sprint negotiated a separate five-year revolving credit facility with a bank. At year-end 1997, Sprint's unused capacity under the committed portion of this facility was \$100 million. Sprint may also offer for

Sprint: It all happens here ...

Sprint, the first long distance carrier to introduce prepaid calling cards in

the United States, placed its 100 millionth prepaid calling card on the

market in 1997, becoming the first

communications provider to reach

this milestone. Sprint is recognized as

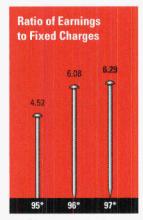
Prepaid Cards

the industry leader.

sale up to \$1.1 billion of debt securities under shelf registration statements filed with the Securities and Exchange Commission. Any borrowings Sprint may incur are ultimately limited by certain debt covenants. At year-end 1997, Sprint could borrow up to \$13.5 bil-

lion under the most restrictive of its debt covenants.

The most restrictive covenant related to dividends results from Sprint's revolving credit agreement. Among other restrictions, Sprint must maintain specified levels of consolidated net worth. As a result, \$2.7 billion of Sprint's \$3.7 billion retained earnings was restricted from the payment of dividends at yearend 1997.



*Excludes nonrecurring items

Review of Financial Condition, Capital Requirements and Liquidity continued

Financial Strategies

General Hedging Policies

Sprint selectively enters into interest rate swap and cap agreements to manage its exposure to interest rate changes on its debt. Sprint also enters into forward contracts and options in foreign currencies to reduce the impact of changes in foreign exchange rates. Sprint seeks to minimize counterparty credit risk through stringent credit approval and review processes, the selection of only the most creditworthy counterparties, continual review and monitoring of all counterparties, and thorough legal review of contracts. Sprint also controls exposure to market risk by regularly monitoring changes in foreign exchange and interest rate positions under normal and stress conditions to ensure they do not exceed established limits.

Sprint's derivative transactions are used for hedging purposes only and comply with Board-approved policies. Senior management receives monthly status updates of all outstanding derivative positions.

Interest Rate Risk Management

Sprint's interest rate risk management program focuses on minimizing exposure to interest rate movements, setting an optimal mixture of floating- and fixed-rate debt, and minimizing liquidity risk. Sprint uses simulation analysis to assess its interest rate exposure and establish the desired ratio of floating- and fixed-rate debt. To the extent possible, Sprint manages interest rate exposure and the floating-to-fixed ratio through its borrowings, but sometimes uses interest rate swaps and caps to adjust its risk profile.

Foreign Exchange Risk Management

Sprint's foreign exchange risk management program focuses on hedging transaction exposure to optimize consolidated cash flow. Sprint's main transaction exposure results from net payments made to overseas telecommunications companies for completing international calls made by Sprint's domestic customers.

Year 2000 Issue

The "Year 2000" issue affects Sprint's installed computer systems, network elements, software applications, and other business systems that have time-sensitive programs that may not properly reflect or recognize the year 2000. Because many computers and computer applications define dates by the last two digits of the year, "00" may not be properly identified as the year 2000. This error could result in miscalculations or system failures.

Sprint started a program in 1996 to identify and address the Year 2000 issue. It is taking an inventory of its network and computer systems and is creating and implementing plans to make them Year 2000 compliant. Sprint is using both internal and external sources to identify, correct or reprogram, and test its systems for Year 2000 compliance. The total cost of modifications and conversions is not known at this time; however, it is not expected to be material to Sprint's financial position, results of operations or cash flows and is being expensed as incurred.

The Year 2000 issue may also affect the systems and applications of Sprint's customers, vendors or resellers. Sprint is also contacting others with whom it conducts business to receive the appropriate warranties and assurances that those third parties are, or will be, Year 2000 compliant.

If compliance is not achieved in a timely manner, the Year 2000 issue could have a material effect on Sprint's operations. However, Sprint is focusing on identifying and addressing all aspects of its operations that may be affected by the Year 2000 issue and is addressing the most critical applications first. As a result, Sprint management does not believe its operations will be materially adversely affected.

Impact of Recently Issued Accounting Pronouncements

See Note 16 of Notes to Consolidated Financial Statements for a discussion of recently issued accounting pronouncements.

Consolidated Statements of Common Stock and Other Shareholders' Equity

	Common Shares Outstanding	Common Stock	Class A Common Stock	Capital in Excess of Par or Stated Value	Retained Earnings	Treasury Stock	Other	Total
(in millions)								
Beginning 1995 balance	348.3	\$871.4	\$ —	\$ 942.9	\$2,730.6	\$ (9.6)	\$(10.5)	\$4,524.8
Net income	3		-	N	395.3	3 <u></u> 3		395.3
Common stock dividends	_	-	-	-	(348.9)	-	_	(348.9)
Common stock issued	0.6	1.4	1-1-1	13.5	· —	-	3 12	14.9
Treasury stock issued	0.3	-	12		(3.5)	9.6	_	6.1
Change in unrealized				d t				
holding gains on							0.00 W	50.000.000.00
investments, net		==2	 ,		(a 	1	54.6	54.6
Other, net		0.1	<u> </u>	3.6	(0.6)	19——3	(7.3)	(4.2)
Ending 1995 balance	349.2	872.9	-	960.0	2,772.9		36.8	4,642.6
Net income	_	<u></u>	** <u></u>	12.00	1,183.8			1,183.8
Common stock dividends	-	; -	_	40 10	(346.1)			(346.1)
Class A common stock								1 11
and preference								11
stock dividends		9 	1.0		(74.9)	()	, , , , , , , , , , , , , , , , , , ,	(74.9)
Common stock issued	1.1	2.5		17.5		8-3	-	20.0
Class A common stock								
issued	86.2		215.6	3,436.3		s 		3,651.9
Treasury stock purchased	(10.1)	1	17,		<u> </u>	(407.2)		(407.2)
Treasury stock issued	3.7	· · · · · · · · · · · · · · · · · · ·	18		(52.9)	145.0		92.1
Spinoff of cellular					1			Mar 1, 2011 - 12 - 12 - 12 - 12 - 12 - 12 - 12
division	<u>-</u>	-	-	<u> </u>	(260.2)	<u> </u>	-	(260.2)
Other, net	Fit.	0.3	-	12.1	(0.2)		5.7	17.9
Ending 1996 balance	430.1	875.7	215.6	4,425.9	3,222.4	(262.2)	42.5	8,519.9
Net income		_	_	_	952.5	_		952.5
Common stock dividends		_	_	_	(343.3)	_	- i	(343.3)
Class A common stock								
dividends		_	_	_	(86.2)	_	-	(86.2)
Treasury stock purchased	(3.0)	_	_	_	-	(144.5)	_	(144.5)
Treasury stock issued	2.9	_	_	_	(48.8)	113.8	_	65.0
Tax benefit from stock								
options exercised		_	_	26.2	_	100	-	26.2
Other, net		_	-	5.6	(3.5)		33.5	35.6
Ending 1997 balance	430.0	\$ 875.7	\$ 215.6	\$ 4,457.7	\$ 3,693.1	\$ (292.9)	\$ 76.0	\$ 9,025.2

See accompanying Notes to Consolidated Financial Statements.

Notes to Consolidated Financial Statements

1. Summary of Significant Accounting Policies

Basis of Consolidation and Presentation

The consolidated financial statements include the accounts of Sprint Corporation and its wholly owned and majority-owned subsidiaries (Sprint). Investments in entities in which Sprint exercises significant influence, but does not control, are accounted for using the equity method (see Note 2).

The consolidated financial statements are prepared according to generally accepted accounting principles. These principles require management to make estimates and assumptions that affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities, and the reported amounts of revenues and expenses. Actual results could differ from those estimates.

Certain prior-year amounts have been reclassified to conform to the current-year presentation. These reclassifications had no effect on the results of operations or shareholders' equity as previously reported.

Sprint applied Statement of Financial Accounting Standards (SFAS) No. 71, "Accounting for the Effects of Certain Types of Regulation," to its financial statements until December 1995. Under SFAS 71, revenues and related net income resulting from transactions between Sprint's nonregulated operations and its regulated local exchange carriers were not eliminated from the consolidated financial statements. Revenues from these intercompany transactions were \$262 million in 1995. All other significant intercompany transactions have been eliminated.

Classification of Operations

The long distance division provides domestic and international voice, video and data communications services. The division offers its services to the public subject to varying levels of state and federal regulation, but rates are generally not subject to rate-base regulation.

The local division consists of regulated telephone companies. These operations provide local exchange services, access by telephone customers and other carriers to local exchange facilities, sales of telecommunications equipment and long distance services within specified geographical areas.

The product distribution and directory publishing division provides wholesale distribution services of telecommunications products, and publishes and markets white and yellow page telephone directories.

Emerging businesses consists of activities related to consumer Internet access services, mainly through *Sprint Internet Passport*; competitive local exchange carrier services; personal communication services (PCS) controlled by Sprint; international development activities (outside the scope of the Global One joint venture); and integration, management and support services for computer networks through Sprint Paranet.

Revenue Recognition

Sprint recognizes operating revenues as services are rendered or as products are delivered to customers. Sprint records operating revenues net of an estimate for uncollectible accounts.

Cash and Equivalents

Cash equivalents generally include highly liquid investments with original maturities of three months or less. They are stated at cost, which approximates market value. Sprint uses controlled disbursement banking arrangements as part of its cash management program. Outstanding checks in excess of cash balances, which were included in accounts payable, totaled \$225 million at year-end 1997 and \$127 million at year-end 1996. Sprint had sufficient funds available to fund these outstanding checks when they were presented for payment.

Investments in Debt and Equity Securities

Investments in debt and equity securities are classified as available for sale and reported at fair value (estimated based on quoted market prices). Gross unrealized holding gains and losses are reflected as adjustments to "Common stock and other shareholders' equity — Other," net of related income taxes.

Inventories

Inventories are stated at the lower of cost (principally first-in, first-out method) or market.

Property, Plant and Equipment

Property, plant and equipment is recorded at cost. Generally, ordinary asset retirements and disposals are charged against accumulated depreciation with no gain or loss recognized. Repairs and maintenance costs are expensed as incurred.

Depreciation

The cost of property, plant and equipment is generally depreciated on a straight-line basis over estimated economic useful lives. Prior to Sprint's discontinued use of SFAS 71 at year-end 1995, the cost of property, plant and equipment for the local division had been generally depreciated on a straight-line basis over lives prescribed by regulatory commissions.

Income Taxes

Sprint records deferred income taxes based on certain temporary differences between the carrying amounts of assets and liabilities for financial reporting purposes and amounts used for tax purposes.

Investment tax credits related to regulated telephone property, plant and equipment have been deferred and are being amortized over the estimated useful lives of the related assets.

Capitalized Interest

Sprint capitalizes interest costs related to constructing capital assets, and to its investments in Sprint Spectrum Holding Company, L.P. (Sprint PCS) and its directly owned PCS licenses. Sprint stopped capitalizing interest on its Sprint PCS investment in July 1997 because Sprint PCS no longer qualified as a development-stage company. Capitalized interest totaled \$93 million in 1997, \$104 million in 1996 and \$57 million in 1995.

Frame Relay

In 1997, Sprint continued its technological leadership position in Frame Relay, which has revolutionized business data networking. Sprint unveiled multiple new classes of service, which are tailored to meet such business needs as inventory control, e-mail, order entry and payroll.

Sprint: It all happens here ...

2. Investments

Investments in Equity Securities

The cost of investments in equity securities was \$105 million at year-end 1997 and 1996. Gross

unrealized holding gains were \$198 million at year-end 1997 and \$149 million at year-end 1996.

Investments in and Loans to Affiliates

Investments accounted for using the equity method mainly consist of Sprint's investments in Sprint PCS and Global One.

Sprint is a 40% partner in Sprint PCS, a partnership with Tele-Communications, Inc., Comcast Corporation and Cox Communications, Inc. Sprint PCS is building the nation's first single-technology, state-of-the-art wireless network to provide PCS across the United States.

Sprint is also a partner in Global One, a joint venture with Deutsche Telekom AG (DT) and France Telecom (FT) formed to provide seamless global telecommunications services to business, residential and carrier markets worldwide. Sprint is a one-third partner in Global One's operating group serving Europe (excluding France and Germany), and is a 50% partner in Global One's operating group for the worldwide activities outside the United States and Europe. At year-end 1997, Sprint's share of underlying equity in Global One's net assets exceeded the carrying value of Sprint's investment in Global One by \$158 million. This difference is being amortized through January 2001.

Notes to Consolidated Financial Statements continued

Combined, summarized financial information (100% basis) of all entities accounted for using the equity method is as follows:

(in millions)	1997	1996	1995
Results of Operations Net operating revenues	\$ 2,195.6	\$1,727.9	\$ 779.5
Operating loss	\$ (2,162.2)	\$ (794.0)	\$ (58.3)
Net loss	\$ (2,459.0)	\$ (844.3)	\$ (90.6)
Financial Position Current assets Noncurrent assets Total	\$ 2,331.5 10,861.0 \$13,192.5	\$1,360.7 6,779.3 \$8,140.0	
Current liabilities Noncurrent liabilities Owners' equity	\$ 2,800.2 6,395.2 3,997.1	\$1,185.5 2,042.1 4,912.4	
Total	\$13,192.5	\$8,140.0	

At year-end 1997 and 1996, Sprint's investment in Sprint PCS, including advances and a vendor financing loan, totaled \$1.2 billion. Sprint's investment in Global One, including advances, totaled \$93 and \$38 million, respectively.

In 1996, Sprint purchased \$183 million (face value) of Sprint PCS Senior Discount notes for \$100 million. The bonds mature in 2006. At year-end 1997 and 1996, the accreted cost of the notes was \$118 and \$104 million and gross unrealized holding gains totaled \$24 and \$18 million, respectively. This investment has been included in "Current assets — Other" on the Consolidated Balance Sheets.

3. Employee Benefit Plans

Defined Benefit Pension Plan

Substantially all Sprint employees are covered by a noncontributory defined benefit pension plan. Benefits for plan participants represented by collective bargaining units are based on negotiated schedules of defined amounts. For participants not covered by collective bargaining agreements, the plan provides pension benefits based on years of service and participants' compensation. Sprint's policy is to make annual plan contributions equal to an actuarially determined amount consistent with applicable federal tax regulations. The funding objective is to accumulate funds at a relatively stable rate over the participants' working lives so benefits are fully funded at retirement. At year-end 1997, the plan's assets consisted mainly of investments in corporate equity securities and U.S. government and corporate debt securities.

The net pension cost (credit) consists of the following:

(in millions)		1997 1996		1995	
Service cost – benefits earned during the period	\$	61.7	\$	65.4	\$ 51.8
Interest cost on projected benefit obligation	1	48.9		138.5	129.7
Actual return on plan assets	(4	48.5)		(353.0)	(472.1)
Net amortization and deferral	2	40.0		159.4	287.9
Net pension cost (credit)	\$	2.1	\$	10.3	\$ (2.7)
Discount rate		7.75%		7.25%	8.50%
Expected long-term rate of return on plan assets Anticipated composite	!	9.50%		9.50%	9.50%
rate of future compensation increases		1.75%		4.25%	5.00%

At year-end, the funded status and amounts recognized in the Consolidated Balance Sheets for the plan were as follows:

(in millions)	1997	1996
Actuarial present value of benefit obligations Vested benefit obligation	\$(1,966.7)	\$(1,713.6)
Accumulated benefit obligation	\$(2,129.6)	\$(1,864.1)
Projected benefit obligation Plan assets at fair value	\$(2,240.9) 2,929.4	\$(1,967.0) 2,584.2
Plan assets in excess of the projected benefit obligation Unrecognized net gains Unrecognized prior service cost Unamortized transition asset	688.5 (585.2) 105.4 (122.1)	617.2 (481.8) 100.4 (147.1)
Prepaid pension cost	\$ 86.6	\$ 88.7
Discount rate Anticipated composite rate of future compensation increases	7.25% 4.25%	7.75% 4.75%

Defined Contribution Plans

Sprint sponsors defined contribution employee savings plans covering substantially all employees. Participants may contribute portions of their pay to the plans. For employees represented by collective bargaining units, Sprint matches contributions based on negotiated amounts. Sprint also matches contributions of employees not covered by collective bargaining agreements. For those participants, Sprint matches their contributions in Sprint common stock. The matching is equal to 50% of participants' contributions up to 6% of their pay. In addition, Sprint may, at the discretion of the Board of Directors, provide matching contributions based on the performance of Sprint common stock compared to other telecommunications companies' stock. Sprint's matching contributions were \$54 million in 1997, \$56 million in 1996 and \$51 million in 1995. At year-end 1997, the plans held 20 million Sprint common shares.

Postretirement Benefits

Sprint provides postretirement benefits (principally medical benefits) to substantially all employees. Employees retiring before certain dates are eligible for benefits at no cost, or at a reduced cost. Employees retiring after certain dates are eligible for benefits on a shared-cost basis. Sprint funds the accrued costs as benefits are paid.

The net postretirement benefits cost consists of the following:

(in millions)	1997	1996	1995
Service cost – benefits earned during the year Interest on accumulated	\$ 20.8	\$ 21.7	\$ 22.2
postretirement benefit obligation	52.3	49.9	58.7
Net amortization and deferral	(19.4)	(13.7)	(9.4)
Net postretirement benefits cost	\$ 53.7	\$ 57.9	\$ 71.5
Discount rate	7.75%	7.25%	8.50%

For measurement purposes, the assumed 1997 weighted average annual health care cost trend rate was 9%, gradually decreasing to an ultimate level

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Home-based Businesses

The 21 million home-based businesses in the United States can now simplify and better control communications spending. Sprint Sense Home Office packages long distance service, a toll-free 800 number and a Sprint Foncard for one low monthly rate. For more information, call 1-800-793-7300.

of 5% by 2005. A 1% increase in the rate would have increased the 1997 net postretirement benefits cost by an estimated \$12 million.

Amounts included in the Consolidated Balance

Sheets at year-end are as follows:

(in millions)	1997	1996
Accumulated postretirement benefit obligation Retirees Active plan participants –	\$ 328.3	\$ 277.9
Fully eligible Other	145.2 269.9	127.6 320.7
Unrecognized prior service benefit	743.4 5.4	726.2 5.7
Unrecognized net gains	190.0	178.7
Accrued postretirement benefits cost	\$ 938.8	\$ 910.6
Discount rate	7.25%	7.75%

The assumed 1998 annual health care cost trend rate was 8.5%, gradually decreasing to an ultimate level of 5% by 2005. A 1% increase in the rate would have increased the 1997 accumulated postretirement benefit obligation by an estimated \$61 million.

