MCI Global Relay Service

ORIGINAL *Proposal to* ORIGINAL

State of Florida

Telecommunications Relay Service (TRS)

Docket No. 040763-TP
November 18, 2004

MCI
GLOBAL RELAY

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Executive Summary

MCI is excited to submit this proposal to the Florida Public Service Commission (FPSC) and the Proposals Review Committee (PRC) for the provision and operation of the Florida Telecommunications Relay Service (FRS).

Since 1992, MCI has been providing quality relay services in accordance with all FCC minimum requirements.

But MCI goes beyond simply meeting minimum requirements. Since its inception, the MCI Telecommunications Relay Service (TRS) Division has continually enhanced its suite of relay offerings by addressing the concerns, questions, comments, and suggestions that come from our customers.

When it comes to relay

MCI leads the way.

MCI's steps to enhance its relay service include:

1. Integrating the latest technology into MCI's expansive and state-of-the-art network to provide a superior telecommunications backbone

2. Employing the best people to work as Communication Assistants (CAs) and CA Supervisors, management, and training personnel.

3. Developing new communications options to enable deaf, hard-of-hearing and/or speech-impaired users to communicate in a manner that is more functionally equivalent to that of hearing or non-speech impaired users.

4. Implementing a Consumer Relations Management program that fosters positive interaction with relay users at all levels within the relay center.

5. Implementing an intensive, internal Quality Monitoring program to assess and report on the quality of service delivery.

6. Focusing on consumer input and feedback through a comprehensive outreach program in order to understand and address their needs and desires.

These actions have led to the development of MCI's relay solution that offers a competitive, value-added relay service platform that gives consumers the widest range of communication options and access to the very best technology and people.

A Feature Rich Solution

MCI's relay solution for the FRS not only meets the key requirements as detailed in the RFP but also exceeds the expectations by incorporating a number of innovative options.

Some of these key features of MCI's proposal include:

- Handling 100% of the basic FRS call traffic from a call center in Lakeland, Florida.

- Providing a full range of relay services including Text Relay, Voice Carry-Over (VCO), Hearing Carry-Over (HCO) and Speech-to-Speech (STS), all of which will be available in both English and Spanish.

- Establishing an enhanced Disaster Recovery Support program to assist the State in delivering communications to the consumers in the wake of any disaster.

- Offering immediate access to MCI Senior Management in order to quickly respond to and resolve issues that may arise during the contract term.

- Leveraging an expansive telecommunications network that integrates the latest in technology including full Signaling System 7 (SS7) operations and advanced skill-based routing through Avaya S8700 switches.

- Incorporating a highly flexible reporting system that captures state-specific relay metrics in order to provide accurate traffic history and data.

- Providing a dedicated FRS Account Manager to assist the State with Outreach and Educational support.

- Achieving or exceeding all FCC and State performance requirements.

- Understanding and Incorporating consumer needs and requirements through extensive outreach activities, service quality evaluations, user satisfaction measurements and community forums.

- Offering the most innovative features in the relay industry, including IP-RELAY.com, IP-RELAY VRS, Wireless IP-Relay, Assisted Text Relay (ATR) and My IP Relay.

Offering Extensive Benefits

MCI's solution has been designed to offer significant benefits to both the State and to the consumers. By leveraging MCI's proven excellence at designing and operating state of the art call centers and incorporating the latest technological advances in its relay platform, MCI is best positioned to offer the FPSC a solution that is technically superior and economically priced.

Key benefits to the State include:

- A competitive price per minute.

- Low-risk transition of service with MCI's proven experience in coupled with the use of existing call centers that have sufficient capacity.

- An Enhanced Disaster Recovery Support program.

- A dedicated Account Manager.

- Access to the newest technology including IP-RELAY.com, IP-VRS, Wireless IP-Relay, My IP Relay, and Assisted Text Relay (ATR).

- A cooperative management philosophy that emphasizes working with the Commission and other state appointed agencies such as Florida Telecommunications Relay, Incorporated (FTRI) to provide the highest quality relay service.

- A comprehensive Quality Assurance monitoring program that conducts monthly monitoring, analysis and reporting of service quality.

Key benefits to users of the FRS include:

Bringing People Together

- Free Intrastate/InterLATA and Interstate Long Distance FRS calling.

- Wide-reaching and readily available outreach program.

- Experienced CAs to handle FRS calls.

- Access to the latest relay innovations including IP-Relay and Wireless IP-Relay.

- A proactive company that values and listens to its customers.

Why MCI?

To MCI, TRS is about more than simply meeting minimum requirements or accepted standards. MCI believes in the concept of "functional equivalence" and will not stop until all relay users can feel confident that that standard has been met. To this end, MCI invests significant resources to upgrade out network, integrate the latest technologies and hire the best people. MCI is never satisfied that relay "is good enough." There are always ways to expand relay service to make it faster, easier and more accessible. This is MCI's mission.

Since 1992 MCI has sought to improve TRS for all relay users. MCI not only remains in full compliance with all FCC mandatory minimum standards but continues to find ways to exceed these requirements and to expand the boundaries of relay service.

We look forward to giving the State and all of the relay consumers in Florida what they deserve – the very best relay service available.

And that is what MCI offers – the very best relay service available today.

But to MCI, being the best is only the beginning.

Because we are always getting better.

November 16, 2004

Mr. Rick Moses
c/o Ms. Blanca Bayo
Director of the Division of Commission Clerk and Administrative Services
The Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL   32399-0850

Re: Request for Proposals for Florida Relay Service

Dear Mr. Moses:

MCI Communications, Inc. ("MCI") is pleased to present its response to the Florida Public Service Commission ("FPSC") in regards to its recent request for proposal to provide Telecommunications Relay Service System in the State of Florida, Docket No. 040763-TP.

Through this letter, I hereby certify that I am authorized by MCI to offer this proposal for said service, and, by my signature and agreement, to bind MCI to any terms and conditions of the subsequent contract.

MCI has thoroughly read and examined the contents of the RFP and will comply with all required elements.   Additionally, MCI's solution offers several innovative advantages that will prove an additional value to the State and to relay consumers.

MCI's primary point of contact for any questions regarding the information contained within this proposal, any questions pertaining to MCI's bid, or any questions relating to contractual issues is:

Steven Van Veen
Senior Project Manager
22001 Loudon County Parkway
Ashburn, VA, 20147
Phone: (703) 886-5087
Fax: (703) 886-0667
Email: steve.van_veen@mci.com

Additionally, the following individual is authorized to make decisions concerning this proposal and any subsequent contract:

Thomas Graham
Vice President
22001 Loudon County Parkway
Ashburn, VA, 20147
Phone: (703) 886-4494
Fax: (703) 886-0728
Email: Thomas.Graham@mci.com

Thank you for the opportunity to respond to the RFP. MCI looks forward to offering MCI's high service quality and advanced relay technology to the users of the Florida Relay Service.