4. Income Taxes

Income tax expense allocated to continuing operations consists of the following:

(in millions)	1997	1996	1995
Current income tax expense			
Federal	\$ 385.9	\$ 655.4	\$ 437.4
State	78.9	75.9	91.1
Total current	464.8	731.3	528.5
Deferred income tax expense (benefit)			
Federal	174.3	(22.2)	45.9
State	(4.8)	23.5	(23.6)
Amortization of deferred investment tax credits	(3.8)	(11.6)	(16.5)
Total deferred	165.7	(10.3)	5.8
Total	\$ 630.5	\$ 721.0	\$ 534.3

Notes to Consolidated Financial Statements continued

The differences that cause the effective income tax rate to vary from the statutory federal rate of 35% were as follows:

(in millions)	1997	1996	1995
Income tax expense at the statutory rate	\$ 554.1	\$ 669.2	\$ 518.1
Less investment tax credits included in income	3.8	11.6	16.5
Expected federal income		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
tax expense after investment tax credits Effect of	550.3	657.6	501.6
State income taxes, net of federal income tax effect	48.2	64.6	43.9
Equity in losses of foreign joint			
ventures	36.4	8.6	· ·
Other, net	(4.4)	(9.8)	(11.2)
Income tax expense, including investment tax credits	\$ 630.5	\$ 721.0	\$ 534.3
Effective income tax rate	39.8%	37.7%	36.1%

Income tax expense (benefit) allocated to other items was as follows:

(in millions)	1997	1996	1995
Discontinued operation	\$ -	\$ 7.0	\$ 31.2
Extraordinary items	_	(2.9)	(437.4)
Unrealized holding gains on investments(1)	4.4	1.7	30.7
Stock ownership, purchase and options arrangements ⁽¹⁾	(26.2)	(14.1)	(7.5)

⁽¹⁾ These amounts have been recorded directly to "Common stock and other shareholders' equity — Other."

Sprint recognizes deferred income taxes for the temporary differences between the carrying amounts of its assets and liabilities for financial statement purposes and their tax bases. The sources of the differences that give rise to the deferred income tax assets and liabilities at year-end 1997 and 1996, along with the income tax effect of each, were as follows:

		eferred ne Tax	1996 De Incom		
(in millions)	Assets	Liabilities	Assets	Liabilities	
Property, plant and equipment	s —	\$1,488.8	\$	\$1,304.3	
Postretirement and other benefits	376.1	_	360.3	_	
Reserves and allowances	111.3	_	115.6	<u> </u>	
Unrealized holding gains on					
investments	400.5	61.7	106.0	57.3	
Other, net	108.5		106.8	-	
	595.9	1,550.5	582.7	1,361.6	
Less valuation allowance	11.8	_	13.7		
Total	\$ 584.1	\$1,550.5	\$ 569.0	\$1,361.6	

The valuation allowance related to deferred income tax assets decreased \$2 million in 1997 and \$4 million in 1996 and 1995.

Management believes it is more likely than not that these deferred income tax assets, net of the allowance, will be realized based on current income tax laws and expectations of future taxable income stemming from the reversal of existing deferred tax liabilities or ordinary operations. Uncertainties surrounding income tax law changes, shifts in operations between state taxing jurisdictions, and future operating income levels may, however, affect the ultimate realization of all or some of these deferred income tax assets.

At year-end 1997, Sprint had available for income tax purposes \$4 million of state alternative minimum tax credit carryforwards to offset state income tax payable in future years. In addition, Sprint had tax benefits of \$49 million related to state operating loss carryforwards. The loss carryforwards expire in varying amounts per year from 1998 through 2012.

5. Borrowings

Long-term Debt

Long-term debt at year-end was as follows:

(in millions)	Maturing	1997	1996
Corporate			
Senior notes			
8.1% to 9.8%	1998 to 2002	\$ 475.3	\$ 475.3
9.5%	2003 to 2007	200.0	200.0
Debentures			1 2000 - 20
9.0% to 9.3%	2019 to 2022	350.0	350.0
Notes payable and			
commercial paper	122	866.5	()
Other			
5.4% to 8.9% ⁽¹⁾	1998 to 2006	237.5	194.9
Long Distance			
Division	:		
Vendor financing			
agreements			
7.4% to 8.9%	1997 to 1999	23.8	44.8
Other			
6.2% to 8.4%	1997 to 2007	16.5	23.1
Local Division			
First mortgage bonds			
2.0% to 7.8%	1997 to 2002	452.3	487.0
4.0% to 7.8%	2003 to 2007	346.0	346.8
6.9% to 9.8%	2008 to 2012	116.7	116.7
6.9% to 8.8%	2013 to 2017	169.6	169.8
8.8% to 9.9%	2018 to 2022	244.9	245.7
7.1% to 8.4%	2023 to 2027	145.0	145.0
Debentures and notes	PRODUCTION CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CONTRACT OF THE CON		
5.8% to 9.6%	1998 to 2020	237.0	275.3
Other			
2.0% to 9.8%	1998 to 2006	4.6	6.2
Unamortized debt			
discount		(6.1)	(6.7)
20 mg 2 7 7 m 2 7 0 s		3,879.6	3,073.9
Less current maturities		131.0	99.1
Long-term debt		\$3,748.6	\$2,974.8

⁽¹⁾ Notes may be exchanged at maturity for Southern New England Telecommunications Corporation (SNET) common shares owned by Sprint, or for cash. Based on SNET's closing market price, had the notes matured at year-end 1997, they could have been exchanged for 3.8 million SNET shares. At year-end 1997, Sprint held 4.2 million SNET shares, which have been included in "Investments in equity securities" on the Consolidated Balance Sheets.

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Customer Satisfaction

Sprint fortified its reputation for exceptional customer satisfaction in 1997. A Yankee Group study ranked Sprint number one in the residential market for the fourth straight year. In the J.D. Power survey, Sprint was the highest ranking carrier among high-volume residential users for the third consecutive year.

Long-term debt maturities, excluding reclassified short-term borrowings, during each of the next five years are as follows:

(in millions)		
1998	\$ 131.0	
1999	33.4	
2000	693.3	
2001	40.8	
2002	354.5	

Property, plant and equipment with a total cost of \$12.9 billion is either pledged as security for first mortgage bonds and certain notes or is restricted for use as mortgaged property.

During 1996, Sprint redeemed, prior to scheduled maturities, \$190 million of debt with interest rates ranging from 6.0% to 9.5%. This resulted in a \$5 million after-tax extraordinary loss.

Short-term Borrowings

At year-end 1997, Sprint had borrowed \$618 million of bank notes payable and \$249 million of commercial paper. Though these borrowings are renewable at various dates throughout the year, they have been classified as long-term debt because of Sprint's intent and ability, through unused credit facilities, to refinance these borrowings. Commercial paper and certain bank notes payable are supported by Sprint's revolving credit facility with a syndicate of domestic and international banks. Other notes payable relate to a separate revolving credit facility that Sprint executed with a bank in 1997. At year-end 1997, Sprint's unused lines of credit totaled \$1.1 billion.

Bank notes outstanding at year-end 1997 and 1996 had weighted average interest rates of 6.1% and 5.9%, respectively. At year-end 1997, the weighted average interest rate of commercial paper was 6.8%.

Other

Sprint was in compliance with all restrictive or financial covenants relating to its debt arrangements at year-end 1997.

Notes to Consolidated Financial Statements continued

6. Redeemable Preferred Stock

Sprint has approximately 22 million authorized preferred shares, including nonredeemable preferred stock. The redeemable preferred stock outstanding, at yearend, is as follows:

(in millions, except per share and share data)	1997	1996
Fifth series – stated value \$100,000 per share, shares – 95, voting, cumulative 6% annual dividend rate Other – stated value \$100 per share, shares – 19,493 and 22,800, 4.7% annual dividend rate	\$ 9.5	\$ 9.5
annual dividend rate	2.0	2.3
Total	\$ 11.5	\$ 11.8

Sprint's Fifth series preferred stock must be redeemed in full in 2003. If less than full dividends have been paid for four consecutive dividend periods, or if dividends in arrears exceed an amount equal to the dividends for six dividend periods, the Fifth series preferred shareholders may elect a majority of directors standing for election until all dividends in arrears have been paid.

7. Common Stock

Common Stock

At year-end 1997, common stock reserved for future grants under stock option plans or for future issuances under various other arrangements was as follows:

(in millions)	Shares
Employees Stock Purchase Plan	6.4
Employee savings plans	3.4
Automatic Dividend Reinvestment Plan	1.2
Officer and key employees' and directors'	
stock options	8.2
Conversion of preferred stock and other	1.4
Total	20.6

Under a Shareholder Rights Plan, one preferred stock purchase right is attached to each common and Class A common share. Each right is exercisable only if certain takeover events occur. Each right will initially entitle the holder to purchase 1/1000 of a share (a Unit) of a no par Preferred Stock-Sixth Series, Junior Participating (Preferred Stock) at \$225 per Unit or, in certain cases, common stock. The Preferred Stock is voting, cumulative and accrues dividends on a quarterly basis generally equal to the greater of \$100 per share or 1,000 times the total per share amount of all common dividends. No Preferred Stock shares were issued or outstanding at year-end 1997. The rights may be redeemed by Sprint at \$0.01 per right and will expire in June 2007, unless extended.

During 1997, 1996 and 1995, Sprint declared and paid annual common stock dividends of \$1.00 per share. The most restrictive covenant related to common dividends results from Sprint's \$1.5 billion revolving credit agreement. Among other restrictions, this agreement requires Sprint to maintain specified levels of consolidated net worth. Due to this requirement, \$2.7 billion of Sprint's \$3.7 billion consolidated retained earnings was effectively restricted from the payment of dividends at year-end 1997. The indentures and financing agreements of certain of Sprint's subsidiaries contain provisions limiting cash dividend payments on subsidiary common stock held by Sprint. As a result, \$567 million of those subsidiaries' \$1.3 billion total retained earnings was restricted at year-end 1997. The flow of cash in the form of advances from the subsidiaries to Sprint is generally not restricted.

During 1990, the Savings Plan Trust, an employee savings plan, acquired common stock from Sprint in exchange for a \$75 million promissory note payable to Sprint. The note bears interest at 9% and is to be repaid from common stock dividends received by the plan and contributions made to the plan by Sprint according to plan provisions. The remaining \$34 million note receivable balance at year-end 1997 is reflected as a reduction to "Common stock and other shareholders' equity — Other."

Class A Common Stock

In January 1996, DT and FT acquired shares of a new class of convertible preference stock for a combined total of \$3.0 billion. This resulted in DT and FT each holding 7.5% of Sprint's voting power. In April 1996, following the spinoff of Sprint's cellular division

(Cellular) (see Note 14), the preference stock was converted into Class A common stock, and DT and FT each acquired additional Class A common shares. Following their combined investment of \$3.7 billion, DT and FT each own Class A common shares with 10% of Sprint's voting power. During 1997, Sprint declared and paid Class A common dividends of \$1.00 per share. During 1996, preference dividends totaled \$0.16 per share, and Class A common dividends totaled \$0.75 per share.

DT and FT, as Class A common shareholders, have the right in most circumstances to proportionate representation on Sprint's Board of Directors. They may also purchase additional Class A common shares from Sprint to keep their ownership level at 10% each. DT and FT have entered into a standstill agreement with Sprint restricting their ability to acquire Sprint voting shares (other than as intended by their investment agreement with Sprint and related agreements). The standstill agreement also contains customary provisions restricting DT and FT from initiating or participating in any proposal with respect to the control of Sprint.

8. Stock-based Compensation

Sprint's Management Incentive Stock Option Plan (MISOP) provides for the granting of stock options to employees who are eligible to receive annual incentive compensation. Eligible employees are entitled to receive stock options in lieu of a portion of the target incentive under Sprint's management incentive plans. The options generally become exercisable on December 31 of the year granted and have a maximum term of 10 years. MISOP options are granted with exercise prices equal to the market price of Sprint's common stock on the grant date. At year-end 1997, authorized shares under this plan approximated 11 million. This amount increased by approximately 3 million shares on January 1, 1998.

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Sprint Paranet

In 1997, Sprint acquired Paranet, Inc., a leading provider of integration management and support services for distributed computing technology. The acquisition augments Sprint's data products and services with Paranet's expertise in local area networks (LANs) and distributed network systems.

The Sprint Corporation Stock Option Plan (SOP) provides for the granting of stock options to officers and key employees. The options generally become exercisable at the rate of 25% per year, beginning

one year from the grant date, and have a maximum term of 10 years. SOP options are granted with exercise prices equal to the market price of Sprint's common stock on the grant date. At year-end 1997, authorized shares under this plan approximated 20 million.

Every two years, the Employees Stock Purchase Plan (ESPP) offers all employees the election to purchase Sprint common stock at a price equal to 85% of the market value on the grant or exercise date, whichever is less. At year-end 1997, authorized shares under this plan approximated 18 million.

In 1996, Sprint adopted the pro forma disclosure requirements under SFAS No. 123, "Accounting for Stock-based Compensation," and continued to apply Accounting Principles Board (APB) Opinion No. 25, "Accounting for Stock Issued to Employees," to its stock option and employee stock purchase plans. Under APB 25, Sprint has recognized no compensation expense related to these plans.

Pro forma net income and earning per share (EPS) have been determined as if Sprint had used the fair value method of accounting for its stock option grants and ESPP share elections after 1994. Under this method, compensation expense is recognized over the applicable vesting periods and is based on the shares under option and their related fair values on the grant date.

The following pro forma information will not likely represent the information reported in future years because options granted and ESPP shares elected after 1994 will continue to vest over the next several years. In addition, compensation expense resulting from the spinoff of Cellular (Spinoff) (see Note 14) will decline over the next several years.

Notes to Consolidated Financial Statements continued

Sprint's pro forma net income and EPS were as follows:

(in millions, except per share data)	1997 ⁽¹⁾	1996 ⁽¹⁾	1995
Pro forma net income	\$ 908	\$1,158	\$ 388
Pro forma basic EPS	\$ 2.11	\$ 2.74	\$ 1.11

(1) Pro forma net income was reduced by \$3 million (\$0.01 per share) in 1997 and \$6 million (\$0.01 per share) in 1996 due to additional compensation resulting from modifications to terms of options and ESPP share elections made in connection with the Spinoff.

During 1996, Sprint employees elected to purchase 2.8 million ESPP shares with a weighted average fair value (using the Black-Scholes pricing model) of \$10.06 per share. No ESPP shares were offered in 1997 or 1995.

The following tables reflect the weighted average fair value per option granted during the year, as well as the significant weighted average assumptions used in determining those fair values using the Black-Scholes pricing model:

1997	MISOP	SOP
Fair value on grant date Risk-free interest rate Expected volatility Expected dividend yield Expected life (years)	\$ 9.66 6.2% 22.8% 2.3%	\$ 11.74 6.2% 22.8% 2.3% 6
1996	MISOP	SOP
Fair value on grant date	\$ 9.17	\$10.96
Risk-free interest rate	5.2%	5.2%
Expected volatility	23.3%	23.3%
Expected dividend yield	2.5%	2.5%
Expected life (years)	4	6
1995	MISOP	SOP
Fair value on grant date	\$ 6.67	\$ 8.73
Risk-free interest rate	6.9%	7.2%
Expected volatility	23.3%	23.3%
Expected dividend yield	2.5%	2.5%
Expected life (years)	4	6

Stock option plan activity was as follows:

(in millions, except per share data)	Shares ⁽¹⁾	Weighted Average per Share Exercise Price ⁽¹⁾
Outstanding, beginning of 1995	9.3	\$24.67
Granted	4.3	24.69
Exercised	(0.8)	19.81
Forfeited/Expired	(0.5)	27.06
Outstanding, year-end 1995	12.3	24.88
Granted	4.9	36.94
Exercised	(2.6)	22.28
Forfeited/Expired	(1.0)	29.22
Outstanding, year-end 1996	13.6	29.42
Granted	9.4	46.14
Exercised	(3.4)	27.17
Forfeited/Expired	(0.9)	38.10
Outstanding, year-end 1997	18.7	\$ 37.85

(1) Due to the Spinoff, the shares and related exercise prices have been adjusted to maintain both the total fair market value of common stock underlying the options, and the relationship between the market value of Sprint's common stock and the option's exercise price.

Outstanding options held by Cellular employees were converted into options and grants to purchase Cellular common stock and are not included in the above table.

After adjustment for the Spinoff, options exercisable at year-end 1996 and 1995 were 8.4 and 6.4 million, respectively. At year-end 1996, the weighted average exercise price for exercisable options was \$27.77. The following table summarizes outstanding and exercisable options at year-end 1997:

	Options Outstanding				Options Exercisable	
Range of Exercise Prices	Number Outstanding (in millions)	Weighted Average Remaining Contractural Life (in years)	Weighted Average Exercise Price	Number Exercisable (in millions)	Weighted Average Exercise Price	
\$11.92 - \$14.96	0.1	2.2	\$14.31	0.1	\$14.31	
\$15.18 - \$19.24	0.1	3.7	17.91	0.1	17.91	
\$20.08 - \$24.50	2.7	6.2	23.71	1.7	23.30	
\$25.11 - \$29.96	1.8	4.7	27.38	1.4	26.80	
\$30.22 -\$39.94	5.0	7.6	35.16	3.0	34.28	
\$40.06 - \$49.88	7.3	8.5	44.88	1.9	43.33	
\$50.31 - \$58.38	1.7	7.4	51.92	0.1	51.69	

9. Commitments and Contingencies

Litigation, Claims and Assessments

In December 1996, an arbitration panel entered a \$61 million award in favor of Network 2000 Communications Corporation (Network 2000) on its breach of contract claim against Sprint. The arbitrators directed Sprint to pay one-half of this award to Network 2000. The remainder was directed to be paid to the Missouri state court in which a proposed class action by Network 2000's independent marketing representatives against Network 2000 and Sprint is pending.

Sprint filed an action in federal district court seeking to have the arbitration panel's award struck down, modified, or corrected, and asking the court to enter an order regarding the distribution of the award. In April 1997, the court denied Sprint's request that the arbitration award be struck down and granted Network 2000's request that the award be confirmed.

In June 1997, Sprint recorded an additional \$20 million charge in connection with the settlement of both the class action lawsuit against Sprint and Network 2000 and the related claims of Network 2000 against Sprint. The court has preliminarily approved the class action settlement and final approval is expected. Sprint believes this will complete the Network 2000 litigation.

Various other suits arising in the ordinary course of business are pending against Sprint. Management cannot predict the final outcome of these actions but believes they will not result in a material effect on Sprint's consolidated financial statements.

Commitments

Sprint expects to invest \$200 to \$300 million in Sprint PCS in 1998 to continue its network buildout and for operating cash requirements. Sprint also expects Global One to require \$200 to \$300 million for ongoing operating and capital requirements.

Contingencies

On January 1, 1998, a "Deadlock Event" occurred due to the failure of the Sprint PCS partnership board to approve the proposed Sprint PCS budget and business plan.

RadioShack is proving to be a powerful distribution channel for Sprint. RadioShack launched a "store-withina-store" concept in 6,000 outlets in 1997. More than 25,000 RadioShack employees are trained to sell Sprint products and services. One million people walk into a RadioShack store everyday.

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Retail Distribution

Under the partnership agreement, if a partner refers the issue for resolution pursuant to specified procedures and it remains unresolved, buy/sell provisions can be triggered, which could result in Sprint either increasing or selling its partnership interest. Discussions among the partners about restructuring their interests in Sprint PCS are ongoing. However, there is no certainty the discussions will result in a change to the partnership structure.

Operating Leases

Minimum rental commitments at year-end 1997 for all noncancelable operating leases, consisting mainly of leases for data processing equipment and real estate, are as follows:

(in millions)		
1998	\$324.1	
1999	276.4	
2000	174.2	
2001	119.1	
2002	97.1	
Thereafter	243.7	

Gross rental expense totaled \$410 million in 1997, \$401 million in 1996 and \$402 million in 1995. Rental commitments for subleases, contingent rentals and executory costs were not significant.

Notes to Consolidated Financial Statements continued

10. Financial Instruments

Fair Value of Financial Instruments

Sprint estimates the fair value of its financial instruments using available market information and appropriate valuation methodologies. As a result, the following estimates do not necessarily represent the values Sprint could realize in a current market exchange. Although management is not aware of any factors that would affect the estimated fair values presented at year-end 1997, those amounts have not been comprehensively revalued for purposes of these financial statements since that date. Therefore, estimates of fair value after year-end 1997 may differ significantly from the amounts presented below. The carrying amounts and estimated fair values of Sprint's financial instruments at year-end were as follows:

	19	97	1996		
(in millions)	Carrying Amount	Estimated Fair Value	Carrying Amount	Estimated Fair Value	
Financial Assets					
Cash and					
equivalents	\$ 101.7	\$ 101.7	\$1,150.6	\$1,150.6	
Investment					
in affiliate					
debt securities	142.4	142.4	122.5	122.5	
Investments in			,,,		
equity securities	303.0	303.0	254.5	254.5	
Financial Liabilities					
Short-term					
borrowings	_	_	200.0	200.0	
Long-term debt					
Corporate	2,129.3	2,301.8	1,220.2	1,348.9	
Long distance					
division	40.3	41.7	67.9	69.0	
Local division	1,710.0	1,812.3	1,785.8	1,846.9	
Other Financial					
Instruments					
Interest rate swap					
agreements	_	0.3		0.2	
Foreign currency			28/2012/48/31	20.000-00	
contracts	(0.6)	(0.6)	(0.5)	(0.5	

The carrying values of Sprint's cash and equivalents approximate fair value at year-end 1997 and 1996. The estimated fair value of Sprint's investments in debt and equity securities is based on quoted market prices. The estimated fair value of Sprint's long-term debt is based on quoted market prices for publicly traded issues. The estimated fair value of all other issues is based on the present value of estimated future cash flows using a discount rate based on the risks involved. The estimated fair value of interest rate swap agreements is the amount Sprint would receive to terminate the swap agreements at year-end 1997 and 1996, taking into account the then-current interest rates. The estimated fair value of foreign currency contracts is the replacement cost of the contracts at year-end 1997 and 1996, taking into account the then-current foreign currency exchange rates.

Concentrations of Credit Risk

Sprint's accounts receivable are not subject to any concentration of credit risk. Sprint controls credit risk of its interest rate swap agreements and foreign currency contracts through credit approvals, dollar exposure limits and internal monitoring procedures. In the event of nonperformance by the counterparties, Sprint's accounting loss would be limited to the net amount it would be entitled to receive under the terms of the applicable interest rate swap agreement or foreign currency contract. However, Sprint does not anticipate nonperformance by any of the counterparties related to these agreements.

Interest Rate Swap Agreements

Sprint uses interest rate swap agreements as part of its interest rate risk management program. Net interest paid or received related to these agreements is recorded using the accrual method and is recorded as an adjustment to interest expense. Sprint had interest rate swap agreements with notional amounts of \$150 and \$350 million outstanding at year-end 1997 and 1996, respectively. Net interest expense (income) related to interest rate swap agreements was \$(200,000) in 1997, \$2 million in 1996 and \$(400,000) in 1995. There were no deferred gains or losses related to any terminated interest rate swap agreements at year-end 1997, 1996 or 1995.

Foreign Currency Contracts

As part of its foreign currency exchange risk management program, Sprint purchases and sells over-thecounter forward contracts and options in various foreign currencies. Sprint had outstanding \$29 and \$46 million of open forward contracts to buy various foreign currencies at year-end 1997 and 1996, respectively. Sprint had \$14 and \$3 million of outstanding open purchase option contracts to call various foreign currencies at year-end 1997 and 1996, respectively. The premium paid for an option is expensed as incurred. The fair value of an option is recorded as an asset at the end of each period. The forward contracts and options open at year-end 1997 and 1996 all had original maturities of six months or less. The net gain or loss recorded to reflect the fair value of these contracts is recorded in the period incurred. Total net losses of \$40,000 in 1997, \$400,000 in 1996 and \$1 million in 1995 were recorded related to foreign currency transactions and contracts.

11. Earnings per Share

In February 1997, the Financial Accounting Standards Board (FASB) issued SFAS No. 128, "Earnings per Share." This new standard simplifies the EPS calculation and makes the U.S. standard for computing EPS more consistent with international accounting standards. Sprint adopted SFAS 128 at year-end 1997. EPS for prior years has been restated to comply with SFAS 128.

Under SFAS 128, primary EPS was replaced with a simpler calculation called basic EPS. Basic EPS is calculated by dividing income available to common shareholders by the weighted average common shares

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Health Care Systems

Sprint's portfolio of network-based information management system services continued to grow in 1997. Sprint Healthcare Systems, Inc. and Quality Data Management, Inc. announced an agreement to co-market a patient-based quality/cost measurement system and other applications for health care providers.

outstanding. Previously, primary EPS was based on the weighted average of both outstanding and issuable shares assuming all dilutive options had been exercised. Under SFAS 128, fully diluted

EPS has not changed significantly, but has been renamed diluted EPS. Diluted EPS includes the effect of all potentially dilutive securities, such as options and convertible preferred stock.

Sprint's convertible preferred stock dividends were \$0.5 million in 1997, 1996 and 1995. Dilutive securities, such as options (see Note 8), included in the calculation of diluted weighted average common shares were 6.3 million shares in 1997, 5.3 million shares in 1996 and 2.6 million shares in 1995.

12. Paranet Acquisition

On September 30, 1997, Sprint paid \$375 million to purchase the net assets of Houston-based Paranet, Inc., a provider of integration, management and support services for computer networks. Sprint could pay up to an additional \$70 million if Sprint Paranet meets certain financial targets through 1998.

The transaction was accounted for using the purchase method of accounting. As a result, Sprint's financial statements reflect Sprint Paranet's results of operations beginning in October 1997.

The excess of the purchase price over the tangible net assets acquired was \$357 million. This excess was allocated to noncompete agreements and goodwill, and will be amortized on a straight-line basis over four to 10 years.

13. Adoption of Accounting Principles for a Competitive Marketplace

At year-end 1995, Sprint determined that its local division no longer met the criteria necessary for the continued use of SFAS 71. As a result, 1995 operating results included a noncash, extraordinary charge of \$565 million, net of income tax benefits of \$437 million. The decision to discontinue using SFAS 71 was based on changes in the regulatory framework and the convergence of competition in the telecommunications industry.

The 1995 extraordinary charge recognized when Sprint discontinued using SFAS 71 consisted of the following:

(in millions)	Pretax	After-Tax
Increase in accumulated depreciation	\$ 979.1	\$ 607.9
Recognition of switch software asset	(99.5)	(61.7)
Elimination of other net regulatory assets	123.1	76.3
Total	\$1,002.7	622.5
Tax-related net regulatory liabilities Accelerated amortization of		(43.9)
investment tax credits		(13.3)
Extraordinary charge		\$ 565.3

14. Spinoff of Cellular Division

In March 1996, Sprint completed the tax-free spinoff of Cellular to Sprint common shareholders. To complete the Spinoff, Sprint distributed all Cellular common shares at a rate of one share for every three Sprint common shares held. In addition, Cellular repaid \$1.4 billion of its intercompany debt owed to Sprint. Sprint also contributed to Cellular's equity capital \$185 million of debt owed by Cellular in excess of the amount repaid.

Cellular's net operating results, as summarized below, were separately classified as a discontinued operation in the Consolidated Statements of Income. Interest expense was allocated to Cellular based on the assumed repayment of intercompany debt to Sprint by Cellular. The operating expenses as presented below do not include Cellular's share of Sprint's general corporate overhead expenses. These expenses, totaling \$2 million in 1996 and \$13 million in 1995, were reallocated to Sprint's other operating segments.

(in millions)	1996(1)	1995
Net operating revenues Operating expenses	\$ 190.2 156.0	\$ 834.4 675.6
Operating income Interest expense Other income (expense), net	34.2 (21.5) (8.3)	158.8 (124.0) 10.9
Income before income taxes Income taxes	4.4 (7.0)	45.7 (31.2)
Income (Loss) from cellular division	\$ (2.6)	\$ 14.5

^{(1) 1996} reflects Cellular's operating results only through the date of the Spinoff.

15. Additional Financial Information

Segment Information

Information related to Sprint's operating business segments is included in "Review of Segmental Results of Operations." The net operating revenues and operating expenses shown in those tables include revenues and expenses eliminated in consolidation. The amounts eliminated are as follows:

(in millions)	1997	1996	1995
Long distance division Local division	\$ 3.3 309.0	\$ 30.9 410.5	\$ 38.9 266.4
Product distribution and directory publishing Intercompany revenues not eliminated under SFAS 71	570.5 —	325.9	336.8 (262.4)
Net operating revenues Operating expenses	882.8 845.8	767.3 735.7	379.7 379.7
Operating income	\$ 37.0	\$ 31.6	\$ —

Capital expenditures and identifiable assets not related to operating segments are as follows:

(in millions)	1997	1996	1995
Capital expenditures	\$ 142.3	\$ 98.0	\$ 37.0
Identifiable assets	\$2,301.2	\$2,818.9	\$2,917.9

Sprint's identifiable assets not related to operating segments mainly include investments and loans to affiliates as well as corporate property, plant and equipment. The 1995 amounts include the net assets of the discontinued cellular division.

Supplemental Cash Flows Information

(in millions)	1997	1996	1995
Cash paid for: Interest (net of amounts capitalized) Continuing operations	\$ 197.9	\$ 212.1	\$ 263.5
Cellular division	s —	\$ 21.5	\$ 124.0
Income taxes	\$ 365.8	\$ 695.3	\$ 532.8
Noncash activities: Capital lease obligations	\$ 30.1	\$ —	s
Tax benefit from stock options exercised	\$ 26.2	\$ 14.1	\$ 7.5
Net book value of assets and liabilities contributed to Global One	s —	\$ 73.3	s
Common stock issued under Sprint's ESPP	\$ 5.2	\$ 65.2	\$ 3.0

During 1996, Sprint completed the Spinoff (see Note 14) which had no immediate effect on cash flows other than Cellular's repayment of \$1.4 billion in intercompany debt owed to Sprint.

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Hearing-impaired

Sprint is the number one provider of Telecommunications Relay Service (TRS), serving 21 states and the federal government. Sprint's highly trained TRS relay operators serve as professional intermediaries, relaying phone conversations back and forth between standard voice telephone users and text telephone users.

Supplemental Related Party Transactions

Sprint provided various voice, data and administrative services to Global One totaling \$415 million in 1997 and \$361 million in 1996. In addition,

Global One provided data and administrative services to Sprint totaling \$114 million in 1997 and \$130 million in 1996. At year-end 1997 and 1996, Sprint's receivable from Global One was \$154 and \$163 million, respectively, and Sprint's payable to Global One was \$104 and \$49 million, respectively.

Restructuring Charge

In 1995, Sprint's local division recorded an \$88 million restructuring charge, which reduced income from continuing operations by \$55 million (\$0.16 per share). The restructuring plan included the planned elimination over several years of approximately 1,600 positions, mainly in the network and finance functions. Through 1997, most of the positions have been eliminated resulting in termination benefit payments of \$42 million, with the remainder to be paid in 1998 and 1999.

Notes to Consolidated Financial Statements

16. Recently Issued Accounting Pronouncements

In June 1997, the FASB issued SFAS No. 130, "Reporting Comprehensive Income." SFAS 130 establishes standards for the reporting and display of comprehensive income and its components. Comprehensive income includes all changes in equity during a period except those due to owner investments and distributions. It includes items such as foreign currency translation adjustments, and unrealized gains and losses on available-for-sale securities. This standard does not change the display or components of present-day net income. Sprint will present the required disclosures in its financial statements beginning in the 1998 first quarter. SFAS 130 is not expected to have a material impact on Sprint.

Also in June 1997, the FASB issued SFAS No. 131, "Disclosures about Segments of an Enterprise and Related Information." This new standard requires companies to disclose segment data based on how management makes decisions about allocating resources to segments and how it measures segment performance. SFAS 131 requires companies to disclose a measure of segment profit or loss (operating income, for example), segment assets, and reconciliations to consolidated totals. It also requires entity-wide disclosures about a company's products and services, its major customers and the material countries in which it holds assets and reports revenues. Sprint will adopt SFAS 131 in its 1998 year-end financial statements. This statement is not expected to have a significant effect on Sprint's reported segments.

In February 1998, the FASB issued SFAS No. 132, "Employers' Disclosures about Pensions and Other Postretirement Benefits." SFAS 132 standardizes the disclosure requirements for pensions and postretirement benefits where practical. It also eliminates certain disclosures and requires additional information on changes in benefit obligations and fair values of plan assets. Sprint will adopt SFAS 132 in its 1998 year-end financial statements. SFAS 132 is not expected to have a significant effect on Sprint's pension and postretirement benefit plan disclosures.

17. Quarterly Financial Data (Unaudited)

1997				Qua	arte	r	
(in millions, except per share data)		1st		2nd		3rd	4th
Net operating revenues(1)	\$	3,578.5	s	3,667.5	\$	3,778.9	\$ 3,849.0
Operating income ^{(1),(2)}		604.7		595.5		640.7	610.5
Income before extraordinary							
items ^{(2), (3)}		290.0		255.9		211.7	194.9
Net income EPS from		290.0		255.9		211.7	194.9
income before extraordinary							
items(4)							
Basic	\$	0.67	\$	0.59	\$	0.49	\$ 0.45
Diluted	S	0.67	\$	0.59	\$	0.49	\$ 0.45

1996		Quarter						
(in millions, except per share data)		1st		2nd		3rd		4th
Net operating								
revenues(1)	\$3	,335.3	\$3	,471.3	\$3	,502.5	\$3	,578.4
Operating	1							
income(1),(2)		574.9		580.9		598.9		512.5
Income before								
extraordinary								
items ⁽²⁾		309.3		316.8		316.2		246.0
Net income		309.3		316.8		312.4		245.3
EPS from								
income before								
extraordinary								
items ⁽⁴⁾								
Basic	\$	0.78	\$	0.74	\$	0.73	\$	0.57
Diluted	\$	0.77	\$	0.73	\$	0.73	\$	0.56

⁽¹⁾ Consolidated net operating revenues and operating expenses reflect certain reclassifications to conform to the current presentation. These reclassifications had no effect on operating income or net income.

⁽²⁾ In the 1997 second quarter and the 1996 fourth quarter, Sprint recorded nonrecurring charges of \$20 and \$60 million, respectively, related to litigation within the long distance division. These charges reduced income from continuing operations by \$13 million (\$0.03 per share) and \$36 million (\$0.09 per share), respectively (see Note 9).

⁽³⁾ In the 1997 fourth quarter, Sprint recognized gains of \$45 million on sales of local exchanges and a \$26 million gain on the sale of an equity investment in an equipment provider. These gains increased income from continuing operations by \$27 million (\$0.06 per share) and \$17 million (\$0.04 per share), respectively.

⁽⁴⁾ Sprint adopted SFAS 128 at year-end 1997 (see Note 11). All EPS amounts comply with this new standard.

Management Report and Report of Independent Auditors

Management Report

The management of Sprint Corporation has the responsibility for the integrity and objectivity of the information contained in this Annual Report. Management is responsible for the consistency of reporting such information and for ensuring that generally accepted accounting principles are used.

In discharging this responsibility, management maintains a comprehensive system of internal controls and supports an extensive program of internal audits, has made organizational arrangements providing appropriate divisions of responsibility and has established communication programs aimed at assuring that its policies, procedures and codes of conduct are understood and practiced by its employees.

The consolidated financial statements included in this Annual Report have been audited by Ernst & Young LLP, independent auditors. Their audit was conducted in accordance with generally accepted auditing standards and their report is included herein.

The responsibility of the Board of Directors for these financial statements is pursued mainly through its Audit Committee. The Audit Committee, composed entirely of directors who are not officers or employees of Sprint, meets periodically with the internal auditors and independent auditors, both with and without management present, to assure that their respective responsibilities are being fulfilled. The internal and independent auditors have full access to the Audit Committee to discuss auditing and financial reporting matters.

Websrey

William T. Esrey

Chairman and Chief Executive Officer

Justin BKjause

Arthur B. Krause

Executive Vice President and Chief Financial Officer

Report of Independent Auditors

The Board of Directors and Shareholders, Sprint Corporation

We have audited the accompanying consolidated balance sheets of Sprint Corporation (Sprint) as of December 31, 1997 and 1996, and the related consolidated statements of income, cash flows, and common stock and other shareholders' equity for each of the three years in the period ended December 31, 1997, appearing on pages 32, 38, 40 and 43 through 58. These financial statements are the responsibility of the management of Sprint. Our responsibility is to express an opinion on these financial statements based on our audits. The 1997 financial statements of Sprint Spectrum Holding Company, L.P., a partnership in which Sprint has a 40% interest, have been audited by other auditors whose report has been furnished to us; insofar as our opinion on the 1997 consolidated financial statements relates to data included for Sprint Spectrum Holding Company, L.P., it is based solely on their report. In the consolidated financial statements, Sprint's equity in Sprint Spectrum Holding Company, L.P. is stated at \$749 million at December 31, 1997, and Sprint's equity in the net loss of Sprint Spectrum Holding Company, L.P. is stated at \$625 million for the year then ended.

We conducted our audits in accordance with generally accepted auditing standards. Those standards require

that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits and the report of other auditors provide a reasonable basis for our opinion.

In our opinion, based on our audits and the report of other auditors, the consolidated financial statements referred to above present fairly, in all material respects, the consolidated financial position of Sprint at December 31, 1997 and 1996, and the consolidated results of its operations and its cash flows for each of the three years in the period ended December 31, 1997, in conformity with generally accepted accounting principles.

As discussed in Note 13 to the consolidated financial statements, Sprint discontinued accounting for the operations of its local telecommunications division in accordance with Statement of Financial Accounting Standards No. 71, "Accounting for the Effects of Certain Types of Regulation," in 1995.

Ernst + Young LLP

Kansas City, Missouri February 3, 1998

Board of Directors

DuBose Ausley is chairman of Ausley & McMullen, a law firm in Tallahassee, Florida. He is also chairman of the Capital City Bank Group, Inc. He has been a Sprint director since 1993.

Warren L. Batts is chairman and chief executive officer of Tupperware Corporation in Orlando, Florida. He is also chairman of Premark International, Inc. He has been a Sprint director since 1982. Batts is chairman of the audit committee and a member of the executive committee.

Michel Bon is chairman of France Telecom. From 1993 to September 1995, he was head of France's national job placement agency. Prior to that he was chairman and chief executive officer of Carrefour, the largest retailer in France. He has been a Sprint director since 1996. Bon is a member of the executive committee.