Sincerely,

Thomas Graham
Vice President
MCI

Cc: MCI Global Relay

Checklist

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	N/A
2.	_____	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)	7	P/F
3.	_____	Check List (RFP ref. C-8 and E)	9	P/F
4.	_____	Certification by FPSC and FCC (RFP ref. A-5)	15	P/F
5.	_____	Conflict of Interest (RFP ref. A-28)	15	P/F
6.	_____	Commencement Date (RFP ref. B-2)	16	P/F
7.	_____	Term of Contract and Location of Relay Center (RFP ref. B-3)	17	P/F
8.	_____	Scope of Service (RFP ref. B-4)	17	P/F
9.	_____	Access Numbers (RFP ref. B-5)	18	P/F
10.	_____	Availability of System to Users (RFP ref. B-6)	18	P/F
11.	_____	Minimum CA Qualifications and Testing (RFP ref. B-7)	18	100

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Maximum Points
12.	_____	CA Training (RFP ref. B-8	28	100
13.	_____	Staff Training (RFP ref. B-9)	30	100
14.	_____	Counseling (RFP ref. B-10)	33	25
15.	_____	Procedures for Relaying Communications (RFP ref. B-11)	36	100
16.	_____	Languages Served (RFP ref. B-12)	42	P/F
17.	_____	Additional Languages Served (RFP ref. B-13)	42	25
18.	_____	Shift Advisor/ Consultant (RFP ref. B-14)	43	P/F
19.	_____	Confidentiality of Calls (RFP ref. B-15)	43	P/F
20.	_____	Types of Calls to be Provided (RFP ref. B-16)	45	P/F
21.	_____	Call Release Functionality (RFP ref. B-17)	45	50
22.	_____	Speed Dialing (RFP ref. B-18)	46	50
23.	_____	Three-Way Calling Functionality (RFP ref. B-19)	47	50
24.	_____	Voice Mail and Interactive Menus (RFP ref. B-20)	47	50
25.	_____	Voice and Hearing Carry-Over (RFP ref. B-21)	50	100
26.	_____	CapTel or Equivalent Voice Carry-Over (RFP ref. B-22)	53	100
27.	_____	Turbocode™ (RFP ref. B-23)	55	100
28.	_____	Speech to Speech (RFP ref. B-24)	56	100
29.	_____	Access to Pay Per Call Services (RFP ref. B-25)	57	100

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Maximum Points
30.	_____	Caller ID (RFP ref. B-26)	58	100
31.	_____	Last Number Redial (RFP ref. B-27)	58	25
32.	_____	Obscenity Directed at the Operator (RFP ref. B-28)	59	P/F
33.	_____	Emergency Calls (RFP ref. B-29)	59	100
34.	_____	Blockage (RFP ref. B-30)	61	200
35.	_____	Answer Time (RFP ref. B-31)	62	200
36.	_____	Equipment Compatibility (RFP ref. B-32)	65	P/F
37.	_____	Transmission Levels (RFP ref. B-33)	65	P/F
38.	_____	Measuring Equipment Accuracy (RFP ref. B-34)	66	P/F
39.	_____	Emergency Operations and Uninterruptible Power (RFP ref. B-35)	66	100
40.	_____	Intercept Messages (RFP ref. B-36)	72	P/F
41.	_____	Service Expansion (RFP ref. B-37)	72	50
42.	_____	New Technology (RFP ref. B-38)	74	50
43.	_____	Consumer Input and Participation in Advisory Committee and FPSC Proceedings (RFP ref. B-39)	76	100
44.	_____	Complaint Resolution (RFP ref. B-40)	78	200
45.	_____	Charges for Incoming Calls (RFP ref. B-41)	82	P/F
46.	_____	Billing Arrangements (RFP ref. B-42)	82	50

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Maximum Points
47.	_____	End User Billing for Intrastate Calls (RFP ref. B-43)	86	50
48.	_____	Relaying Interstate and International Calls (RFP ref. B-44)	87	50
49.	_____	End User Selection of Carrier (RFP ref. B-45)	88	50
50.	_____	Recipient of toll revenues (RFP ref. B-46)	89	P/F
51.	_____	Long Distance Call Billing (RFP ref. B-47)	89	50
52.	_____	Special Needs (RFP ref. B-48)	91	25
53.	_____	Unsolicited Features in Basic Relay Service (RFP ref. B-49)	94	200
54.	_____	FPSC Optional Services Not Included in Basic Relay Service but Available to Provide at Additional Cost (RFP ref. B-50)	95	Optional 0 Points
55.	_____	Customer Calling Services (RFP ref. B-51)	98	Optional 0 Points
56.	_____	Video Relay (RFP ref. B-52)	99	Optional 0 Points
57.	_____	IP-Relay (RFP ref. B-53)	101	Optional 0 Points
58.	_____	Account Manager (RFP ref. B-54)	103	Optional 0 Points
59.	_____	Other Optional Features Not Included in Basic Relay (RFP ref. B-55)	104	Optional 0 Points
60.	_____	Performance Bond (RFP ref. B-56)	104	P/F
61.	_____	Submission of Monthly Invoice (RFP ref. B-57)	105	P/F

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Maximum Points
62.	_____	Travel (RFP ref. B-58)	105	P/F
63.	_____	Reporting Requirements (RFP ref. B-59)	105	P/F
64.	_____	Liquidated Damages (RFP ref. B-60)	107	P/F
65.	_____	Transfer to New Provider (RFP ref. B-61)	108	P/F
66.	_____	Insurance Coverage (RFP ref. B-62)	108	P/F
67.	_____	Public Entity Crimes (RFP ref. C-3)	109	P/F
68.	_____	Financial Information (RFP ref. C-4)	109	P/F
69.	_____	Experience and Customer References (RFP ref. C-5)	113	200
70.	_____	Subcontractors (RFP ref. C-6)	126	P/F
71.	_____	Bid Security Deposit (RFP ref. C-7)	126	P/F
72.	_____	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."	N/A (separate)	See RFP Sec. D & E.
73.		MAXIMUM TOTAL POINTS	_____	2950

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Section A: Administrative Requirements and Procedures

A-5 Certificate of Public Convenience and Necessity and Registration

The provider shall have a Florida Certificate of Public Convenience and Necessity to provide local service and shall be registered with the FPSC as an Interexchange Company, or only use for relay service, telecommunications providers that have obtained the authority to provide local and intrastate long distance service in Florida. The provider shall also have the necessary FCC authority, or only use for relay service, telecommunications providers that have the necessary FCC authority to provide interstate and international service. The FPSC reserves the right to require certification or registration, whichever is appropriate, of any entity pursuant to this contract.