Ruth M. Davis is president and chief executive officer of The Pymatuning Group, Inc., in Alexandria, Virginia. She is also chairman of Aerospace Corp. She has been a Sprint director since 1981. Davis is a member of the audit committee.

William T. Esrey is chairman and chief executive officer of Sprint. He joined Sprint in 1980 as executive vice president-corporate planning, was named president and chief executive officer in 1985 and became chairman and chief executive officer in 1990. He has been a Sprint director since 1985. Esrey is chairman of the Board's executive committee.

Irvine O. Hockaday Jr. is president and chief executive officer of Hallmark Cards, Inc., in Kansas City, Missouri. He became a Sprint director in June 1997. Hockaday is a member of the audit committee.

Harold S. Hook is the retired chairman and chief executive officer of American General Corporation, in Houston, Texas. He has been a Sprint director since 1982. Hook is a member of the organization, compensation and nominating committee.

Ronald T. LeMay is president and chief operating officer of Sprint, a position held since February 1996, except for the period of July to October 1997, when he served as chairman and chief executive officer of Waste Management, Inc. Prior to that, he was vice chairman of Sprint, and chief executive officer of Sprint Spectrum Holding Company, L.P. From 1989 to 1995, he was president and chief operating officer of the long distance division of Sprint. LeMay served as a Sprint director from 1993 until July 1997. He was re-elected as a Sprint director in December 1997.

Linda Koch Lorimer is vice president and secretary of Yale University, in New Haven, Connecticut. She has been a director of Sprint since 1993. She is a member of the organization, compensation and nominating committee.

Charles E. Rice is chairman and chief executive officer of Barnett Banks, Inc., in Jacksonville, Florida. He has been a Sprint director since 1975. Rice is a member of the executive and the organization, compensation and nominating committees.

Ron Sommer is chairman of the board of management of Deutsche Telekom A.G. From 1989 until May 1995, he worked for the German subsidiary of the Sony Group, where he was last responsible for the 22 European subsidiaries as the head of Sony Europe. He has been a Sprint director since 1996. Sommer is a member of the organization, compensation and nominating committee.

Stewart Turley is chairman of Eckerd Corporation, in Clearwater, Florida. He has been a Sprint director since 1980. Turley is chairman of the organization, compensation and nominating committee, and a member of the executive committee.

Principal Corporate Officers and Principal Operating Company Officers

Principal Corporate Officers

William T. Esrey Chairman and Chief Executive Officer

Ronald T. LeMay President and Chief Operating Officer

J. Richard Devlin
Executive Vice President
General Counsel and
External Affairs

Arthur B. Krause Executive Vice President Chief Financial Officer Kevin E. Brauer President National Integrated Services

Michael B. Fuller
President and Chief
Operating Officer
Local Telecommunications
Division

Patti S. Manuel
President and Chief
Operating Officer
Long Distance Division

Gene M. Betts Senior Vice President Corporate Finance

John R. Hoffman Senior Vice President External Affairs

John P. Meyer Senior Vice President Controller Theodore H. Schell Senior Vice President Strategic Planning and Corporate Development

M. Jeannine Strandjord Senior Vice President Treasurer

I. Benjamin Watson Senior Vice President Human Resources

Don A. Jensen Vice President Secretary

Principal Operating Company Officers

Long Distance Division

Paget L. Alves President

Wholesale Services Group

R. Michael Franz

President Sprint Business

George N. Fuciu

President

Technology Services

Thomas E. Weigman

President

Consumer Services Group

William J. Gunter Senior Vice President Finance

Martin J. Kaplan Senior Vice President/ Chief Technology Officer Technology Services

Local Telecommunications Division

Bruce H. Branyan President

Business Markets

Randy W. Osler President

Carrier Markets

Robert E. Thompson III

President

Consumer and Small Business Markets

William E. McDonald Senior Vice President Customer Service Operations

William C. Prout Senior Vice President Network

Product Distribution/ Directory Publishing Division

William G. Obermayer President Sprint North Supply

Robert J. Walsh President Sprint Publishing & Advertising

Emerging Businesses

Michael H. Holthouse President Sprint Paranet

Shareholder Information and Common Stock Data

Annual Meeting: The Annual Meeting of Shareholders will be held Tuesday, April 21, 1998, at the world headquarters.

Common Stock Dividends: Dividends on Sprint common stock, declared by the Board of Directors, are usually paid quarterly at the end of March, June, September and December. The exact record dates and payment dates are set by the Board of Directors. The last quarterly dividend payment in the fourth quarter 1997 was 25 cents per share, or an indicated annual dividend of \$1.00 per common share.

Investor Information Line: Requests for the information shown below may be made in writing or by calling the Sprint Investor Information Line at 1 (800) 259-3755.

Automatic Dividend Reinvestment Plan: Sprint offers a dividend reinvestment and stock purchase plan to registered shareholders at no commission or handling charge for purchases made with reinvested dividends and/or optional cash payments. Shareholders may obtain information about the plan by writing to Shareholder Relations at the corporate headquarters or by calling the above 800 number.

Form 10-K: Copies of Sprint's Annual Report on Form 10-K to the Securities and Exchange Commission may be obtained by shareholders without charge by writing to Investor Relations at the corporate headquarters or by calling the above 800 number.

Investor Inquiries: Security analysts, shareholders and investment professionals should direct inquiries regarding Sprint and its business in writing to Investor Relations at the corporate headquarters or by calling the above 800 number. Copies of the investor supplement to the Annual Report are available upon request.

Shareholder Inquiries: Inquiries regarding stock transfer, lost certificates, direct deposit of dividends or address change should be directed to the stock transfer agent,

Common Stock Data

First quarter Second quarter Third quarter Fourth quarter

Market Price per Share							
A STATE OF	1997	NAME OF	1996				
High	Low	End of Period	High	Low	End of Period		
48	38%	45%	385/8*	3115/16*	38		
52 %	421/4	521/4	443/8	371/2	42		
52%	44	50	427/8	341/2	38%		
60%	48¾	58%	44	371/2	39%		

^{*}Adjusted to reflect spinoff of cellular division.

UMB Bank, n.a., in writing at their address (see below) or by calling 1 (800) 259-3755 and connecting with the with the transfer agent.

Quarterly Financial Information: Shareholders can receive a faxed or mailed copy of the quarterly financial results upon request through Sprint's toll-free Shareholder Information Line. Shareholders can dial 1 (800) 284-6977 to hear a recorded report on Sprint's financial performance and request a copy of printed quarterly results.

Sprint on the Internet: Sprint's World Wide Web site (www.sprint.com) is continuously updated and includes an electronic version of this annual report. Shareholders are also invited to visit Sprint's home page at this Internet address for quarterly financial data, important news releases and current information about products and services.

Corporate Headquarters Mailing Address:

Sprint Post Office Box 11315 Kansas City, Missouri 64112

Shareholder Relations:

(913) 624-2541

Auditors:

Ernst & Young LLP, Kansas City, Missouri

Stock Transfer Agent, Registrar and Dividend Paying Agent:

UMB Bank, n.a. Post Office Box 410064 Kansas City, Missouri 64141-0064 (816) 860-7786

Co-Transfer Agent and Registrar:

ChaseMellon Shareholder Services, L.L.C. New York, New York

Dividend Reinvestment Agent:

UMB Bank, n.a. Kansas City, Missouri

Stock Exchange Listings:

Common Stock New York Stock Exchange Chicago Stock Exchange Pacific Exchange

Convertible Preferred Stock New York Stock Exchange

Stock Symbol: FON

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One call does it all

To switch your long distance service to Sprint and enjoy other communications benefits, call **1-800-538-0952**. For deaf and hard-of-hearing customers who want to sign up for Sprint long distance, call **1-800-676-3777** (voice/TTY).

Simplify your life with Sprint — whether you need long distance, pagers, Internet, PCS, calling cards or telephone equipment.

Sprint World Headquarters

2330 Shawnee Mission Parkway Westwood, KS 66205 (913) 624-3000

Sprint's Long Distance Division

Headquarters 8140 Ward Parkway Kansas City, MO 64114 (913) 624-6000

Sprint Business (Businesses, state and local governments, universities and pay phone markets)

Business Marketing 5420 LBJ Freeway Dallas, TX 75240 (972) 405-3000 Consumer Services Group (Residential customers)

8140 Ward Parkway Kansas City, MO 64114 (913) 624-6000

Government Services Division (Federal government)

13221 Woodland Park Drive Herndon, VA 20171 (703) 904-2000

Wholesale Services Group (Wholesale solutions) 8140 Ward Parkway Kansas City, MO 64114 (913) 624-6365

Sprint's Local Telecommunications Division

Headquarters 5454 W. 110th Street Overland Park, KS 66211 (913) 345-7600 Sprint North Supply

600 New Century Parkway New Century, KS 66031 (913) 791-7000

Sprint Publishing & Advertising

7015 College Boulevard Suite 400 Overland Park, KS 66211 (913) 491-7000

Emerging Businesses

National Integrated Services 7301 College Boulevard Overland Park, KS 66210 (913) 534-6231

Sprint International 2330 Shawnee Mission Parkway Westwood, KS 66205 (913) 624-3000 **Sprint Paranet**

1776 Yorktown Suite 700 Houston, TX 77056 (713) 626-4800

Strategic Alliances

Global One (Corporate and European headquarters)

Park Atrium Rue des Colonies 11 B-1000 Brussels, Belgium (011) 32-2-545-2000

(World)

12490 Sunrise Valley Drive Reston, VA 20196 (703) 689-6000

Sprint PCS

4900 Main Street Kansas City, MO 64112 (816) 559-1050

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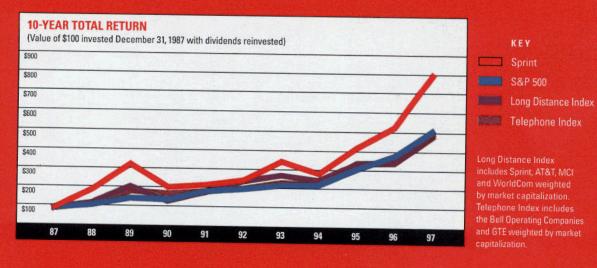
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A Great Story to Tell

10-Year Total Return



A \$100 investment in Sprint at year-end 1987 would have been worth \$800 at year-end 1997. Sprint's compounded annual return exceeded industry indices over a 10-year period through 1997. Returns reflect stock appreciation and reinvestment of dividends.



One person is directing the future of communications.



Sprint is a global communications company, at the forefront in integrating long distance, local, wireless and Internet communications services.

Sprint developed and operates the United States' only nationwide, all-digital, fiber-optic network and is a leader in advanced data communications services. The company is also one of the world's largest carriers of Internet traffic. In addition, Sprint operates the largest 100% digital, 100% PCS nationwide wireless network in the United States.

Sprint has more than \$17 billion in annual revenues and serves more than 17 million business and residential customers.

Founded in 1899, Sprint is celebrating its 100th anniversary of telecommunications service. Sprint's world headquarters is in metropolitan Kansas City.





Vision

Sprint is supremely positioned to execute its strategy.

2 Chairman's Letter

One Sprint

Sprint's assets give us performance now, and a One Sprint strategy to grow on.

6 One Customer

Leadership

Sprint has the future well in hand.

- 18 Future First
- 20 Sprint ION
- 26 Sprint PCS

You have a life and a vision all your own.

You need to communicate exactly how and when you choose.

Sprint lets you define your own communications universe,
and takes you right where you want to be.



William Hornbuckle Impressive Impresario



Allison Toso High Flyer



Emily Voth Connected Entrepreneur



Josh Jakobe Web Meister



Julie Postal Fabulous Friend



Mike Murad Big Thinker



Tammy Lambert Modern Mom



Derby Perez Digital Dealmaker

Results

Sprint's results were excellent in 1998.

- 30 Questions and Answers
- 32 Sprint FON Financials
- 36 Sprint PCS Financials
- 40 Sprint Consolidated Financials
- Hand of Directors and Principal Corporate Officers
- 45 Shareholder Information
- 46 How to Reach Us

Becoming the essential ally

In a world of powerful possibilities, Sprint is quickly becoming the essential ally with its customers.

Dear Shareholder:

In 1998, the critical components of our strategic vision began falling into place. We are pleased that the market recognized this with a 65% total return to our shareholders.

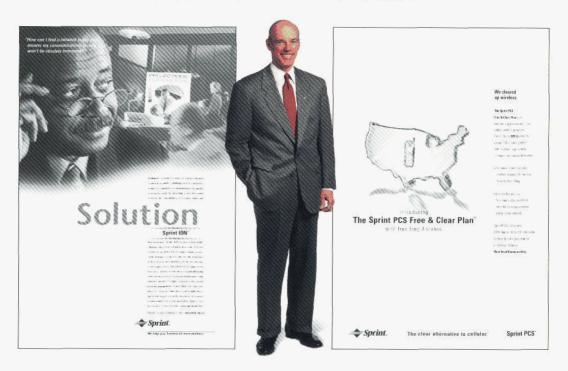
In previous annual letters, I have reported to you on Sprint's efforts to position itself with local, long distance, wireless, Internet, data and international capabilities. What we are observing is other companies, in a rush of acquisitions, trying to assemble what Sprint has already put in place.

Last year, Forbes magazine said, "Unlike WorldCom and AT&T, (Sprint) has all the pieces needed to be a world player in the telecom business — and it has them operating now."

We are confident we are supremely positioned. Our job is to continue to execute our strategy while staying agile and ahead of our competition. We intend to be a leader in an industry that will grow dramatically and change significantly.

Continued on page 4

♦ National advertising campaigns reflect two of Sprint's foremost accomplishments in 1998 — introducing the revolutionary. Sprint ION, Integrated On-Demand Network, below left, and assuming total management control of Sprint PCS, right, Sprint ION is featured beginning on page 20 and Sprint PCS is featured beginning on page 26.



William T. Esrey Chairman and Chief Executive Officer

Financial Highlights

(in millions, except per share data)

		1998	1997	% Change
Sprint FON Group			14.070.0	7.7%
Net operating revenues	\$	16,016.9	\$ 14,873.9	
Operating income ⁽³⁾		2,759.8	2,489.9	10.8%
Operating cash flows ^{(3),(4)}		4,674.9	4,216.2	10.9%
Operating margin ⁽³⁾		17.2%	16.7%	100.00212
Income before extraordinary item(2),(3)		1,477.9	1,340.1	10.3%
Pro forma earnings per share before extraordinary item(1),(2),(3)				
Diluted		3.41	3.07	11.1%
Basic		3.46	3.12	10.9%
Sprint PCS Group — Pro Forma ⁽¹⁾ Net operating revenues Operating loss Operating cash flows ⁽⁴⁾ Loss before extraordinary item Diluted and basic loss per share	\$	1,225.4 (2,640.0) (1,600.6) (1,846.7)	\$ 258.0 (2,102.7) (1,081.9) (1,466.2)	375.0% 25.6% 47.9% 26.0%
before extraordinary item		(4.42)	(3.52)	25.6%
Sprint Corporation	19		32.600 B	10.007
Net operating revenues ⁽¹⁾	\$	17,134.3	\$ 15,131.9	13.2%
Total assets		33,231.1	18,273.6	81.9%
Employees (year-end)		64,900	50,600	28.3%

These financial highlights should be read in connection with the full financial statements presented in Sprint's Form 10-K.

Special Report

1998 Year in Review

State of the Company

Sprint's overall 1998 revenues increased 13.2% from 1997 to \$17.13 billion.

SPRINT FON GROUP

The FON Group is comprised of Sprint's wireline telecommunications operations, including long distance and local telephone. It also includes Sprint ION, product distribution and directory publishing businesses, and other ventures.

The FON Group's 1998 revenues increased 7.7% over 1997 to \$16.02 billion. 1998 operating income was \$2.76 billion, an increase of 10.8% from 1997. Earnings per share from continuing operations was \$3.41, which included a loss of 20 cents per share related to Sprint ION and 45 cents per share for other ventures.

Continued on page 4

January 19

Enough cable to wrap around San Diego's Qualcomm Stadium 331/3 times. More phone lines than a small city. Sprint, the official telecommunications provider to the National Football League, supplied unprecedented communications for the media and fans attending Denver's win over Green Bay in Super Bowl XXXII.

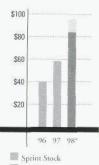
⁽¹⁾In November 1998, Sprint completed the restructuring of Sprint PCS and recapitalized its common stock into two separate classes -FON Stock and PCS Stock. The PCS Stock is intended to reflect the performance of Sprint's wireless businesses. The FON Stock is intended to reflect the performance of all of Sprint's other operations. This information assumes the PCS Restructuring and Recapitalization occurred at the beginning of 1997. The PCS Group pro forma information also excludes a \$179 million charge for acquired in-process research and development.

²²In 1998, the FON Group recorded nonrecurring net gains of \$104 million, mainly related to the sale of local exchanges. Including these items, FON Group income before extraordinary item was \$1,540 million (\$3.55 per pro forma diluted share) in 1998.

²³In 1997, the FON Group recorded nonrecurring litigation charges of \$20 million. The FON Group also recorded nonrecurring net gains of \$71 million related to sales of local exchanges and certain investments. Including these nonrecurring items, the FON Group reported 1997 operating income of \$2,470 million, operating cash flows of \$4,196 million, operating margin of 16.6% and income before extraordinary item of \$1,372 million (\$3.14 per pro forma diluted share).

⁽⁴⁾Operating cash flows equals operating income (loss) plus depreciation and amortization, excluding nonrecurring items.

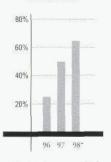
Closing Stock Price



FON Stock PCS Stock

*Combined stock price FON Stock plus 1/2 PCS Stock (to adjust for the effect of the Recapitalization)

Annual Return



Combined return — FON rock plus 1/2 PCS Stock (to adjust for the effect of the Recapitalization)

Source: Bloomberg Includes stock appreciation and dividend re

Becoming the essential ally Continued from page 2

Now, you may say to yourself, isn't it just fanciful dreaming to think we could be a leader in an industry that includes some of the world's largest corporations? Well, by industry leader, I do not mean we want to be the biggest. I mean we want to be the best. Best customer service. Best marketing. Best strategy. Best technology. Best understanding of the future. Best returns. Best people.

The best returns, for example, do not necessarily come from the biggest companies. Consider the five-year annual shareholder returns of a few prominent companies: AT&T, 19.5%; Bell Atlantic, 17.3%; SBC, 24.3%; and Sprint, 30.1%. Granted, Sprint is smaller in size than some of these companies that are merging and marrying in an attempt to avoid being the marketplace or technological old maid. We don't believe that a company can master the changes propelling our industry simply by increasing scale. If scale were any protection, the Titanic would still be afloat.

We would rather lead than be large.

Sprint is a leader in the following key areas:

First, we are a leader in serving what you might call high-end customers — those users with the greatest demand for leading-edge communications, such as sophisticated data and Internet applications. This is a great area in which to lead. We expect the data market to grow from \$9 billion last year to \$13 billion in 1999. By 2002, we believe the market could grow to \$34 billion.

But, interestingly, here's what's also changing. Data solutions are not just for businesses anymore. The residential customer has moved beyond simply talking on the telephone. Consider all the Internet text, e-mails, photos, videos and other information flowing into and out of today's homes. We plan to take our high-end leadership and technological know-how and move it down through the telecommunications chain to the customer at home and to small businesses.

This is what Sprint ION, Integrated On-Demand Network, does. Sprint ION is taking all of Sprint's capabilities voice, video, high-speed data — and integrating them to serve the marketplace — large companies, small businesses and those consumers who want and need these types of services.

While Sprint serves more than 7.6 million customer lines with local phone service in 18 states, Sprint ION is our strategy to expand to other local markets. It's a strategy in which technology simply erases the distinction between local and long distance, and voice, data and video. Through Sprint ION, both businesses and consumers will be able to conduct multiple phone calls, receive faxes, run new advanced applications and use the Internet at speeds up to 100 times faster than today's conventional modems — and they will do all this simultaneously through the single line that already connects to their homes. Yes, it is amazing. And Sprint is the one doing it.

What's more ... because Sprint ION integrates voice, Internet Protocol, frame relay and other systems onto a single network, we anticipate significant gains in efficiency. When these technologies are fully deployed, we expect approximately \$1 billion in cost savings over a five-year period through 2004. That is what technology is supposed to do - give greater benefits at lower costs.

Special Report

State of the Company Continued from page 3

The long distance division had a very strong year, with all market segments — residential, business and wholesale contributing to the performance. Long distance revenues grew 10.2% in 1998 to \$9.91 billion. Operating income rose 30.8% to \$1.37 billion. Calling volumes increased 15%.

The local telecommunications division posted a 5.1% increase in access lines from a year ago, which is among the fastest rates of growth in the industry. Local telephone revenues increased 4.8% in 1998 to \$5.33 billion. Operating income was up 8.8% to \$1.38 billion.

Revenues from product distribution and directory publishing grew 16.5% for the year to \$1.68 billion. Operating income was up 1.4% to \$231 million.

Sprint ION, Global One and other ventures made important strides in 1998. Sprint ION is already being sold in the highend business market. It will expand on a selected-market basis to include small businesses and consumers in 1999.

A second area in which Sprint leads is in wireless. Sprint PCS has quickly emerged as the leading national digital PCS company with more than 3 million subscribers through February 1999. We added 836,000 customers in the fourth quarter alone, the biggest one-quarter customer gain in U.S. wireless history.

Sprint PCS is the only wireless service using one brand, one network and one digital technology on a nation-wide basis. Analysts predict that the number of wireless users in the United States will grow from 66 million today to over 100 million by 2001. By 2007, total annual revenues for the industry are expected to approach \$90 billion. We are uniquely positioned to earn a significant share of this opportunity.

This past year Sprint acquired 100% ownership and management control of Sprint PCS. Sprint then recapitalized its common stock into two different common stocks (FON Stock and PCS Stock), and created the Sprint FON Group and the Sprint PCS Group. The Sprint PCS Group is intended to track our wireless operations, and the Sprint FON Group is intended to track all of our other businesses. This recapitalization of Sprint stock allows our investors greater flexibility as they invest in the financial performance of our wireless and wireline businesses.

The final leadership area I would like to mention is international. Our international efforts are focused through our Global One joint venture with France Telecom and Deutsche Telekom. Up to now, we've been disappointed with Global One's lack of profitability; however, we still see real potential. Global businesses have a compelling need for international telecommunications services to match the quality of their domestic services. We are determined to be the leader in satisfying their demand. Global One already has established itself as the preeminent global telecom alliance, with the world's farthest-reaching Asynchronous Transfer Mode (ATM)-based network. It is highly regarded. In fact, this year NATO selected Global One to provide a wide range of telecom services and equipment to NATO member countries. And according to a 1998 poll by the respected *Communications Week International* magazine, telecom users recognized Global One as the best global alliance.

Sprint's leadership in all three areas — high-end data, wireless and international — has not gone unnoticed. FORTUNE magazine's 1999 survey ranked Sprint as America's most admired telecommunications company. We intend to build on the confidence that customers and investors alike are showing in Sprint. Through Sprint ION, through Sprint PCS, through Global One, through our long distance and our local service, through all the services and products we provide, Sprint intends to be the trusted ally of our customers. We intend to help them integrate their communications needs into solutions that serve their lives and the changing world.

We have a well-regarded, extremely capable team of employees. They are highly motivated people who appreciate your support. Together, we are leading Sprint into the next millennium, and we are dedicated to capitalizing on this company's enormous potential.

Sincerely,

William T. Esrey

Bell Esney

Chairman and Chief Executive Officer

March 4, 1999

Sprint Corporation
Pro Forma
Consolidated Revenues
\$20
\$15
\$10
\$50
\$6 97 98

Assumes the PCS Restructuring occurred at the beginning of 1997.

Special Report

1998 Year in Review

Together with France Telecom and Deutsche Telekom, the Global One venture completed its state-of-the-art network in 1998, and had several major multinational contract wins.

SPRINT PCS GROUP

Record subscriber growth and rapid expansion of the nationwide personal communication services (PCS) network demonstrated that Sprint PCS is a winner with consumers and businesses across the country. Total Sprint PCS revenues were \$1.23 billion in 1998. Operating losses for the year were \$2.39 billion, excluding a nonrecurring charge of \$179 million to write off acquired in-process research and development costs related to Sprint's acquisition of the remaining interests in Sprint PCS. Recurring losses per share were \$4.50 for the year. The losses include an 8 cents per share extraordinary charge related to the early extinguishment of debt.

The "State of the Company" should be read in connection with the full financial statements presented in Sprint's Form 10-K.

January 21

Sprint TELECENTERs Inc. was awarded a long-term multimillion-dollar contract for management of IRIDIUM Global Customer Care Centers to support the world's first global wireless telephone network. Sprint will manage the operation of three telecenters — in Orlando, Florida; Sydney, Australia; and Zoetermeer, Netherlands.

> In 1998, Sprint introduced a new communications concept - Sprint Unlimited. The new standard for residential long distance pricing gives consumers unlimited long distance calling on weekends for a flat rate of \$25 a month.



→ Sprint Solutions is a package of discounted local toll calling and custom calling features. Based on 1998 success in North and South Carolina, Sprint has expanded the Sprint Solutions package to seven other states. Ketrina Murphy, right, a Sprint sales representative in New Bern, North Carolina, sells the bundled package that includes such features as Caller ID and Three-Way Calling.

Treating you as one customer

You are the one person directing the future of communications. Sprint is pulling together to serve you as one visionary company.

Sprint is listening to you, the customer, and this is what we hear you saying:

"I am one communications customer: not a local customer over here, a long distance customer over here, a wireless customer over here, or a data customer over there."

"Splitting me up into pieces is confusing. A hassle. An insult, even. So treat me as one person."

"Give me one easy-to-use connection that changes moment-to-moment to meet my individual needs, and follows me wherever in the world I choose to go."

"Give me one place to call for assistance when I need it."

"And give me one bill that's easy to understand and easy to pay."

Indeed, you are one demanding customer.

Sprint is ahead in the race to be the one and only company you need to satisfy your communications demands.

Of course, you also are, in all probability, a shareholder of Sprint. So we will tell this story from two points of view. We will show how Sprint is using its diverse assets to serve you as one customer. We will also show how Sprint's strategy is adding value to your investment.

1998 Year in Review

February 10

Sprint and Global One announced a \$43 million contract to provide worldwide communications for Siebe plc, one of Britain's largest diversified engineering groups. The 42-month contract will improve Siebe's business performance by consolidating the company's voice, data and international communications worldwide.

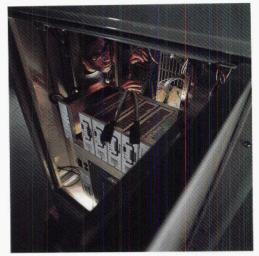


While competitors are still trying to put the pieces together, Sprint is focusing on creating synergies between its wireline and wireless business units and putting them to work.

Putting our assets to work now



← The University of Utah Medical Center in Salt Lake City offers a mission-critical example of One Sprint communications in action. The Medical Center relies on both Sprint's long distance Internet backbone network and Sprint Paranet, which has a statewide contract to verify Year 2000 computer compliance.



↑ Sprint is leveraging specialized resources and expertise across its business units. One example, above, is Sprint North Supply serving our local division by assembling, wiring and testing local switching electronics.

Our story starts with a quick inventory of the piece parts: the fundamental components others are scrambling to acquire and that Sprint already has.

Sprint is an experienced local communications company serving millions of customers across the country. As you will see on the following pages, we are pushing ahead right now to offer local service to many more millions throughout the United States.

Sprint is an innovative long distance company. Our customers are connected to a 100% digital, fiber-optic network that defines "leading edge."

Sprint is an Internet pioneer. Our fiber network has served as a perfect conduit for the Internet for years. Today we continue to be one of the world's largest carriers of Internet traffic.

Sprint is an on-ramp to the Internet for consumers and businesses alike. We are an equity partner in EarthLink Sprint, one of the fastest-growing Internet access providers.

Sprint is the quality leader in the universe of data communications. Every year *Data Communications* magazine asks data users to rate their providers. In 1998, Sprint ranked number one in two key data service categories: IP (Internet Protocol) and frame relay. We also ran away with top honors in customer service. Our new Sprint Paranet business adds to our data punch with computer network services.

Continued on page 10



Cross-marketing makes strategic sense throughout Sprint. In the latest edition of Sprint Publishing & Advertising's Central Florida Phone Book — the corporation's largest of more than 300 telephone directories — customers are offered the chance to sign up for Sprint PCS service.

1998 Year in Review

February 13

The 21 million home-based businesses in the United States now have a way to simplify and better control communications spending. A new service from Sprint provides the types of benefits that were once affordable only for bigger businesses. Sprint Sense Home Office packages long distance service, 800 service and a calling card into one monthly rate.



↑ Sprint's local division introduced a new concept in Kissimmee, Florida, in 1998 — a One Sprint Store that offers the corporation's entire portfolio of products and services: local service with custom calling features, long distance service, business and residential telephones, Sprint PCS phones and service, Internet access and *Spree* prepaid phone cards.



↑ Sprint PCS retail stores across the country use a face-to-face consultative approach to sell a broad portfolio of products and services. The knowledgeable salespeople helped Sprint PCS post a U.S. wireless industry record of 836,000 new customers in the fourth quarter of 1998.

Putting our assets to work now Continued from page 9

Sprint is a global connection. Our Global One venture with France Telecom and Deutsche Telekom serves businesses, carriers and consumers around the world. Its new state-of-the-art network has switching centers in 46 countries.

Sprint is wired (and also un-wired) with exceptional network power. Our local networks are virtually 100% digital. Our nationwide wireless network is the only one based on a single digital PCS technology. And our 100% digital, fiber-optic national long distance network is based on uniquely configured technologies. With incomprehensible names like Asynchronous Transfer Mode (ATM) and Synchronous Optical Network (SONET), only a techno-wizard can understand them. But anyone can love them, for one simple reason: they give you a fast, flexible, reliable stream of voice, video and data communications.

Sprint is practically everyone's neighbor. A Sprint Store at RadioShack is only a five-minute drive away from home or work for 94% of Americans. That puts customers within easy reach of a full portfolio of Sprint products and services.

Sprint is widely known, well-trusted and highly regarded. Ours is one of only three nationally known brand names in communications. More than that, our name stands for quality and reliability. Sprint has earned a stellar reputation in the marketplace. For example, Sprint earned the top J.D. Power and Associates ranking for overall customer satisfaction among high-volume long distance customers. We have had that honor for four years in a row, each and every year the study has been conducted.

Continued on page 15

1998 Year in Review

March 11

Sprint became the only Internet service provider to offer uninterrupted web site availability as a standard part of its service. Sprint IP Web Hosting provides insurance against web site service failure. The new service provides a monthly hosting fee credit of up to 50% if the web site is unavailable at any time.

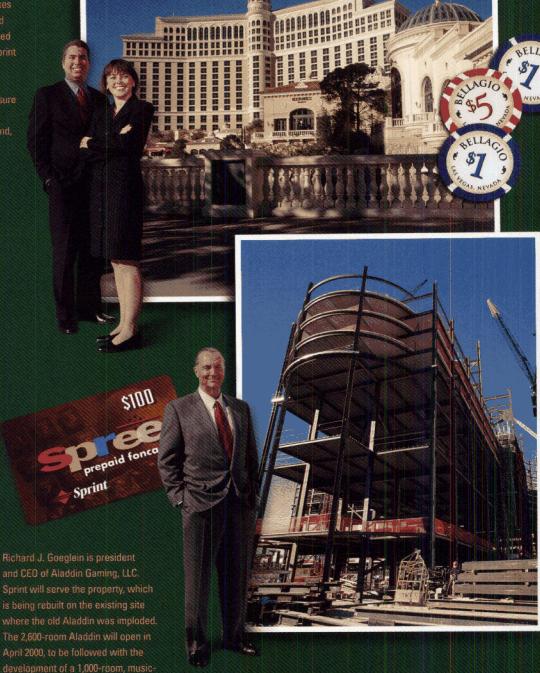
(R) RadioShack



The Sprint Store at RadioShack — available at more than 5,000 RadioShacks across the country — has been a win-win-win situation since the concept was unveiled in 1997. It's been a win for RadioShack, which reported a 20% increase in phone hardware sales; a win for Sprint, which estimates that 8% of its new long distance customers each month now come from The Sprint Store at RadioShack; and a win for Sprint PCS, which counts the stores as one of its largest retail sales channels for its digital wireless service.



The Bellagio Resort and Casino, which uses what is believed to be the largest installed telephone switch in North America, opened on the Las Vegas Strip in October 1998. Sprint has contracted a total Sprint solution for all Mirage properties, which include the Bellagio, Mirage, Golden Nugget and Treasure Island in Vegas. Sprint's business efforts are led by Jaime Jones, left, and Liz Byland, vice president and general manager.

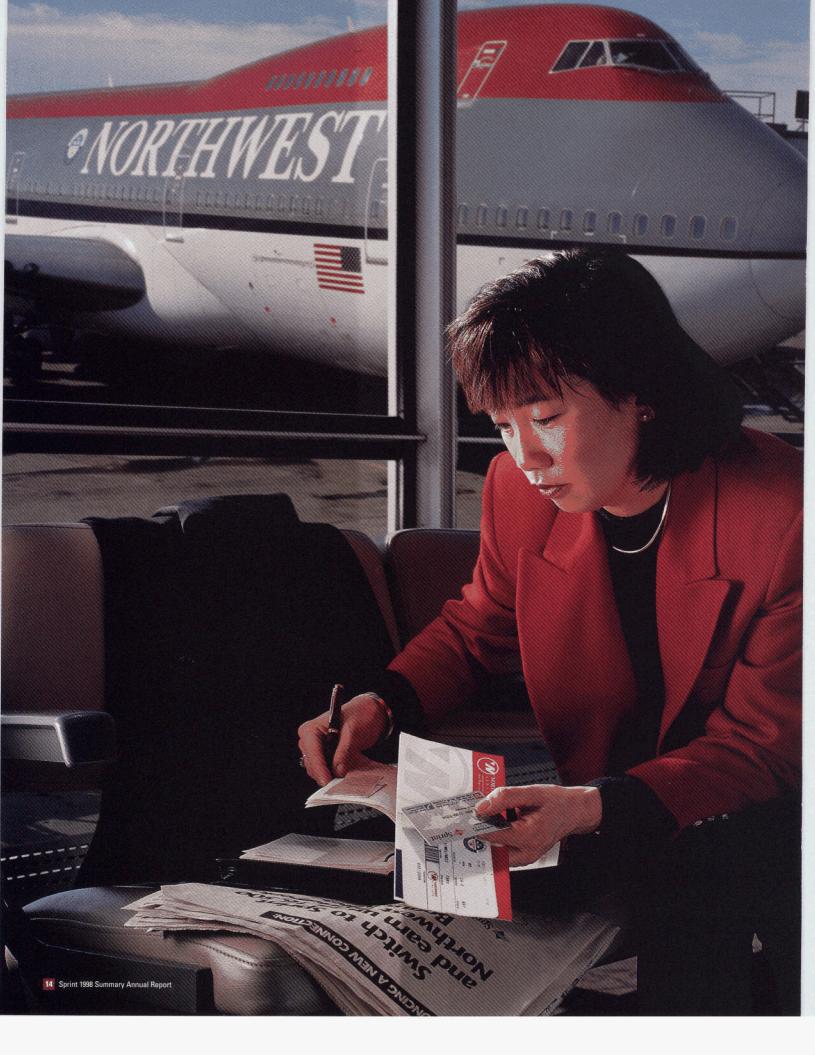


Las Vegas: A Showcase for One Sprint in Action

"Sprint has become the essential ally with the newest luxury resorts in Las Vegas. The most dynamic businesses in Vegas demand access to the latest and the best telecommunications services," says Eric Tom, area vice president for Sprint Business.

Residents and businesses throughout Las Vegas use Sprint's local, long distance and wireless networks for a full portfolio of products and services — from telecom equipment, local access and data networking to Internet and video services, PCS phones, pay phones and prepaid long distance calling cards.





Putting our assets to work now Continued from page 10

Of course, some of the returns are coming in now:

- Sprint's core long distance and local business logged another year of record revenues and operating income.
- Sprint's long-term data strategy is paying off, and handsomely. Our sales of data services grew more than 55% in 1998. As traffic continues to shift toward data, Sprint has the right assets to take its share of future growth.
- Sprint PCS has been attracting customers at a record pace for the wireless industry.
- Sprint has won a long list of large and prestigious contracts (including Dow Jones & Co., Inc., Unilever, Nortel Networks, Sysco Corporation, Union Pacific Railroad, SmithKline Beecham, Coca-Cola, and the federal government).

These results and others are driven in no small part by Sprint's innovative products and marketing. We have given small business customers free calling with Fridays Free, generating profits while we also secured unprecedented customer retention rates. We have introduced new flagship residential products that have also powered sales and retained customers.

Sprint successfully turned its individual assets into customer satisfaction, customer loyalty and investor returns in 1998. We are in position to build on those achievements. Sprint has everything it needs and is putting it all together to answer your call — as a customer — for one connection, one point of contact, one bill. And through that One Sprint approach, Sprint will create value for you as a shareholder in the new millennium.

 Allison Toso is taking advantage of a new business partnership between Sprint and Northwest Airlines. Customers can earn up to 16,500 WorldPerks frequent flier bonus miles when they use Sprint's complete portfolio of services, including local, long distance, Internet service and nationwide paging. The two companies plan to expand their agreement to include Sprint PCS.



 A consortium composed of Sprint, National Grid of Great Britain and France Telecom has been awarded a license to bring competitive long distance and international telephone service to Brazil. Sprint is leveraging its expertise in local and long distance to build the network.



 NationsBank needed 2,500 wireless phones for its Consumer Finance Division. "We used our existing relationship with NationsBank on the local side to broker a deal with Sprint PCS," says Marty Leavengood, left, of Sprint's local division in Jacksonville, Florida. Leavengood worked with Sprint PCS teammates Jim McAllister and Jana Rucker.