MCI Response: MCI has read, understands and will comply.

A-28 Conflict of Interest

The award hereunder is subject to the provisions of Chapter 112, Florida Statutes, (Public Officers and Employees). All bidders shall disclose with their bid the name of any officer, director, or agent, who is also an employee of the state of Florida, or any of its agencies. Further, all bidders shall disclose the name of any state employee who owns, directly or indirectly, an interest of five percent or more in the bidder's firm or any of its branches.

MCI Response: MCI has read, understands and will comply.

Section B: Services 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.

MCI Response: MCI has read, understands and has complied.

B-2   Commencement Date

The commencement date for the service is June 1, 2005. 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.

MCI Response: MCI has read, understands and will comply.

MCI has provided a project plan outlining the key milestones and considerations for ensuring the June 1, 2005 start date.   This project plan has been included as **Attachment B-2**.

B-3   Term of Contract

Service shall begin on June 1, 2005. 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 four additional one year periods. The provider shall notify the Florida Public Service Commission of its desire to extend service by June 1 the year before the current service period expires. For example, if the contract service period is due to expire on May 31, 2008, the provider should notify the FPSC by June 1, 2007 that it desires a one year extension of service.

The provider shall be required to locate a relay center in the state of Florida.

MCI Response: MCI has read, understands and will comply.

MCI looks forward to providing FRS from June 1, 2005 through May 31, 2012.   MCI is confident that its innovation and dedication to providing functionally equivalent relay services sets it apart from other providers in the relay industry.

MCI will handle FRS traffic from a call center in Lakeland, Florida. This center will handle at least 80% of all of the basic FRS traffic. Speech-to-Speech and Spanish language calls will be routed to MCI's Riverbank, California call center for handling.   MCI's selection of Lakeland to host the FRS traffic is advantageous to the State in that it allows MCI to acquire CAs with a neutral accent.

This center has sufficient capacity to handle all of the FRS projected traffic.

B-4   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 TTY can communicate over the existing telecommunications network with a non-TTY 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.

MCI Response: MCI has read, understands and will comply.

MCI's offering provides an innovative, customer-friendly and cost effective solution to the FPSC that provides complete communications services for individuals who have hearing, speech or dual sensory difficulties.   MCI's goal in providing relay services is to provide services that are functionally equivalent to standard telephone services.

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 ASCII users, and a single access number for Spanish users. The TDD access number shall be 800/955-8771, the voice access number shall be 800/955-8770, and the ASCII access number shall be 800/955-1339. The Spanish access number shall be 877/955-8773. 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.

Access shall also be provided via "711" which shall point to the 800/955-8770 number.

MCI Response: MCI has read, understands and will comply.

B-6   Availability of the System to Users

The service shall be designed to relay local, intrastate, 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.

MCI Response: MCI has read, understands and complies.

B-7   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 conduct periodic evaluations to ensure that courteous service 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:

a.   Competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.

MCI Response: MCI has read, understands and complies.

MCI requires applicants to demonstrate competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must also demonstrate clear and accurate voice communications.

In order to ensure that CA applicants are fully aware of the rigorous requirements of the position, MCI makes use of opportunities presented by the recruitment and interview processes to clearly communicate the specific job responsibilities, key skill sets and overall expectations of our CAs. In addition to background checks and drug screening, all applicants undergo rigorous performance screening to ensure that they meet or exceed the pre-established job requirements.

Candidates who meet these requirements proceed to the interview and training process until it is clear to both parties that the position is a good fit for both the individual and for MCI.

MCI's intensive screening process covers typing (including oral-to-type testing), grammar, spelling, and voice clarity skills. Potential CAs must meet the following minimum requirements:

Education:
- High School diploma, or equivalent.
- Extra consideration given for college classes or degree.

Skills:
- Demonstrated literacy in grammar and spelling at a 12th grade high school level or better. Proficiency in English grammar and spelling will be retested throughout the first year of employment and annually thereafter.
- Typing experience with 60 wpm keyboarding skills. This keying rate will be retested throughout the first year of employment and annually thereafter.
- Ability and willingness to apply visual keyboarding skills to a dictation keyboarding at 60 wpm in order to keep pace with information communicated by voice.
- Demonstrated familiarity with/basic understanding of telephone and computer keyboard operations and principles.
- Demonstrated willingness to adhere to a strict code of ethics and confidentiality by signing a Code of Ethics and Confidentiality agreement.
- Excellent written (typed) and verbal (voiced) communication skills, using appropriate tone and inflection when voicing typed words during relay calls.
- Evidence of ability to work under pressure; that is, effectively handle caller demand levels, customer complaints, employee conflicts, emergency and related situations.
- Stated willingness to relay calls with obscene or illegal content.
- Ability to professionally and courteously relay a variety of call types using the appropriate tone and inflection.

- Must have natural and/or assisted hearing within the range necessary to clearly understand voiced telephone transmissions and to perceive the nature of sounds on relay calls.
- Stated willingness to stay with a call for a minimum of fifteen minutes for both relay and Speech-to-Speech calls.
- Demonstrated ability to meet MCI's rigorous standards of Customer Care within the Relay model.

Successful completion of CA New Hire Training includes a rigorous certification process that includes a written examination comprised of spelling, grammar, and all aspects of initial CA training, confidentiality and ethics, successful completion of a series of practice calls, and a typing competency test. To acquire CA certification, the CA candidate must achieve a passing score on each area of competency assessment.

Test material is not made available to the CA prior to testing, and portions of the test are changed periodically so that CAs do not become familiar with the tests.

b.   A high school diploma or grade equivalent diploma. In addition, each candidate shall pass a high school level English comprehension and grammar test before being considered for employment.

MCI Response: MCI has read, understands and will comply.

As indicated above, all applicants for the CA position must possess a high school diploma or the equivalent and extra consideration is given to those with additional academic credits.

MCI administers a standardized English grammar test to each applicant for CA positions. Active CAs must continue to demonstrate proficiency in English grammar by passing the standardized grammar test at one year of employment and annually thereafter. Several completely different versions of the grammar proficiency test are used so that CAs proving their mastery of English grammar at various stages of their careers will not face the same questions answered previously. The grammar test requires an applicant to demonstrate adequate English grammar skills at a minimum of a 12th grade level prior to consideration for employment by MCI as a CA. CAs applying for a position as a Spanish CA must also pass a similar Spanish grammar skills test.

c.   A minimum typing speed of 60 words per minute on live relay calls. Technological aids may be used to reach the required typing speed. A minimum of 150 test calls per month using prepared scripts that reflect a typical conversation and calling through the relay system the same as other live calls shall be completed by the provider to ensure compliance with this requirement. A copy of the test results shall be provided monthly to the FPSC contract manager. The method to be used to determine the typing speed is as follows. Start timing the CA when the CA begins to type the message to the TTY user. Count the number of characters including spaces and divide that number by five to determine the number of words per minute. It shall be the objective of the provider to test each CA at least once

yearly. If a CA does not meet the 60 wpm requirement, the CA shall be taken off of live relay calls until further training and compliance can be accomplished.

MCI Response: MCI has read, understands and will comply.

MCI recognizes typing speed and accuracy as one of the critical attributes of a CA and administers a typing test to each applicant for a CA position.

MCI is fully compliant with all FCC TRS mandatory minimum standards, including the minimum typing speed requirement of 60 words per minute before handling TRS calls. FRS CAs will be required to pass an auditory test at a minimum of 60 wpm with an accuracy score of 90% both at entry level and after probation. MCI takes this requirement very seriously and requires that the applicant demonstrate his or her ability to type 60 wpm via an oral-to-type test, as visual typing testing does not accurately reflect the audio to type skill and ability required by CAs.

MCI's typing tests evaluate the NET typing speed without the use of macros, auto-correction or other technological aids.

MCI administers both pre-hire and post-employment typing tests to CAs. This ensures that those individuals processing FRS calls continually meet or exceed the oral-to-type 60 word per minute typing speed requirement. FRS CAs will be required to score a minimum of 60 wpm with 90% accuracy on these typing tests. MCI's typing tests are administered minimally at pre-hire screening, after 90 days of employment, and annually thereafter.

The typing test is computerized and evaluated against a standard of 60 words per minute net. The test is administered to measure audio (dictation) typing skills. The testing software automatically evaluates and rates the candidate/employee for both speed and accuracy. **It is important to note that MCI's typing test evaluates NET typing speed without the use of macros, auto-correction or other technological aids** and therefore MCI's CAs generally exceed the 60 wpm minimum requirement.

National Quality Assurance Monitoring

MCI is committed to quality and has a fully developed National Quality Program to measure CA skills in all call modalities and situations. MCI's trained team of Quality Specialists will place a minimum of 150 scripted test calls to FRS CAs each month. Scripts will be designed to reflect realistic Relay conversations including personal and business calls. Scripts will be designed to measure up to 53 distinct call handling skills including typing. The MCI Quality Team writes scripts that include medical, legal and technical language as well as a variety of emotionally charged scenarios to test the CAs spelling, grammar, voicing and detachment skills. No actual relay calls are recorded or stored for evaluation.

MCI's National Quality Assurance Monitoring Program has been designed to gauge the level of performance of the CAs handling TRS calls. Federal law allows for quality monitoring. Since both the "caller" and the "called party" are role-playing while making the QA calls, no

notification of a call being monitored is required. A complete script for each scenario is provided to the involved QA personnel.

MCI utilizes active call monitoring by CA Supervisors and Trainers by evaluating CA performance through internal Quality Monitoring (QM) activities on a periodic basis on all CAs. QM will involve placing scripted test calls through FRS and evaluating CA performance. These scripts include scenarios requiring the CA to relay the call in limited typed English. Typing speed and accuracy will be among the items observed and tested for.

Historically, MCI tests more than 200 calls monthly to ensure the use of appropriate call processing procedures. These staged, scripted calls are performed by MCI staff. No actual Relay calls from the public are recorded for evaluation. The following table lists the 2004 Summary for the QAM program – indicating both a highly successful QA program and also exceptional CA performance:

	ARIZONA	CALIFORNIA	TENNESSEE	IP	TOTAL / AVERAGES
Ops Surveyed	241	347	229	552	1369
Call Count	1456	600	1390	1191	4637
Avg Call Dur	6:07	6:59	6:07	5:34	6:05
Spell %	99.6%	99.6%	99.5%	99.7%	99.6%
Typo %	98.9%	99.2%	99.0%	99.6%	99.2%
Verbatim %	95.4%	95.8%	95.3%	94.9%	95.3%
Corr %	98.7%	99.0%	98.3%	99.9%	98.9%
% Op Id Number	98.6%	98.8%	97.6%	98.4%	98.2%
Expl Relay %	98.1%	96.1%	99.0%	95.9%	97.6%
Wrong Num %	1.0%	1.3%	1.4%	1.0%	1.2%

MCI determines what call types to monitor based upon the frequency of that call type being received by the relay center and by the nature of customer service contacts.   Using a matrix based upon reported call traffic data, MCI estimates the types of calls and the general times of the calls in order to best evaluate the quality of service provided at that time and to that scenario.   The Relay Quality specialist uses this matrix as a guideline to ensure an equitable distribution of QA calls across all shifts. Scenarios are developed to test across the spectrum of call types including TTY to Voice, Voice to TTY, TTY to Recording, TTY to Answering machine, VCO calls, etc.

The MCI Relay QA Team meets regularly to discuss the results of recent QM testing and to collectively examine and practice QM scoring. Such practice sessions ensure that the Relay QM Team is using the same criteria to evaluate call activities and provides a consistent standard by which MCI's national call centers are judged. MCI's Relay QA Team visits each center periodically to conduct additional on-site workshops and practice sessions to ensure that standards of excellence are applied consistently throughout all call centers.

In order to place a QA call, two MCI employees assume the roles of caller and called person. The QA testers follow the prepared script and pay careful attention to the CAs handling of the

call. After each QA call, both the "caller" and the "called person" complete an evaluation form. After each individual separately completes the form, the team jointly evaluates the overall performance of the call.

MCI's National Relay Quality Assurance program includes an automated system for scoring and storing results from Quality monitored calls, the Relay Operator Monitoring System. A variety of reports are available to the State of Florida upon request. Each month MCI will provide a report to the State that includes but is not limited to the following:

- Total number of scripted QA calls placed
- Total number of FRS CAs sampled
- Average duration of QA calls
- Overall Typing Accuracy score
- Typing Verbatim Accuracy score
- Spelling Score
- Typographical Error Score
- Number and type of call type scripts used
- % of CAs providing their ID number at every appropriate opportunity
- % of wrong numbers dialed in the month
- % of CAs properly explaining Florida Relay

Typing speed will be measured by utilizing a timed recording of the scripted call according to the guidelines established in this RFP: Start timing the CA when the CA begins to type the message to the TTY user. Count the number of characters including spaces and divide that number by five to determine the number of words per minute. It shall be the objective of the provider to test each CA at least once yearly. If a CA does not meet the 60 wpm requirement, the CA shall be taken off of live relay calls until further training and compliance can be accomplished.

All Quality Scores are stored in MCI's exclusive Relay Operator Monitoring System and are available to the State upon request.

MCI has included all costs associated with its QAM Program in its base price per minute.

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

MCI Response: MCI has read, understands and will comply.