1998 Year in Review

May 1

Sprint unveiled a Summer Movie Spectacular promotion that gave consumers who signed up for Sprint long distance service free movie tickets to such films as The Mask of Zorro and Deep Impact. Sprint later extended a unique offer that gave consumers the opportunity to obtain a free copy of the epic TITANIC for switching their long distance service to Sprint.

Sprint Today

As of 1999, Sprint has grown and prospered for 100 years. Our current approach to the marketplace reflects the way regulatory history has defined the industry. We have business units and partnerships organized to provide services to distinct market segments: such as long distance, local, wireless, global and Internet access. These organizations each have systems, methods and products designed to best serve customers according to today's communications model. For now, this arrangement makes sense for both customers and shareholders. Customers are assured of the reliable, high-quality service they have come to expect. Investors know that Sprint is properly focused on the core businesses that have proven to be key sources of revenue and earnings growth. All of our stakeholders can depend on Sprint to provide the most advanced technology and the best products and services, in the way that works best in today's world.

1998 Year in Review

The state of Washington became the 22nd state for which Sprint provides Telecommunications Relay Service (TRS) for deaf, hard-of-hearing, deaf-blind and speech-disabled consumers. The more than \$30 million contract strengthened Sprint's national leadership in delivering this important service.





One Sprint

The rules that govern telecommunications are changing radically. Many of the service categories familiar to customers today will soon change or disappear entirely. The time is coming, for instance, when customers will no longer distinquish between local, long distance and wireless companies. Customers will get everything they need from a single source, on a single bill and with a single point of contact. With Sprint ION and other innovations, Sprint is already showing customers the way to this extraordinary new world. We are moving toward an integrated One Sprint approach, offering our full portfolio of services through a single point of contact. This calls for a well-managed evolution toward coordinated support and delivery systems. Sprint will execute this transition in a way that ensures continuity for our current business activities, while bringing customers the full benefits of emerging capabilities.



 Emily Voth developed her small business, Indigo Wild, on the Internet. Using Sprint's Fridays Free, a Sprint 800 number, EarthLink Sprint Internet access and Sprint PCS, Voth now sells her premium soaps and aromatic therapy products in all 50 states and internationally. Here, she tracks her daily sales while vacationing in Vail, Colorado.

Seeing the future first

Our future is created out of the strength of the present.



1 In late 1998, Sprint introduced Sprint Business Flex, the industry's first integrated calling plan offering total flexibility for the small business customer. The new program allows small businesses to create their own customized bundle of local, long distance and calling card communications services.

Sprint has the leadership vision to see the future first, the business acumen to invest wisely, and the people to execute on its vision.

We saw the future first when Sprint built the first nationwide, 100% digital, fiber-optic telecommunications network in the United States. That asset has supported a strong stream of revenues and earnings.

We saw the future first when Sprint modernized its local networks long before regulators provided incentives to do so. That asset has become a springboard for seizing opportunities in a newly competitive marketplace.

We saw the future first when Sprint deployed the most advanced, high-speed data communications technologies in our nationwide network. That asset has prepared us to prosper in a data-driven marketplace.

We saw the future first when Sprint began building the nation's largest 100% digital, 100% PCS wireless communications network. That asset has vaulted Sprint into a leadership position in an exploding market.

On the strength of these and other combined assets, Sprint is now showing the way into the transforming age of integrated communications.

1998 Year in Review

June 2

Sprint announced a revolutionary telecommunications capability -Sprint ION, Integrated On-Demand Network. Sprint ION can provide homes and businesses with virtually unlimited bandwidth over a single existing telephone line for simultaneous voice, video calls and data services. The new canability is a combination of numerous technological advances.

Sprint 1998 Summary Annual Report 19



Sprint ION: Expanding the telecom universe

With Sprint ION, you get tomorrow's network today.

1998 Year in Review

EarthLink, Sprint's new Internet access partner, officially launched the EarthLink Sprint Internet service. The strategic alliance pairs EarthLink's unmatched focus on high-quality service with Sprint's powerful network and marketing channels. The Big Bang in telecommunications came on June 2, 1998. On that date, Sprint announced Sprint ION, Integrated On-Demand Network. Sprint ION expands the communications universe, giving you virtually unlimited capacity to send and receive information. And that makes Sprint a clear leader.

The difference between the capabilities of our competitors and Sprint ION is like the difference between a roomful of pocket calculators and a multimedia computer.

Others may bundle a lot of conventional offerings together and tell you they do more. But Sprint ION is an integrated communications service that truly does deliver more. Think about how you use your home phone line now. It's just one connection at a time: one phone call, then one fax, then one sluggish on-line session. Sprint ION lets you make multiple phone calls, receive faxes, explore the Internet and place



video calls all at the same time, and all through a single phone line. You get the capacity you need at any moment, on demand. Businesses can do the same, plus much more.

This revolutionary capability is rolling out now. Large businesses are already testing Sprint ION, and others will start using the service in the near future. We will begin offering it to small businesses and consumers later in 1999 in selected markets.

Sprint ION is what you expect as a customer. It's one connection. It gives you just the services you need at any given moment. You get whatever support you need with a single phone call to Sprint. You get everything Sprint ION has to offer consolidated onto one bill.

Sprint ION: Expanding the telecom universe Continued from page 21

Consider now what Sprint ION means to you as a Sprint shareholder.

You have a stake in a patented and proprietary technology, with distinct advantages over competing companies:

- Sprint ION breaks through the infamous "last mile" problem. Like other companies, Sprint wants to be your total communications company. You shouldn't have to pay one company for local service and another for long distance. But to do that, we have to navigate that "last mile" between Sprint's nation-wide network and the customer. Sprint ION is an elegant and cost-effective solution to this difficult challenge. With Sprint ION, we can deliver advanced service to customers with a minimal reliance on the networks of existing local phone companies.
- Sprint ION can be deployed selectively, yet with a very wide reach. Sprint doesn't have to rebuild the entire U.S. telephone system to put the advantages of Sprint ION in customers' hands. We will deliver with a substantial, but smart strategic investment. By connecting Sprint ION through just 15% of the telecom industry's local switching centers in the United States, Sprint ION can reach 70% of our target market.
- Sprint ION lowers Sprint's unit operating costs. Sprint ION is expected to reduce Sprint's network costs to deliver a typical voice call by more than 70%. That puts Sprint in an enviable competitive position.



1998 Year in Review

July 13

An estimated \$17 billion in goods and services was exchanged over the Internet in 1998, with expectations topping more than \$327 billion annually by 2002. As an industry leader in Internet Protocol (IP) and Data Virtual Private Network services, Sprint strengthened its position by delivering the industry's first set of IP Security performance guarantees.

22 Sprint 1998 Summary Annual Report

As one industry observer said of Sprint ION, "This is not a new chapter; it's a whole new book."

Sprint ION is a revolutionary technology and a business strategy with enormous promise.

It opens new worlds for just the kind of technologically advanced households that spend the most on communications.

It creates unprecedented solutions for businesses that need communications that are both cost-efficient and high-powered.

It places you, as a customer and a shareholder, on page one of the communications future.





At home, Sprint ION customers will be able to conduct multiple phone calls, receive faxes, run new advanced applications and use the Internet up to 100 times faster than today's conventional modems — all simultaneously through a single connection.

With Sprint ION, large business customers can manage numerous complex networks as one truly integrated network. Companies can link employees, customers and external partners with virtually unlimited bandwidth to all work locations.

LARGE BUSINESS

Sprint ION offers business managers the power and flexibility to customize their network from their own desktop terminals, allocating bandwidth and functions

as needed.

Customers can use Sprint ION to collaborate interactively over video desktop connections. Businesses can connect employees and clients in multiple locations for face-toface group consultations.

Companies can use Sprint ION to provide complete communications capabilities for employees who work at home, keeping them fully in touch with their colleagues on a daily basis.

The revolutionary Sprint ION is supported by Sprint's Asynchronous Transfer Mode (ATM) backbone network. It provides speed, bandwidth flexibility, scalability, service consistency, security and voice quality that neither the Internet nor non-ATM-based networks can deliver.

Sprint ION: A communications breakthrough

Sprint ION, Integrated On-Demand Network, is the industry's most innovative new service.

SMALL BUSINESS

Sprint ION is the great equalizer, delivering affordable communications power to small businesses and home offices power once enjoyed only by large corporations.

Backed by award-winning customer service, superior marketing and unrivaled distribution channels, Sprint ION creates a new paradigm — one where a communications company provides integrated offerings that are available on-demand and controlled by the customer.

Sprint ION opens new vistas for the ways in which people communicate. Customers will be on-line, all the time — part of a network of breathtaking power and speed.

Sprint ION allows business customers to integrate additional communications capabilities at their own pace - all while yielding savings to their total cost of network ownership of 15% to 25%

Businesses are empowered to explore new opportunities with Sprint ION - such as reaching new markets through electronic commerce, or providing distance learning opportunities for employees.

Typical pages on the World Wide Web pop up almost instantaneously using Sprint ION. Such extraordinary speed makes this nextgeneration technology ideal for interactive games and other demanding on-line applications.

1998 Year in Review

July 23

In the long distance customer satisfaction game, the scoreboard now reads: Sprint 4, Competitors 0. For the fourth year in a row, Sprint has achieved the top position in overall customer satisfaction in the annual J.D. Power and Associates Customer Satisfaction Study among high-volume residential long distance users.

Sprint PCS has surged ahead to become the nation's largest PCS provider with 2.59 million subscribers at year-end 1998.

Sprint PCS: Leveraging a clearly better wireless technology

Sprint PCS is the largest 100% digital, 100% PCS nationwide wireless network.

The future of communications is freedom: freedom to communicate whenever, however and wherever you want.

Wireless communication is vital to that freedom, because it lets you stay connected while on the move. And that is a critical advantage in today's fast-moving world. As a result, wireless must be part of any total solution for telecom customers.

Many companies offer wireless today. But there are different kinds of wireless.

There's traditional wireless. That's the cellular connection based on outdated analog technology. It's okay, if you don't mind the static.

There's digital wireless. Digital is a great advancement that clears up the static and extends your talk and standby time with longer battery life. It also opens the door to added features, like voice mail, call forwarding and data communications.

Then there's Sprint PCS digital wireless — digital with a difference.

Sprint PCS is the only company that can reach across the United States with one digital, wireless technology, using one frequency. As a result, our customers enjoy unparalleled sound clarity, coverage and value. Sprint PCS will welcome you to a new wireless experience — including clear and consistent nationwide service, a full range of features, and cutting-edge products and services that can be tailored to your own special needs. Sprint PCS also provides understandable and simplified pricing, savings, and the convenience of multiple retail outlets that sell Sprint PCS. Sprint PCS is clearly a better way to acquire, use and pay for PCS service.

Customer response to the Sprint PCS difference has already set one wireless-industry record: Sprint PCS added 836,000 new subscribers in the fourth quarter of 1998. That's the most ever recorded in a single quarter by a United States wireless carrier.

1998 Year in Review

August 13

Although businesses are the first to use Sprint ION, Integrated On-Demand Network consumers will be using the service, too. In a matter of weeks after Sprint announced its National Sprint ION Hotline, thousands of consumers signed up to receive electronic updates on the Sprint ION rollout.

Brian Bailey



Tammy Lambert and James Lambert II



Phil France



Karen Packman



Brian Dilulio



Lenla and Wendell Adams

Scott Lenheim



Dev Gupta



Andrea Medina



David Petrou



Candace Eicher and Julie Postal



Dawn Hirano



Derby Perez



Mike Murad



JoAnn Kincaid

Sprint PCS: Leveraging a clearly better wireless technology Continued from page 26

Investor response has been positive, too. We created a separate Sprint PCS tracking stock in November 1998. Investors showed their confidence in Sprint PCS, raising the PCS Stock price 63% from the beginning of "when-issued" trading through year-end.

We believe that confidence is well-founded, for a variety of reasons:

- Sprint PCS has both the scale and momentum it needs to succeed. With service up and running in 225 major metropolitan markets, Sprint PCS is on track to give customers the coverage they need. With our advanced 100% digital, 100% PCS network, we also can achieve the efficiencies needed to be a competitive, low-cost provider.
- Sprint PCS is breaking new ground in its pricing and service plans. Sprint PCS has introduced innovative, value-packed nationwide service plans, including long distance calling at no extra charge.
- Sprint PCS is now fully owned and managed by Sprint Corporation. This brings many benefits. Sprint, for example, has become the only carrier with nationwide PCS and long distance wireline services. We have the opportunity now to integrate our PCS offerings fully with all of Sprint's products and services. Add to that the combined punch of a fully coordinated brand and marketing program, and we have a powerful competitive advantage.

Sprint PCS operates the largest 100% digital, 100% PCS nationwide wireless network in the United States. At year-end 1998, Sprint PCS offered service in 225 metropolitan markets, including more than 4,000 cities and communities nationwide.



1998 Year in Review

August 24

Sprint announced plans to boost the transmission speed and bandwidth of its Internet backbone network to produce the fastest type of backbone service available. The upgrade increases Sprint's bandwidth by more than 400%. One new, upgraded connection can support more than 175,000 dial-up users sending and receiving files at the same time.

Sprint PCS has true coast-to-coast digital wireless coverage - from New York to L.A. Sprint PCS already covers nearly 170 million people. We have licenses to offer our service to nearly 270 million people in all 50 states, Puerto Rico and the U.S. Virgin Islands.

HOLLYMON

Brian in Los Angeles



Lenla and Wendell in Phoenix



Scott in Seattle



David in Washington, D.C.



Derby in New York



Tammy and James in Atlanta



Karen in Philadelphia



Dev in Boston



Candace and Julie in Orlando



Mike in Dallas



Phil in Detroit



Brian in Denver



Andrea in Chicago



Dawn in San Francisco



JoAnn in St. Louis

In November 1998, Sprint recapitalized its common stock into two separate classes of common stock: FON Stock and PCS Stock (the Recapitalization). At the same time, Sprint acquired the ownership interests of its former cable partners in Sprint PCS (other than a small minority interest in Cox PCS) in exchange for low-vote shares of PCS Stock (the PCS Restructuring). The Recapitalization and PCS Restructuring provide important benefits for Sprint and its shareholders. Investors can more easily value and assess the performance of Sprint's two major business groups. At the same time, the entire Sprint enterprise will continue to have a unified strategic direction and management structure. Following are some of the most frequently asked questions about the Recapitalization and PCS Restructuring:

What is a "tracking stock"?

A tracking stock is a common stock of a corporation, in this case Sprint, which is intended to "track" the performance of a separate group of assets. In November 1998, Sprint's common stock was converted into two classes of stock: the FON Stock and the PCS Stock. The PCS Stock is intended to reflect the separate performance of Sprint's

domestic PCS operations, called the PCS Group. The FON Stock is intended to reflect the performance of all of Sprint's other operations, called the FON Group, which includes the long distance and local operations, the activities to develop and deploy Sprint ION, the product distribution and directory publishing businesses, and other ventures, including Sprint's investments in Global One and EarthLink.

Holders of PCS Stock and FON Stock continue to be common shareholders of Sprint.

What was the impact of the PCS **Restructuring on Sprint PCS?**

As a result of the PCS Restructuring, Sprint PCS is now wholly owned by Sprint, and the former cable partners are now Sprint shareholders through their ownership of a special class of low-vote PCS Stock.

What are the benefits of the PCS Restructuring to Sprint shareholders?

First, the PCS Restructuring enabled Sprint to achieve its strategic objective of obtaining 100% ownership and management control of Sprint PCS.

Secondly, the creation of the separate publicly traded PCS Stock provides a new avenue to raise funds to meet the PCS Group's future capital requirements. For example, in February 1999, Sprint sold 30.5 million shares of PCS Stock to the public and France Telecom and Deutsche Telekom, raising over \$840 million of net proceeds. These funds will help finance the buildout of new and existing PCS markets as well as to help meet ongoing working capital needs.

Finally, the FON Stock and the PCS Stock are intended to reflect the separate operations of the respective Groups. Sprint believes this should continue to increase the market recognition of the value of Sprint and its individual lines of business reflected by the two stocks.

What are the tax consequences of the creation of the FON Stock and the PCS Stock to shareholders of the former Sprint common stock?

Based on the facts and the law at the time of the Recapitalization, Sprint has received an opinion from its outside legal advisors that, except for cash received for fractional shares, the recapitalization of Sprint's common stock into the PCS Stock and the FON Stock was, for U.S. federal income tax purposes, tax-free

to Sprint common shareholders. For U.S. federal income tax purposes, cash received for fractional shares will likely result in the recognition of a gain or loss. Sprint common shareholders should consult their tax advisors.

What happens to Sprint's common stock dividend?

Sprint currently intends to pay quarterly dividends of \$0.25 per share on the FON Stock, which is the same as the dividend paid on Sprint's common stock before the Recapitalization. The Sprint Board of Directors does not anticipate paying dividends on the PCS Stock for the foreseeable future.

What information will Sprint provide to its shareholders to track the separate performance of the PCS Group and the FON Group?

Sprint has presented in this Summary Annual Report, and will present in all of its future periodic filings with the Securities and Exchange Commission, financial statements of both the FON Group and the PCS Group, in addition to Sprint consolidated financial statements.

Sprint will also provide separate information on the performance of the PCS Group and the FON Group in its quarterly earnings releases to the public.

The financial statements of the FON Group and the PCS Group together include all of the assets, liabilities and operating results of Sprint. Presentation of separate FON Group and PCS Group financial statements along with the Sprint consolidated financial statements provides current and potential investors of FON Stock and PCS Stock with financial information about the underlying FON Group and PCS Group businesses as well as about Sprint as a whole.

Spotlight

1998 Year in Review

Y2K Special Report

It has been well publicized that the Year 2000 issue has global implications for the broad range of products and services that depend on date-sensitive computer software and hardware to function properly. Sprint cannot predict the full impact of the Year 2000 issue on its suppliers, customers and other carriers. However, Sprint is working hard to meet its Year 2000 challenges. As a result of these efforts, Sprint's telecommunications networks as well as the internal systems and applications that support our business will be ready for the new millennium.

Additional information about Sprint's Year 2000 Program is available on the Sprint Internet web site http://www.sprint.com/y2k.

September 8

Sprint's local telecommunications division announced an aggressive new policy to fight illegal cramming practices. Cramming occurs when products or services are added to customers' bills without their permission. Sprint's new policy imposes strict standards on companies that contract with Sprint to bill for their services.

With Sprint Wholesale ... success is a



Sprint





↑ Huddling up at a telecom trade show in Atlanta are, from left: Sprint customer Neil Lichtman, president of Claricom; Tom Alesi, Sprint senior national account manager; and Paget Alves, president of Sprint's Wholesale Services Group.

CORE BUSINESSES

Long Distance Division — The long distance division is the nation's third-largest provider of long distance phone services. It operates a nationwide, all-digital long distance telecommunications network that uses state-of-the-art fiber-optic and electronic technology. The division provides domestic and international voice, video and data communications services, as well as integration management and support services for computer networks.