MCI is fully committed to providing confidential, high quality Relay that follows strict ethical standards. All MCI Relay staff are required to attend two types of Ethics Training. MCI Ethics Training governs how we do business in all of our transactions. MCI Global Relay further requires all Relay Operators and Support Staff, including Managers to attend Relay Confidentiality and Ethics training and to annually sign a Pledge of Confidentiality and Code of Ethics (please see Item E below). This code delineates the expectations of all MCI Relay Operators in regards to confidentiality and ethical standards.

In keeping with the Pledge of Confidentiality and Relay Code of Ethics, CAs will not counsel, advise, or interject personal opinions, messages, observations, personal questions or additional information into any relay call. Neither will they make any value judgments on the content of any call including profanity or obscenity or legality of any messages. Rather, they will relay conversations verbatim unless requested otherwise by either party. Additionally, personal conversations between a CA and anyone calling FRS are not permitted.

MCI is committed to providing a highly ethical relay service that is also customer friendly. This is made possible by applying Customer Relations Management philosophy. Customer Relations Management is a philosophy in which courtesy, attitude, and positive interactions are blended with relay ethics to form a service in which the customer is always centrally focused. Customer Relations Management techniques include the use of customer-focused qualities such as politeness, patience, pleasantness, and sensitivity. These basic qualities are appropriate during all aspects of relay and do not contradict our ethical guidelines, transparency rules, or the confidentiality pledge.

MCI recognizes that Ethics and Confidentiality are two of the most important elements of being a good CA.

Operators and Support Staff attend yearly Confidentiality and Ethics refresher training and National Quality Assurance also periodically holds Confidentiality and Ethics workshops in each MCI Global Relay Center.

MCI believes that upholding high ethical standards is critical to providing excellent Relay Service. To that end, every call that is monitored for Training and Quality Assurance whether during initial training or monthly throughout the tenure of a Relay Operator measures, in addition to call handling skills, the Operator's adherence to the Relay Code of Ethics. Violations of the Code are subject to immediate review and counseling which includes disciplinary action up to and including termination. Operators found to be in gross violation of these standards are immediately removed from handling Relay Calls until proper follow up action has been accomplished. The MCI Global Relay Ethics program works hand in hand with our Confidentiality Program which is detailed in the following response.

e.   Confidentiality.
Any person who has not passed these tests shall not be utilized as a CA.

MCI Response: MCI has read, understands and will comply.

Confidentiality of callers and call content is paramount to relay services and MCI has defined strict confidentiality guidelines for all relay personnel. MCI is fully compliant with the FCC mandatory standards regarding confidentiality and conversation content. MCI takes the preservation of confidentiality very seriously. From initial screening, during training and throughout employment, all relay personnel are continually reminded of the importance of confidentiality.

As indicated above and as reinforced through initial and ongoing training, all calls placed through FRS will be kept totally confidential. No records of call content are kept after call termination with the exception of records retained by request of an STS user for the completion of consecutive calls. All call information is automatically erased from the CA screen upon termination of the call. Consoles do not have the ability to store data or text after the call is terminated.

All staff members are required to sign both the Pledge of Confidentiality and the Relay Code of Ethics to ensure their understanding of this expectation. MCI takes the Pledge of Confidentiality and Relay Code of Ethics very seriously and requires all relay staff to attend refresher training in confidentiality and ethics and to re-sign the Pledge annually. The Pledge binds the CA to the confidentiality of callers and call content both during employment and after termination of employment.

Any call-related conversations between a CA and a supervisor or manager will take place in a private area of the center during work time. Call specific information (if necessary to resolve complaints, billing procedures or emergencies) will be discussed only with individuals who are employed by MCI or its subcontractors and who have signed a Pledge of Confidentiality.

In addition to the extensive initial and ongoing training relating to confidentiality, MCI has instituted a range of policies to preserve confidentiality including:

- Signed Pledge of Confidentiality
- Posted reminders
- Scripted role-playing
- Ongoing targeted training programs that enforce the importance of confidentiality

Pledge of Confidentiality
All staff members are required to sign both the Pledge of Confidentiality and the Relay Code of Ethics to ensure their understanding of this expectation. MCI takes the Pledge of Confidentiality and Relay Code of Ethics very seriously and requires all relay staff to attend refresher training in confidentiality and ethics and to re-sign the Pledge annually. The Pledge binds the CA to the confidentiality of callers and call content both during employment and after termination of employment.

Posted Reminders
MCI recognizes that merely signing the Pledge of Confidentiality does not necessarily guarantee that a CA will take its provisions to heart. MCI believes that the key to success in this area is in initial and ongoing training toward the goal of internalizing confidentiality so that proper decisions are made as particular situations arise. Therefore, confidentiality is reiterated throughout the entire training program and reinforced every day on the job. It may not be second nature to employees when they are first hired, but they soon learn to move confidentiality considerations into the forefront of their minds. MCI posts reminders on training classroom walls such as "Confidentiality FIRST" and "Think Before You Speak."

Scripted Role-Playing

Scripted role-playing is another important tool used by our trainers to ensure that all CAs understand the expectations of their jobs in regard to confidentiality. In this way, trainees are exposed to a variety of situations, within the safe environment of the classroom, in which appropriate application of the Confidentiality Pledge may be less than obvious. For example, a trainer may begin role playing with a clear-cut situation ("May a CA act on a "hot" stock tip heard during a relay call?") and eventually proceed to situations in which appropriate judgment may be a bit more subtle ("Your callers are discussing a delicious-sounding recipe. It wouldn't do any harm for the CA to write it down to try it out at home, right?"). When trainees place themselves in these situations, the gravity of their responsibilities is driven home.

"Secret Agent" Program

An example of MCI's ongoing confidentiality training includes confidentiality-related posters featuring the "Secret Agent," placed in strategic locations throughout the relay center. These posters can be seen in places where CAs are likely to congregate, such as break rooms, time clocks, locker areas, etc. These posters remind CAs to "lock up" their conversations and not discuss anything related to calls they have relayed.

MCI believes that repeated exposure to concepts and frequent opportunities to apply those concepts are the keys to effective training. Accordingly, MCI has developed the "Secret Agent" program as a follow-up to the posters. Throughout the CA training program, trainers present scenarios to trainees and ask "what would you do?" This serves as an opportunity for examination of common situations a CA may face, and how they can best be handled within our strict confidentiality guidelines. Team supervisors also participate in the "Secret Agent" program with their teams of CAs. The program's logo is a black-cloaked detective with his finger to his lips. MCI is committed to meaningful, ongoing confidentiality training that gives CAs the experience to recognize potential confidentiality issues and the tools to deal with them in accordance with company policy and the needs of our customers.

Upon request from an FRS user, MCI will provide a copy of its Confidentiality Policy.

PLEDGE OF CONFIDENTIALITY AND CODE OF ETHICS

I, the undersigned, do hereby recognize the serious and confidential nature of this relay position and, therefore, promise in all good faith and conscience to abide by the following guidelines:

PLEDGE OF CONFIDENTIALITY

1. Under no circumstances will I reveal to any individual the identity of any caller or information I may learn about a caller while relaying conversations or upon overhearing a relayed conversation. This includes but is not limited to: names, phone numbers and locations.

2. I understand that observing or listening to actual calls by anyone other than the Communications Assistant serving that call is prohibited except for training or quality assurance purposes.

3. Under no circumstances will I act upon any information I may learn while relaying conversations or overhearing relayed conversations.

4. Under no circumstances will I discuss any information pertaining to relay users or call content with other Communications Assistants, friends or family members.

RELAY CODE OF ETHICS

1. Under no circumstances will I disclose to anyone the names, schedules or personal information of any fellow Communication Assistant or Supervisor working at the Relay Center.

2. I will not reveal my name in conjunction with my Communication Assistant number unless asked to do so by a member of Relay Administration.

3. Under no circumstances will I engage in conversation with another Communication Assistant at any point while processing a call, except when necessary for Communication Assistant replacement for meal breaks or end of shift and then only to inform them of technical considerations on the call.

4. I recognize that all components of call processing requires my undivided attention and that I may not engage in any other activity at any point during a relay call.

5. I shall convey the exact verbatim content of the user's words and the spirit of the user's meaning, unless otherwise directed by the user.

6. I shall not edit, censor, counsel, advise or provide personal opinions on calls. It is the user's right and responsibility to make his/her own decisions. I am to serve as a "human telephone wire" in the relay process. I will truthfully relay call status to both parties on a call.

7. I will not intentionally obstruct the receipt, transmission and/or the completion of relay calls.

8. I recognize that information about the policies, procedures, equipment or equipment configuration designed and maintained by MCI or any of its contract affiliates is proprietary and must remain confidential and on the premises.

9. In the event of my resignation or termination of employment, I will continue to hold the strictest confidence all information related to the work performed at the Relay Center.

I FULLY UNDERSTAND THAT VIOLATION OF ANY OF THESE SECTIONS IS GROUNDS FOR DISCIPLINARY ACTION, UP TO AND INCLUDING IMMEDIATE DISSMISAL, WITHOUT PRIOR WRITTEN WARNINGS OR PROBATION.

B-8   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 Carry-Over, ethics, confidentiality and other requirements of the Provider's operating policies and procedures. Training shall include both simulated and live on-line call handling.

<u>MCI Response</u>:   MCI has read, understands and complies.

MCI provides comprehensive and intensive training to all production floor employees including all CAs and CA supervisors. This training includes Deaf culture and disability training, the proper handling of all forms of relay – TTY, VCO, HCO, Voice, STS (for those employees who handle STS customers), ASCII, and IP-Relay – as well as the appropriate handling of special services and situations including MCI-offered enhanced services, emergency call protocol and procedures, and use of Directory and Operator Services.

MCI Training Room

MCI has included a comprehensive training plan that lists each workshop provided to all operators. This plan has been included as **Attachment B-8**.

MCI utilizes a variety of teaching styles and techniques including lectures, demonstration, video, overhead projections, group activity, interactive games and quizzes, peer presentations and hands-on experience (both simulated and live relay calls) in the new hire CA training program. Among the class topics covered is an extensive section relating to call handling policies and procedures. This in-depth class provides practice to ensure fast, efficient handling of the variety of call types that CAs face in the day-to-day handling of relay calls.

The MCI New Hire Training program is conducted over three weeks and includes:

- 80 hours classroom training
- 15 hours dedicated to Deaf Culture, ASL and ASL Gloss training
- 13.5 hours Practice Calls
- One week on-the-job training

Training covers all aspects of CA responsibilities with specific segments dedicated to:

- TRS Ethics and Confidentiality
- Call processing of all possible relay call types
- All aspects of available billing
- Emergency situations
- Customer Relations Management

The 80 hours of customized on site classroom training for all new hires includes side-by-side monitoring of experienced CAs taking live calls. After they are certified, newly-hired CAs spend an additional week taking IP-Relay calls in an on-the-job training program. After successfully completing the intensive three-week new hire training program, CAs are ready to begin taking FRS calls.

Within the classroom, trainees train and practice on hardware and software identical to that which they will be using on the production floor. This classroom time includes 13.5 hours of practice call sessions. The training area is equipped with all types of equipment that CAs may encounter when handling calls: TTYs (general and specialized such as the Ameriphone VCO phone), answering machines, voice mail and other automated systems. The new hire training program also involves processing mock relay calls to and from each type of equipment using a variety of call scenarios, e.g., VCO, HCO, VCO to VCO, answering machines, voice mail and automated response systems, etc. CA-trainees who have completed the initial two-week classroom training period are also allowed to utilize the training equipment to continue practicing and improving their call handling skills during their regularly scheduled work hours, provided that it does not interfere with the Center's ability to promptly handle production call traffic.

B-9   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, Florida Telecommunications Relay, Inc., universities, etc.) representing the hearing and speech impaired community would be used to assist with the training.

MCI Response: MCI has read, understands and complies.

MCI has provided a detailed Staff Training Plan as **Attachment B-8**.   Specific information on MCI's Disability Awareness Training program can be found in Unit 5 of this attachment.

Formal training regarding deaf culture is one of the primary means of familiarizing new CAs with deaf culture and the deaf community. Particularly emphasized are the language, behaviors, social norms and attitudes of the deaf community and how these are viewed by and/or directed towards hearing people or people outside of deaf culture. Thus, new CAs are exposed to the culture of a large portion of relay customers and achieve a functional understanding of the differences (both real and perceived) between deaf and hearing cultures. Deaf culture and disability awareness training is presented by members of the deaf community. MCI's training program includes a minimum of twelve (12) hours of training relating to disability awareness.

MCI conducts ongoing cultural and disability awareness training sessions and requires CAs and Supervisors to attend them on a regular basis.

The objective of MCI's disability awareness training is to cultivate an understanding of the different and unique needs and issues of FRS users, toward the goal of promoting empathy and thereby achieving efficient service. This training covers all aspects of the FRS user community and the issues related to each TRS user group. Specific areas of coverage include:

- Deafness; meanings, differing views, and various communication needs
- Deaf Culture; why it exists, history and ASL
- Deaf community issues; cultural expectations, challenges, and differing perspectives
- Hard-of-hearing consumers; general profile, organizations that serve them, and their unique relay usage
- Late-deafened consumers; general profile and their unique needs

- Deaf-blind consumers; their diversity and frequently requested relay services
- Hearing users; general expectations of relay

These themes are continually revisited and reinforced throughout all aspects of training, thereby providing CAs a comprehensive understanding of relay consumers, their specific relay needs and a general understanding of the services available to them.