Local Division — The local division consists of regulated local phone companies serving more than 7.6 million access lines in 18 states. It provides local phone services, access by phone customers and other carriers to its local network, sales of telecommunications equipment, and long distance services within certain regional calling areas.

Product Distribution and Directory Publishing — These businesses provide wholesale distribution services of telecommunications products, and publish and market white and yellow page telephone directories.

SPRINT ION, INTEGRATED ON-DEMAND NETWORK

Sprint ION enables Sprint to provide the network infrastructure to meet customers' demands for data, Internet and video, and will also be the foundation for Sprint to provide competitive local service.

OTHER VENTURES

The "other ventures" segment includes the FON Group's investment in the Global One international strategic venture with France Telecom and Deutsche Telekom. It also includes the FON Group's investment in EarthLink Network, Inc., an Internet service provider, and the FON Group's other telecommunications investments and ventures.

Condensed Combined Statements of Income

SPRINT CORPORATION — FON GROUP

(millions)				
For the years ended December 31,		1998	1997	1996
Net Operating Revenues	S	16,016.9	\$ 14,873.9	\$ 13,887.5
Operating expenses		13,257.1	12,404.0	11,619.8
Operating Income		2,759.8	2,469.9	2,267.7
Interest expense		(317.8)	(210.8)	(196.7)
Equity in loss of Global One		(186.0)	(162.1)	(82.1)
Other income, net		218.1	164.1	115.3
Income from continuing operations before income taxes		2,474.1	2,261.1	2,104.2
Income tax expense		(934.0)	(889.5)	(793.6)
Income from Continuing Operations		1,540.1	1,371.6	1,310.6
Discontinued operation, net		=	<u>_</u>	(2.6)
Extraordinary items, net		(4.8)	-	(4.5)
Net Income	\$	1,535.3	\$ 1,371.6	\$ 1,303.5

These condensed combined financial statements should be read in connection with the full financial statements presented in Sprint's Form 10-K.

In November 1998, Sprint completed the restructuring of Sprint PCS and recapitalized its common stock into two separate classes — FON Stock and PCS Stock. The FON Stock is intended to reflect the performance of the FON Group. The following FON Group pro forma earnings per share amounts assume the FON shares existed for all periods presented.



\$ 3.55 \$ 3.14 \$ 3.07

Report of Independent Auditors on Condensed Combined Financial Statements — Sprint FON Group

The Board of Directors and Shareholders Sprint Corporation

We have audited, in accordance with generally accepted auditing standards, the combined balance sheets of the Sprint FON Group at December 31, 1998 and 1997, and the related combined statements of income, cash flows and comprehensive income for each of the three years in the period ended December 31, 1998 (not presented separately herein), and in our report dated February 2, 1999, we expressed an unqualified opinion on those combined financial statements. In our opinion, the information set forth in the accompanying condensed combined statements of income, balance sheets and statements of cash flows is fairly stated in all material respects in relation to the combined financial statements from which it has been derived.

Ernet + Young LLP

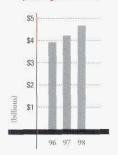
Kansas City, Missouri February 2, 1999

Sprint FON Group Pro Forma Core Diluted Earnings Per Share \$5 \$4 \$3 \$2 \$1

Assumes the FON Stock created in the Recapitalization existed for all periods presented and excludes nonrecurring items.

Sprint FON Group

Operating Cash Flows



Operating cash flows equals operating income plus depreciation and amortization, excluding nonrecurring items.

Spotlight

1998 Year in Review



Sprint wins FTS 2001 government contract.

In 1998, Sprint was the first of two vendors selected for the FTS 2001 contract providing domestic and international voice and data long distance services to the federal government. Sprint is expected to achieve a minimum revenue of \$750 million over the multiyear agreement and is in position to compete for additional business.

Sandy Bates, left, deputy commissioner/federal technical services for the General Services Administration, is in charge of all federal government long distance services. Jim Payne directs Sprint's FTS 2001 team.

October 13

Sprint and PrimeCo Personal
Communications, L.P., announced
that Sprint will acquire PrimeCo's
Hawaii PCS license and operations. The acquisition includes
all PCS infrastructure, retail
operations, employees, customer
accounts and associated assets.
The acquisition brought an important market into the growing
Sprint PCS nationwide network.

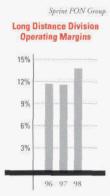
Segmental Financial Highlights

SPRINT CORPORATION - FON GROUP

(millions) For the years ended December 31,	1998	1997	% Change
Net Operating Revenues			
Long distance division	\$ 9,910.9	\$ 8,994.0	10.2%
Local division ⁽¹⁾	5,329.2	5,086.9	4.8%
Product distribution and directory			
publishing businesses ⁽¹⁾	1,683.1	1,445.1	16.5%
Operating Income (Loss)			
Long distance division ⁽²⁾	1,366.8	1,045.3	30.8%
Local division ⁽¹⁾	1,384.3	1,272.5	8.8%
Product distribution and directory			
publishing businesses(1)	230.9	227.7	1.4%
Sprint ION	(143.1)	(5.2)	NM
Other ventures	(39.9)	(83.8)	52.4%

⁽¹⁾ Beginning in July 1997, the FON Group changed its transfer pricing for certain transactions between affiliates to more accurately reflect market pricing. These amounts assume these transfer pricing changes and sales of local exchanges in 1998 and 1997 occurred at the beginning of 1997.

NM = Not meaningful



Excludes nonrecurring litigation charges.



Adjusted for transfer pricing changes and sales of local exchanges.

1998 Year in Review

October 15

Global One - the international joint venture of Sprint, France Telecom and Deutsche Telekom announced a new service for global businesses with high bandwidth needs. The worldwide, seamless Asynchronous Transfer Mode (ATM) service for multinational customers is called Global ATM. It will be offered initially in 13 countries.

High-tech trial takes off in Vegas.

About 450 Sprint local telephone customers in the Summerlin community of Las Vegas have agreed to participate in a trial of Sprint's new High-Speed Data (HSD) service. The high-growth community has its own web site on the Internet, allowing residents to stay in touch with each other and with businesses, medical facilities, schools and other services.

Sprint cable splicers Wayne Blitch, top, and Frank Brown install "fiber to the curb" in the Summerlin community.



Spotlight

⁽²⁾ Excludes a nonrecurring charge of \$20 million in 1997 related to litigation.

Condensed Combined Balance Sheets

SPRINT CORPORATION — FON GROUP

(millions) December 31,	1998	1997
Assets		
Current assets	\$ 4,042.1	\$ 3,637.3
Property, plant and equipment, net	12,464.0	11,306.8
Other	2,768.7	1,636.4
Total	\$ 19,274.8	\$ 16,580.5
Liabilities and Group Equity		
Current liabilities	\$ 3,293.4	\$ 3,019.2
Long-term debt	4,682.8	3,748.6
Other	2,274.1	2,173.4
Group equity	9,024.5	7,639.3
Total	\$ 19,274.8	\$ 16,580.5

Condensed Combined Statements of Cash Flows

SPRINT CORPORATION — FON GROUP

Cash and Equivalents at End of Year	\$ 432.5	\$	101.7	\$ 1,150.6
Cash and Equivalents at Beginning of Year	101.7		1,150.6	 124.2
Increase (Decrease) in Cash and Equivalents	330.8		(1,048.9)	1,026.4
Net cash provided (used) by financing activities	(8.0)		71.6	479.1
Net cash used by investing activities	(3,639.7)		(4,027.3)	(1,719.9)
Net cash provided by operating activities	3,971.3		2,906.8	2,267.2
Adjustments to reconcile net income to net cash provided by operating activities	2,436.0		1,535.2	963.7
Net income	\$ 1,535.3	S	1,371.6	\$ 1,303.5
Operating Activities				
(millions) For the years ended December 31,	1998		1997	1996

Sprint FON Group Capital Expenditures \$3.5 \$3.0 \$2.5 \$1.0 \$0.5

These condensed combined financial statements should be read in connection with the full financial statements presented in Sprint's Form 10-K.





Sprint is a major directory publisher.

Sprint Publishing & Advertising has a circulation of more than 20 million telephone directories across 20 states.

Customer George Lampert of Marco River Marina in Naples, Florida, works with Sprint's Stephanie Allan.



Spotlight

Sprint North Supply: nationwide distributor.

Sprint North Supply provides equipment and distribution services to the communications and security industries. The company has annual sales exceeding \$1 billion.

By installing new pick modules in its distribution centers, Sprint North Supply is significantly increasing efficiency.



Sprint PCS Group

↑ Minneapolis KFAN radio salesperson Jileen Hansen uses her Sprint PCS phone at home. "Why pay someone for a phone that stays on my wall all day?" asks Hansen.

The PCS Group includes Sprint's domestic wireless phone services. The PCS Group, which markets its products and services under the Sprint and Sprint PCS brand names, operates the only 100% digital, 100% PCS wireless network in the United States with licenses to provide service using a single frequency and a single technology. The PCS Group owns licenses to provide service to the entire U.S. population, including Puerto Rico and the U.S. Virgin Islands. At year-end 1998, the PCS Group operated PCS systems in 225 U.S. metropolitan markets, including 45 of the 50 largest U.S. metropolitan areas.

ESULTS

Condensed Combined Statements of Operations

SPRINT CORPORATION — PCS GROUP

(millions)	:1	998	1997	1996
For the years ended December 31,		330	1557	
Net Operating Revenues	\$ 1,22	25.4 \$	<u> </u>	\$ 2
Operating expenses	3,79	94.8	18.5	0.5
Operating Loss	(2,56	69.4)	(18.5)	(0.5)
Interest expense	(49	91.6)	=	94
Other partners' loss in Sprint PCS	1,2	50.9	20	-
Equity in loss of Sprint PCS		H	(659.6)	(191.8)
Minority interest and other, net	17	78.4	₩.	-
Loss before income taxes	(1,63	31.7)	(678.1)	(192.3)
Income tax benefit	54	42.1	259.0	72.6
Loss before Extraordinary Item	(1,0	39.6)	(419.1)	(119.7)
Extraordinary item, net	(;	31.2)	#	5#32
Net Loss	\$ (1,1)	20.8) \$	(419.1)	\$ (119.7)

These condensed combined financial statements should be read in connection with the full financial statements presented in Sprint's Form 10-K.

The 1998 amounts include Sprint PCS' operating results on a consolidated basis for the entire year. The Cable Partners' share of losses through the PCS Restructuring date has been reflected as "Other partners' loss in Sprint PCS." Before 1998, Sprint's investment in Sprint PCS was accounted for using the equity method.

In November 1998, Sprint completed the restructuring of Sprint PCS and recapitalized its common shares into two separate classes — FON Stock and PCS Stock. The PCS Stock is intended to reflect the performance of Sprint's wireless PCS operations. The following PCS Group pro forma loss per share amounts assume the PCS Restructuring and Recapitalization occurred at the beginning of 1997. The per share amounts also exclude a \$179 million (\$0.43 per share) nonrecurring charge for acquired in-process research and development.

Pro Forma Diluted Loss per Common Share Before Extraordinary Item (unaudited)

\$ (4.42) \$ (3.52)

Report of Independent Auditors on Condensed Combined Financial Statements — Sprint PCS Group

The Board of Directors and Shareholders Sprint Corporation

We have audited, in accordance with generally accepted auditing standards, the combined balance sheets of the Sprint PCS Group at December 31, 1998 and 1997, and the related combined statements of operations and cash flows for each of the three years in the period ended December 31, 1998 (not presented separately herein), and in our report dated February 2, 1999, we expressed an unqualified opinion on those combined financial statements based on our audits and the report of other auditors. In our opinion, the information set forth in the accompanying condensed combined statements of operations, balance sheets and statements of cash flows is fairly stated in all material respects in relation to the combined financial statements from which it has been derived.

Ernet + Young LLP

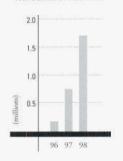
Kansas City, Missouri February 2, 1999



Assumes the PCS Restructuring occurred at the beginning of 1997.

Sprint PCS Group

Net Customer Additions



Includes Cox PCS and APC customers.

Spotlight

1998 Year in Review



Sprint PCS is sold nationwide through nearly 9,000 outlets.

Extensive distribution channels have helped generate the rapid growth in our Sprint PCS customer base. Sprint PCS retail outlets include our own stores and third-party retailers. RadioShack sells Sprint PCS services in more than 3,000 locations. Other national retailers of Sprint PCS include Best Buy, Circuit City and Sam's Club.

More than 60% of Sprint PCS sales are made through third-party retailers

October 19

Sprint is providing high-speed data connections to boost the speed and bandwidth of Microsoft's corporate Internet. Using Sprint's advanced technology, Microsoft will dramatically increase reliability and access to several of its most popular web sites, including its home page and sites for travel, automotive service, on-line news and on-line magazine.

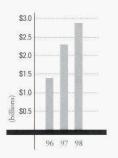
Condensed Combined Balance Sheets

SPRINT CORPORATION — PCS GROUP

(millions)		
December 31,	1998	1997
Assets		
Current assets	\$ 855.8	\$ 2.9
Property, plant and equipment, net	6,534.9	187.3
Goodwill and other intangibles, net	7,337.8	544.5
Other	409.9	968.4
Total	\$ 15,138.4	\$ 1,703.1
Liabilities and Group Equity		
Current liabilities	\$ 2,673.7	\$ 67.6
Long-term debt	7,572.7	÷
Other	1,136.5	249.6
Group equity	3,755.5	1,385.9
Total	\$ 15,138.4	\$ 1,703.1

Sprint PCS Group

Capital Expenditures



Includes capital expenditures for all PCS Group entities for the years presented.

Condensed Combined Statements of Cash Flows

SPRINT CORPORATION — PCS GROUP

Change in Cash and Equivalents	172.7	2	
Net cash provided by financing activities	1,192.7	982.2	382.0
Net cash used by investing activities	(861.1)	(1,019.7)	(381.5)
Net cash provided (used) by operating activities	(158.9)	37.5	(0.5)
Adjustments to reconcile net loss to net cash provided (used) by operating activities	961.9	456.6	119.2
Net loss	\$ (1,120.8)	\$ (419.1)	\$ (119.7)
Operating Activities			
For the years ended December 31,	1998	1997	1996
(millions)			

These condensed combined financial statements should be read in connection with the full financial statements presented in Sprint's Form 10-K.

The 1998 amounts reflect Sprint PCS' cash flows after the PCS Restructuring.

1998 Year in Review

Spotlight

November 10

Using Sprint's high-speed frame relay data service, BMW is changing the way it finances and sells cars. Prospective customers are walking into 350 BMW dealerships in the United States and using the BMW InfoBahn system, a computer program that helps customers choose the make and model of their new car and apply for credit - all at the touch of a button.

Sprint PCS attracts customers with feature-rich phones.

Sales of Sprint PCS service are driven, in part, by our wide selection of phones. Sprint PCS has offered 13 different models from seven manufacturers. Among them are the Samsung SCH-2000, featuring voice-activated dialing, and the Sprint PCS Touchpoint, a simple, easy-to-use PCS phone with a built-in mouse-like user interface and an extra-large display screen.

Sprint PCS will further enhance its competitive position in 1999 by offering an even wider assortment of PCS phones.

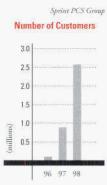


Clear Across the Country

Sprint PCS is available in cities coast to coast, a great benefit to people who travel for business or pleasure. At year-end 1998, our service was available in 225 metropolitan markets, many of which are listed below.



Sprint PCS Group **Number of PCS Markets** 100 50 96 97 98



Includes Cox PCS and APC customers.

Albany, NY Anaheim, CA Ann Arbor, MI Atlanta, GA Austin, TX Baltimore, MD Biloxi, MS* Birmingham, AL Boston, MA Brownsville, TX Buffalo, NY Cedar Rapids, IA Charlotte, NC Chattanooga, TN Chicago, IL

Cincinnati, OH Cleveland, OH Colorado Springs, CO Columbus, OH Corpus Christi, TX Dallas, TX Danbury, CT Daytona Beach, FL Denver, CO Des Moines, IA Detroit, MI Frankfurt, KY Fresno, CA Ft. Lauderdale, FL Ft. Worth, TX

Galveston, TX Louisville, KY Greensboro, NC Madison, WI* Hartford, CT Manchester NH Honolulu, H Memphis, TN Houston, TX Miami, FL Indianapolis, IN Milwaukee, WI Minneapolis, MN Mobile, AL* Nashville, TN Jacksonville, Fl Kansas City, MO Key West, FL Knoxville, TN New Haven, CT Las Vegas, NV New Orleans, LA Lexington, KY New York City, NY Lincoln, NE Little Rock, AR Newark, NJ Oklahoma City, OK Olympia, WA Los Angeles, CA

Omaha, NE Orlando, FL Philadelphia PA Phoenix, AZ Pittsburgh, PA Portland, ME Providence, RI Provo, UT Raleigh-Durham, NC Richmond, VA Riverside, CA Rochester, NY Sacramento CA Salt Lake City, UT

San Antonio, TX San Bernardino, CA San Diego, CA San Francisco, CA Seattle, WA Spokane, WA Springfield, MA St. Louis, MO St. Paul, MN St. Petersburg, FL Stamford CT Suffolk, VA Syracuse, NY Tacoma WA Tallahassee, FL

Tampa, FL Topeka, KS Trenton, NJ Tucson, AZ Tulsa, OK Vail, CO Vancouver, WA Ventura, CA Washington, D.C West Palm Beach, FL Wichita, KS Wilmington, DE

*Service is planned for these cities and surrounding areas.

Spotlight

1998 Year in Review



We can reach more people than any other wireless provider.

Sprint PCS added 91 metropolitan markets in 1998. Sprint PCS has licenses to serve nearly 270 million people in all 50 states, Puerto Rico and the U.S. Virgin Islands. With the launch of Sprint PCS service in Atlanta and Chicago in January 1999, Sprint PCS can now reach nearly 170 million people across the nation — more than any other wireless provider.

Sprint PCS now offers service in all of the nation's major metropolitan markets.

November 12

Global One, the international joint venture of France Telecom, Deutsche Telekom and Sprint, announced the launch of advanced routing features for its Global Call Center and Global VPN services, based on the Global One Intelligent Network platform. Global One is the first to support such advanced features on a Pan-European basis.

One Sprint Orlando Right Here, Right Now





Sprint Corporation

↑ Orlando was the first branch to consolidate Sprint's sales efforts. Dorothy Nieto of long distance now works alongside Edwin Wright of local in Maitland, Florida.

Sprint Corporation is a diversified telecommunications service provider. Its principal activities are conducted through the FON Group and the PCS Group. In November 1998, Sprint's shareholders approved a proposal that created PCS Stock and FON Stock. The PCS Stock is intended to reflect the performance of the PCS Group. The FON Stock is intended to reflect the performance of the FON Group.