MCI commits a portion of each training day to disability awareness so that CAs and CA supervisors are impressed with an appreciation of and have a well-rounded understanding of the customers they will be serving.

The following is a brief sample of some of the powerful and poignant video presentations given to CA trainees as part of MCI's disability awareness training:

- A speech-disabled customer using a Delta Talker addresses a class at University of California – Berkeley on the challenges associated with everyday life activities of people using wheelchairs and speech-assistive devices.
- A televised newscast chronicling the San Francisco demonstration in which members of the disabled community are seen blocking major intersections and being literally dragged away by police after protesting the proposed elimination of wheelchair ramps on municipal buses in favor of paratransit.
- VCO-to-VCO users and Speech-to-Speech users demonstrate the use of those services and the difficulty with communication they experience without those services.
- Members of the disabled community act out realistic vignettes depicting the difficulties faced by the disabled in such situations as obtaining medical care and ordering at a fast food restaurant.

The ASL gloss and deaf culture sections are presented, to the extent feasible, by a certified ASL trainer; whenever possible, speakers from the community with expertise in specific subject areas relating to disability are invited to give presentations. ASL gloss and language sessions presented by members of the deaf community are provided to the CA workforce on an ongoing basis throughout the year.

Ongoing awareness and culture training is provided on a regular basis to all CAs and CA supervisors. Topics of ongoing training include refresher information on the basics of deaf culture as well as recent developments or events pertaining to deaf culture.

Extensive training is provided to the select pool of CAs who handle Speech-to-Speech calls in addition to the above. MCI has established a "library" of audio tapes made for MCI by STS users who have varying speech patterns and degrees of speech intelligibility.

Relay ethics and confidentiality is stressed throughout training and on a day-to-day basis in the relay center. All relay personnel must sign an Oath of Confidentiality. An alleged breach of confidentiality is immediately investigated and the employee is placed on administrative leave until the investigation is complete. Breach of confidentiality is grounds for termination. An employee who has been terminated for breach of confidentiality is not allowed to work again for MCI.

MCI Global Relay benefits from a National Deaf Culture and Disability Awareness Program that utilizes the best resources available, not only locally, but on a national basis to conduct new-hire and on-going supplemental training to all of our Relay Operators and Support Staff. MCI utilizes Deaf community members as well as Speech Disabilities Specialists/Audiologists and Certified Interpreters to provide Operators with a well-rounded education regarding disability issues. In addition to visiting instructors from other centers and organizations, MCI plans to host "FRS Customer Panels" including members from all Relay Customer groups: Late Deafened, Hard of Hearing, Speech Disabled and Deaf consumers to enhance the Operators understanding of the expectations and needs of our Relay Customers.

Upon contract award, MCI will work with local agencies and invite their involvement in this training. Among the groups MCI will contact for their involvement are:

- Florida Telecommunications Relay, Inc.
- FL Deaf Clubs and Support Centers
- FL University Speech and Language Departments
- FL University Audiology Departments
- FL Chapters of SHHH (Self Help for Hard of Hearing)
- FL Chapters of ALDA (Association for Late Deafened Adults

B-10 Counseling of CAs and Staff

Bidders are required to outline a program for counseling and support 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.

MCI Response: MCI has read, understands and complies.

MCI currently has in place a number of programs intended to address the issue of CA counseling. All of MCI's counseling programs are designed to alleviate operator stress while maintaining confidentiality in accordance with all provisions noted within this RFP.

MCI recognizes that Relay Supervisors, Trainers and other Support Staff need specialized training in order to immediately assist a CA who may have handled a highly stressful or upsetting Relay call. MCI believes that appropriately allowing a CA to "vent" *their feelings* when a call upsets them is important not only to ensuring that CAs well-being but also to ensure that the MCI Relay Pledge of Confidentiality and Code of Ethics be upheld. MCI National Training and Quality Assurance has developed a full training session for Support Staff to address this very important issue. Modules for this training include, but are not limited to:

- Coaching for Confidentiality
- Venting the Safe and Ethical Way
- Detachment Training
- Understanding and Relieving Stress
- Counseling Roles Plays and Exercises

POSTED GUIDELINES

MCI Relay Cubicles have posted reminders about the importance of Confidentiality and Ethics. Additionally, MCI issues a "Venting Checklist" to each operator station. This guide assists CAs, Supervisors and Managers in determining when is the proper time to seek assistance and how to request that assistance while remaining within the confidentiality guidelines. Among some of the key items within this guide:

- How to determine if a CA needs to meet with their Supervisor or Manager
- What the CA and Supervisor *may* discuss (CA's feelings, personal stressors)
- What they may *not* discuss: call content, any information about any Relay Consumer, any identifying specifics about a call.

The problem of stress related calls is a high-ranking concern for CAs. MCI considers CA counseling to be a very high priority and offers employee counseling and assistance to minimize the effects of workplace stress. Because the stress reduction needs of the CA are both short term and long term in nature, the CA assistance program will operate at two levels, one designed to provide immediate support to the individual during the shift and another through an employee assistance program (EAP) that provides ongoing and long term assistance.

Both MCI's Employee Assistance Program and the CA Assistance Program are available to CAs to address the tensions that are created while assisting customers in making relay calls, some of which can be intense for some CAs. The tensions caused by this stress can filter from the work place into the individual's personal or family environment. The goal in the provision of an in-house counseling program is to assist CAs in their abilities to effectively cope with and manage day-to-day workplace stress.

Support of the CA during the shift will be in the form of "debriefing" from the designated team leader while adhering to the confidentiality requirements. Team leaders may also decide to provide an additional break for a CA who has just completed a call that is determined to be especially stressful. In addition, immediate assistance in call processing can be provided if the CA is having difficulty with content, language or the attitude of a caller. These measures are designed to provide immediate coping strategies but do not address the potential long-term stress associated with the role of the CA. For this reason, an employee assistance program has been designed to reduce the cumulative affects of work related stress.

The Employee Assistance Program will deploy Human Resources and external personnel to provide counseling support through a variety of options, including walk-in, short-term individual, and structured group counseling sessions. Human Resources personnel will also gather relevant resource materials and information on available community resources/programs in response to more specific concerns and issues of CAs. The Employee Assistance Program includes professionally trained counselors that are licensed and knowledgeable in the field of communication disabilities.

SHORT-TERM ASSISTANCE OPTIONS
A variety of service options would be made available to CAs seeking assistance/support:

- Walk-in sessions - CAs would take advantage of these on a one-time/as-needed basis, or for intake purposes (to request individual/group assistance).

- Individual sessions - This service would be short-term in nature and aimed towards resolution of immediate workplace issues, concerns, and/or problem areas.