Condensed Consolidated Statements of Income

SPRINT CORPORATION

Net Income	\$ 414.5	\$ 952.5	\$ 1.183.8
Extraordinary items, net	(36.0)	2	(4.5)
Discontinued operation, net	3 <u>2</u> 3	2	(2.6)
Income from Continuing Operations	450.5	952.5	1,190,9
Income tax expense	(391.9)	(630.5)	(721.0)
Income from continuing operations before income taxes	842.4	1,583.0	1,911.9
Other income, net	315.3	140.5	115.3
Equity in loss of Sprint PCS	5.27	(659.6)	(191.8)
Other partners' loss in Sprint PCS	1,250.9	-	-
Equity in loss of Global One	(186.0)	(162.1)	(82.1)
Interest expense	(728.2)	(187.2)	(196.7)
Operating Income	190.4	2,451.4	2,267.2
Operating expenses	16,943.9	12,422.5	11,620.3
Net Operating Revenues	\$ 17,134.3	\$ 14,873.9	\$ 13,887.5
(millions) For the years ended December 31,	1998	1997	1996

These condensed consolidated financial statements should be read in connection with the full financial statements presented in Sprint's Form 10-K.

The 1998 amounts include Sprint PCS' operating results on a consolidated basis for the entire year. The Cable Partners' share of losses through the PCS Restructuring date has been reflected as "Other partners' loss in Sprint PCS." Before 1998, Sprint's investment in Sprint PCS was accounted for using the equity method.

Report of Independent Auditors on Condensed Consolidated Financial Statements

The Board of Directors and Shareholders Sprint Corporation

We have audited, in accordance with generally accepted auditing standards, the consolidated balance sheets of Sprint Corporation at December 31, 1998 and 1997, and the related consolidated statements of income, cash flows, comprehensive income and shareholders' equity for each of the three years in the period ended December 31, 1998 (not presented separately herein), and in our report dated February 2, 1999, we expressed an unqualified opinion on those consolidated financial statements based on our audits and the report of other auditors. In our opinion, the information set forth in the accompanying condensed consolidated statements of income, balance sheets and statements of cash flows is fairly stated in all material respects in relation to the consolidated financial statements from which it has been derived.

Ernst + Young LLP

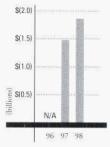
Kansas City, Missouri February 2, 1999



Excludes nonrecurring items.

Sprint PCS Group

Pro Forma Loss from Continuing Operations



Assumes the PCS Restructuring occurred at the beginning of 1997 and excludes nonrecurring items.

Spotlight

1998 Year in Review



Sprint unveils a new global blueprint.

Global One, the alliance of Sprint, France Telecom and Deutsche Telekom, announced a revolutionary Global ATM (Asynchronous Transfer Mode) Backbone Network to carry voice, data and other traffic over a single network globally. The ATM network is a high quality, cost-effective solution for multinational companies that have outgrown their frame relay and private line networks.

Dennis Lombardi, Cameron Rejali and Malcolm Petty represent three organizations on Sprint's global backbone design team.

November 13

Shareholders approved a proposal enabling Sprint to assume full ownership and management control of Sprint PCS and create two separate classes of Sprint common stock — the PCS Stock is intended to reflect the performance of Sprint's domestic wireless PCS operations and the FON Stock is intended to reflect local, long distance and other operations.

Condensed Consolidated Balance Sheets

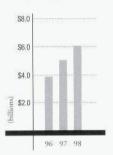
SPRINT CORPORATION

50%	
40%	
30%	
20%	
10%	

(millions)			4007
December 31,		1998	1997
Assets			
Current assets	\$	4,387.9	\$ 3,772.6
Property, plant and equipment, net		18,983.0	11,494.1
Goodwill and other intangibles, net		7,693.0	938.7
Other		2,167.2	2,068.2
Total	\$	33,231.1	\$ 18,273.6
Liabilities and Shareholders' Equity			
Current liabilities	\$	5,441.1	\$ 3,076.8
Long-term debt		11,942.4	3,748.6
Other		3,399.3	2,423.0
Shareholders' equity		12,448.3	9,025.2
Total	S	33,231.1	\$ 18,273.6

Sprint Corporation

Capital Expenditures



Includes capital expenditures for all Sprint entities for the years presented.

Condensed Consolidated Statements of Cash Flows

(million			
For the	years enc	led December 31.	

SPRINT CORPORATION

Cash and Edutagenes at run of teat	Ψ	φ 000.2 φ 1010 σ 17.0010				
Cash and Equivalents at End of Year	\$	605.2	\$	101.7	S	1,150.6
Cash and Equivalents at Beginning of Year		101.7		1,150.6		124.2
Increase (Decrease) in Cash and Equivalents		503.5		(1,048.9)		1,026.4
Net cash provided by financing activities		733.5		71.6		479.1
Net cash used by investing activities		(4,485.4)		(4,499.5)		(1,856.2)
Net cash provided by operating activities		4,255.4		3,379.0		2,403.5
Adjustments to reconcile net income to net cash provided by operating activities		3,840.9		2,426.5		1,219.7
Operating Activities Net income	s	414.5	S	952.5	\$	1,183.8
For the years ended December 31:		1000		1007		1000

1998

Spotlight

1997

These condensed consolidated financial statements should be read in connection with the full financial statements presented in Sprint's Form 10-K.

The 1998 amounts reflect Sprint PCS' cash flows after the PCS Restructuring.

1998 Year in Review

December 7

The first group of Sprint ION, Integrated On-Demand Network, business customers began migrating their multiple voice, data and video networks onto the revolutionary network. The significant milestone helps customers eliminate worries about technological obsolescence, redundant costs and the distractions of managing multiple communications networks.

EarthLink cross-markets Sprint Sense service.

EarthLink Sprint is a jointly marketed, co-branded Internet access service. EarthLink Sprint is an asset representing a customer, a distribution channel and an additional product in Sprint's portfolio. Sprint Business will sell EarthLink Sprint to small businesses by mid-year.

This magazine ad cross-markets consumer Internet access with Sprint Sense long distance calling.



1996

Management Report

The condensed financial statements in this summary annual report were derived from the financial statements that appear in Sprint's 1998 Form 10-K. Management of Sprint has the responsibility for the integrity and objectivity of the financial statements contained in this document. Management is also responsible for the consistency of reporting this information and for ensuring that generally accepted accounting principles are used.

In discharging this responsibility, management maintains a comprehensive system of internal controls and supports an extensive program of internal audits, has made organizational arrangements providing appropriate divisions of responsibility and has established communication programs aimed at assuring that its policies, procedures and codes of conduct are understood and practiced by its employees.

The financial statements of Sprint have been audited by Ernst & Young LLP, independent accountants, who have also issued a report on the condensed financial statements. Their audits were conducted using generally accepted auditing standards.

The Board of Directors' responsibility for these financial statements is pursued mainly through its Audit Committee. The Audit Committee, composed entirely of directors who are not officers or employees of Sprint, meets periodically with the internal auditors and independent auditors, both with and without management present, to assure that their respective responsibilities are being fulfilled. The internal and independent auditors have full access to the Audit Committee to discuss auditing and financial reporting matters.

William T. Esrey

Chairman and Chief Executive Officer

Arthur B. Krause

Executive Vice President and Chief Financial Officer

DataComm
MAGAZINE
PRODUCTS
IANUA
DataCo
MAGAZI
TESTER'S
CHOICE
NOVEMBER 1998

Spotlight

1998 Year in Review

J.D. Power, Data Communications magazine honor Sprint.

Sprint won three significant industry-wide awards for 1998: 1) J.D. Power and Associates' top ranking for overall customer satisfaction among high-volume long distance customers; 2) *Data Communications* magazine's "Tester's Choice" award for the industry's top-performing Internet Protocol backbone network; and 3) *DataComm's* "Hot Products" award for the revolutionary *Sprint ION* network.

Data Communications magazine gave Sprint its highest ranking in all Internet categories evaluated.

December 7

Sprint is leveraging its technological expertise in local telephone communications to support the rollout of *Sprint ION* on a nation-wide scale. Using a One Sprint approach, a new organization also will draw upon the company's long distance and wireless resources to design and build local broadband networks on a national basis.

Board of Directors

DuBose Ausley is chairman of Ausley & McMullen, a law firm in Tallahassee, Florida, He is also chairman of the Capital City Bank Group, Inc. He has been a Sprint director since 1993. Ausley is a member of the organization, compensation and nominating committee and the capital stock committee.

Warren L. Batts is the retired chairman and chief executive officer of Tupperware Corporation in Orlando, Florida, He is also the retired chairman of Premark International, Inc. He has been a Sprint director since 1982. Batts is chairman of the audit committee and a member of the capital stock and executive committees

Michel Bon is chairman of France Telecom. From 1993 to September 1995, he was head of France's national job placement agency. Prior to that he was chairman and chief executive officer of Carrefour, the largest retailer in France. He has been a Sprint director since 1996. Bon is a member of the executive and the capital stock committees.

William T. Esrey is chairman and chief executive officer of Sprint. He joined Sprint in 1980 as executive vice presidentcorporate planning, was named president and chief executive officer in 1985 and became chairman and chief executive officer in 1990. He has been a Sprint director since 1985. Esrey is chairman of the Board's executive committee.

Irvine O. Hockaday Jr. is president and chief executive officer of Hallmark Cards, Inc., in Kansas City, Missouri. He became a Sprint director in 1997. Hockaday is a member of the audit committee and chairman of the capital stock committee.

Harold S. Hook is the retired chairman and chief executive officer of American General Corporation, in Houston, Texas. He has been a Sprint director since 1982. Hook is a member of the audit and the capital stock committees.

Ronald T. LeMay is president and chief operating officer of Sprint, a position held since February 1996, except for the period of July to October 1997, when he served as chairman and chief executive officer of Waste Management, Inc. Prior to that, he was vice chairman of Sprint, and chief executive officer of Sprint Spectrum L.P. (Sprint PCS). From 1989 to 1995, he was president and chief operating officer of the long distance division of Sprint. LeMay served as a Sprint director from 1993 until July 1997. He was re-elected as a Sprint director in 1997.

Linda Koch Lorimer is vice president and secretary of Yale University, in New Haven, Connecticut. She has been a director of Sprint since 1993. She is a member of the capital stock and the organization, compensation and nominating committees

Charles E. Rice is vice chairman-corporate development of Bank of America. He has been a Sprint director since 1975. Rice is a member of the capital stock, the executive and the organization, compensation and nominating committees.

Ron Sommer is vice chairman of the board of management of Deutsche Telekom A.G. From 1989 until May 1995, he worked for the German subsidiary of the Sony Group, where he was last responsible for the 22 European subsidiaries as the head of Sony Europe. He has been a Sprint director since 1996. Sommer is a member of the capital stock and the organization, compensation and nominating committees.

Stewart Turley is the retired chairman of Eckerd Corporation, in Clearwater, Florida. He has been a Sprint director since 1980. Turley is chairman of the organization, compensation and nominating committee, and a member of the capital stock and the executive committees.

Principal Corporate Officers

William T. Esrey Chairman and Chief Executive Officer

Ronald T. LeMay President and Chief Operating Officer

J. Richard Devlin **Executive Vice President** General Counsel and External Affairs

Arthur B. Krause **Executive Vice President** Chief Financial Officer

Kevin E. Brauer President National Integrated Services

Michael B. Fuller President Local Telecommunications Division

Patti S. Manuel President Long Distance Division

Andrew J. Sukawaty President Sprint PCS

John E. Berndt President Sprint International

Gene M. Betts Senior Vice President Treasurer

Arthur A. Kurtze Senior Vice President One Sprint Strategic Development

John P. Meyer Senior Vice President Controller

Theodore H. Schell Senior Vice President Strategic Planning and Corporate Development

I. Benjamin Watson Senior Vice President **Human Resources**

Thomas E. Weigman Senior Vice President Consumer Market Strategy and Communications

Don A. Jensen Vice President Secretary

Shareholder Information and Common Stock Data

Annual Meeting

The Annual Meeting of Shareholders will be held at 10:00 a.m., Tuesday, April 20, 1999, at the world headquarters.

Common Stock Dividends

Dividends on the FON Stock, declared by the Board of Directors, are usually paid quarterly at the end of March, June, September and December. The exact record dates and payment dates are set by the Board of Directors. The last quarterly dividend payment in the fourth quarter 1998 was 25 cents per FON share, or an indicated annual dividend of \$1.00 per FON share.

Sprint does not expect to pay dividends on the PCS Stock for the foreseeable future.

Investor Information Line

Requests for the information shown below may be made in writing or by calling the Sprint Investor Information Line at (800) 259-3755.

Automatic Dividend Reinvestment Plan

Sprint offers a dividend reinvestment and stock purchase plan to registered FON common stock shareholders at no commission or handling charge for purchases made with reinvested dividends and/or optional cash payments. Shareholders may obtain information about the plan by writing to Shareholder Relations at the corporate headquarters or by calling the above 800 number.

Common Stock Data

	Market Price					
1998	High	Low	End of Period			
Sprint Stock						
First quarter	75 ⁵ /8	55 1/4	6711/16			
Second quarter	755/8	65	701/2			
Third quarter	801/8	61 1/2	72			
Fourth quarter [®]	827/8	69 1/16	815/16			
FON Stock®	85 ⁵ /16	71 ⁵ /8	84 1/8			
PCS Stock ⁽²⁾	233/8	141/16	231/8			
1997						
Sprint Stock						
First quarter	48	$38^{3/8}$	453/8			
Second quarter	52 ³ /4	42 1/4	521/4			
Third quarter	525/8	44	50			
Fourth quarter	605/8	483/4	585/8			

⁽¹⁾ Fourth quarter per share market data is for the period October 1, 1998, through November 23, 1998.

Form 10-K

Copies of Sprint's Annual Report on Form 10-K to the Securities and Exchange Commission may be obtained by shareholders without charge by writing to Investor Relations at the corporate headquarters or by calling the 800 number.

Investor Inquiries

Security analysts, shareholders and investment professionals should direct inquiries regarding Sprint and its business in writing to Investor Relations at the corporate headquarters or by calling the 800 number. Copies of the investor supplement to the Annual Report are available upon request.

Shareholder Inquiries

Inquiries regarding stock transfer, lost certificates, direct deposit of dividends or address change should be directed to the stock transfer agent, UMB Bank, n.a., in writing at the address shown below or by calling (800) 259-3755 and connecting with the transfer agent.

Quarterly Financial Information

Shareholders can receive a faxed or mailed copy of the quarterly financial results upon request through Sprint's toll-free Shareholder Information Line. Shareholders can dial (800) 284-6977 to hear a recorded report on Sprint's financial performance and request a copy of printed quarterly results.

Sprint on the Internet

Sprint's World Wide Web site - www.sprint.com - is continuously updated and includes an electronic version of this annual report. Shareholders are also invited to visit Sprint's home page at this Internet address for quarterly financial data, important news releases and current information about products and services.

Corporate Headquarters Mailing Address

Sprint

Post Office Box 11315 Kansas City, Missouri 64112

Shareholder Relations

(913) 624-2541

Auditors

Ernst & Young LLP, Kansas City, Missouri

Stock Transfer Agent, Registrar and Dividend Paying Agent

UMB Bank, n.a.

Post Office Box 410064

Kansas City, Missouri 64141-0064

(816) 860-7786

Dividend Reinvestment Agent

UMB Bank, n.a.

Kansas City, Missouri

New York Stock Exchange Listings

FON Common Stock

PCS Common Stock

Convertible Preferred Stock

Stock Symbols: FON

PCS

⁽²⁾ FON Stock and PCS Stock per share market data is for the period November 24, 1998, through December 31, 1998.

What Makes Sprint an Industry Leader?

Sprint is at the forefront in integrating long distance, local and wireless communications services. And because Sprint is one of the industry's largest and fastest-growing companies, it has been successful in assembling an elite team of innovative telecom professionals.

Sprint's ranking of first in customer satisfaction by J.D. Power and Associates is clear evidence that outstanding employees are attracted to the most customer-focused company in the industry. Sprint offers professional training and employee development through its University of Excellence, a nationally recognized training organization. In addition, Sprint has been ranked first in employee talent by *Fortune* magazine in its 1999 annual survey of America's "Most Admired Companies."

Sprint World Headquarters

2330 Shawnee Mission Parkway Westwood, KS 66205 (913) 624-3000

FON GROUP

Sprint's Long Distance Division

Headquarters 8140 Ward Parkway Kansas City, MO 64114 (913) 624-6000

Sprint Business

(Businesses, state and local governments, universities and pay phone markets)

Business Marketing 5420 LBJ Freeway Dallas, TX 75240 (972) 405-5000

Consumer Services Group (Residential customers)

8140 Ward Parkway Kansas City, MO 64114 (913) 624-6000

Government Services Division (Federal government)

13221 Woodland Park Drive Herndon, VA 20171 (703) 904-2000 Sprint Paranet (Computer network services)

1776 Yorktown Suite 700 Houston, TX 77056 (713) 626-4800

Wholesale Services Group (Wholesale solutions)

8140 Ward Parkway Kansas City, MO 64114 (913) 624-6365

Sprint's Local Telecommunications Division

Headquarters 5454 W. 110th Street Overland Park, KS 66211 (913) 345-7600

Sprint North Supply 600 New Century Parkway New Century, KS 66031 (913) 791-7000

Sprint Publishing & Advertising 7015 College Boulevard Suite 400 Overland Park, KS 66211 (913) 491-7000 Sprint ION

National Integrated Services 7301 College Boulevard Overland Park, KS 66210 (913) 534-6231

Ventures

EarthLink Sprint 3100 New York Drive Pasadena, CA 91107 (626) 296-2400

Global One (Corporate and European headquarters)

Park Atrium Rue des Colonies 11 B-1000 Brussels, Belgium (011) 32-2-545-2000

(World headquarters)

12490 Sunrise Valley Drive Reston, VA 20196 (703) 689-6000

Sprint International 2330 Shawnee Mission Parkway Westwood, KS 66205 (913) 624-3000

PCS GROUP

Wireless Sprint PCS 4900 Main Street Kansas City, MO 64112 (816) 559-1050

Trademarks and service marks owned or licensed by Sprint and its subsidiaries are indicated by special type throughout this publication RadioShack is a service mark of the Tandy Corporation.

Sprint celebrates 100 years of service



On October 26, 1999, Sprint will celebrate its 100th anniversary.

The Brown Telephone Company, founded by Cleyson Leroy Brown, began in 1899 in Abilene, Kansas. The company, which would later be known as Sprint, opened its first long distance circuit in 1900.

Throughout 100 years of service, Sprint has welcomed change, produced growth and seized opportunity. Our roots are important to us. They remind us of how much we've grown, how much our world and our industry have changed, and how much we can yet achieve by remaining committed to Sprint's vision: To be a world-class telecommunications company — the standard by which others are measured.



The USA's New No.1 Telecom Company

Fortune magazine's 17th annual survey of America's "Most Admired Companies" produced a new, clear-cut No.1 in the overall telecommunications category. In the 1999 survey of 10,000 top executives, outside directors and securities analysts, Sprint swept the competition in the telecom sector and was ranked first in all eight categories of corporate reputation:

Sprint... First in Innovation

Sprint... First in Quality of Management

Sprint... First in Employee Talent

Sprint... First in Quality of Products and Services

Sprint... First in Long-term Investment Value

Sprint... First in Financial Soundness

Sprint... First in Social Responsibility

Sprint... First in Use of Corporate Assets





Sprint ... the nation's new telecommunications leader and your essential ally.