Group sessions include:
- Supportive group sessions for newly hired CAs, for a specified period of time;
- Open group sessions for more experienced CAs aimed at resolution of specific workplace issues/concern shared by a number of CAs.

IMPORTANT NOTE: Individuals providing the support in this endeavor/program do not extend support to supervisors seeking employee performance appraisal/disciplinary assistance. Instead, supervisors are expected to take advantage of training programs offered in these areas. They may also seek guidance from training personnel and/or the assistant director of the human resources unit.

LONG TERM ASSISTANCE OPTION

Structured individual and/or group sessions will be set up to address the specific needs of CAs with varying experience levels. These sessions will also provide an avenue whereby CAs can obtain relevant and timely feedback, information, and personal support on specific areas of concern. Group discussion topics may be either selected in accordance with the needs of specific groups and/or raised by more experienced group participants.

The primary objectives of the CA Assistance Program are to accomplish the following:

- Increase employee effectiveness in coping with day-to-day (job-related) stress;
- Develop employee competence, i.e., ability to perform effectively/succeed on the job;
- Enhance employee workplace morale;
- Increase employee awareness of/differentiation between workplace issues and those more appropriate for outside intervention;
- Enhance open communication between employees and their supervisors; and
- Minimize employee turnover.

While these options are designed specifically to meet the ongoing workplace needs of CAs, they will be made available (as resources permit) to other personnel within the Relay Center.

B-11   Procedures for Relaying Communications

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

a.   The CA is 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.

MCI Response: MCI has read, understands and complies.

MCI CAs will answer each incoming FRS call with the relay service name, the CA's four digit identification number and the CA's gender (designated by an "F" or an "M" after the CA Identification number), e.g., Text users will be greeted with, "FRS CA 1234F NBR CALLING PLS QQ GA".

Voice callers will be greeted with, "FRS Service, this is Operator 1234 ..."

Spanish calls will use the appropriate equivalent Spanish language greeting.

FRS callers may request a CA of a specific gender either at the onset of a call or in their caller profiles.   MCI will make every possible effort to accommodate requests for a specific gender.

b.   The user shall be kept 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 the call status within 10 seconds after a caller has provided the number to call and continue to provide feedback until the call is answered.

MCI Response: MCI has read, understands and complies.

CAs are trained to smoothly facilitate call connections and keep customers informed of the status of their call by indicating such call conditions as ringing, busy, dialing, disconnected or on hold.   MCI operators will provide feedback to callers on the call status within 10 seconds after the caller has provided the number to call.

CAs will also keep the TTY user informed of what is taking place during any lulls on a call by describing, in parenthesis, what the CA hears, e.g., "(SOUNDS LIKE PAPERS SHUFFLING)."   Unless instructed otherwise, during "on hold" periods, the CA will maintain periodic contact with the caller to confirm a continued connection with the CA, e.g., "(STILL HOLDING)".

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

MCI Response: MCI has read, understands and complies.

MCI trains all CAs to understand that the relay caller is always in control of how the call is handled. This is a focal point in initial and on-going training.

The CA always follows the caller's profiled preferences or on-line instructions for call handling including, but not limited to:

- Identification of relay services
- Explanation of relay
- Leaving messages on voicemail or pagers
- Announcing the name of the caller
- Asking for specific individuals

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.

MCI Response: MCI has read, understands and complies.

CAs are trained to type or verbalize exactly what is said or typed, including all comments outside the normal flow of conversation, and at all times during the conversation, unless requested otherwise.   CAs will also summarize automatic recordings if requested by the caller. Callers can request summarization either during a call or can have it preselected in their profile.

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.

MCI Response: MCI has read, understands and complies.

MCI's CAs are trained to ask every non-text user receiving a call whether he or she is familiar with relay service or has previously used relay service, unless the caller is otherwise profiled or requests otherwise prior to the outgoing call. If the user so requests, the CA will not announce a call as a relay call nor will the CA inform the telephone user that the TTY user is hearing or speech disabled unless the TTY specifically requests the CA to make such an announcement.

If the called person is unfamiliar with relay, and in the absence of instruction from the caller, the CA will send the macro message "(EXPLAINING RELAY)" to the TTY user while providing the explanation to the non-TTY user. During this time, the TTY user can begin typing his or her initial message. In the rare instance when a voice caller reaches a TTY user who is unfamiliar with Relay, the CA will inform the voice user that he or she is explaining the service, and ask the voice caller to hold until the TTY user is comfortable with the procedure.

Unless specifically instructed by the caller, the CA will not inform the called person that the caller is deaf, hard-of-hearing or speech disabled.

MCI's customer profile provides an option for "No Explanation of Service." By selecting this option, the TTY user's call is to be announced by the CA, but the CA will not ask the called party, "Do you know how to use Relay?" nor will the CA explain the service to the called party. Explanation of the service will be left to the caller. Callers can override this profile selection simply by so instructing the CA.

The following is a sample script for explanation of relay service to a non-TTY user receiving a call:

> "You are receiving a call from a person who uses a text telephone. The person will be typing and I will read the conversation to you. When you hear the words, 'Go Ahead', it is your turn to respond. Please speak more slowly and in the first person because you are talking directly to the person. I will type everything I hear on your end of the line. When you are finished speaking and ready for a response, say, 'Go Ahead', which will signal the person to being his or her response to you. Relay will begin now."

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.

<u>MCI Response</u>:   MCI has read, understands and complies.

The CA will use a conversational tone of voice appropriate to the type of call being made when speaking for the TTY user, and will not voice the conversation as individual words appear on the console. To supplement initial training, MCI offers on-going training workshops that involve CAs role-playing conversations in order to practice using tone of voice appropriate to the conversation.

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

<u>MCI Response</u>:   MCI has read, understands and complies.

MCI's CAs are trained to immediately inform the TTY user by typing in parentheses if another person (non-TTY user) joins the call.

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.

<u>MCI Response</u>:   MCI has read, understands and complies.

Any comments made by the CA to either party outside of the relayed conversation are typed to the TTY user in parentheses and prefaced with "CA here" when directed to the voice user. For example, when asking for spelling, the CA will say to the voice user, "CA here, please spell the name" and type to the text user, (CA ASKING FOR SPELLING).

CAs are trained to use parentheses when typing non-conversation information, such as background sounds and comments made outside of the relayed conversation, in order to differentiate that information from the normal flow of conversation.

It is important to note that CAs are expressly forbidden to make comments to either party without previous instruction or request from one of the parties.   The only exception to this are comments made that are fundamentally required to maintain a seamless conversational pace and flow such as "Is that a go ahead?" or "operator here please repeat from…."   When making these comments CAs are trained to be polite, professional and brief, thereby ensuring a pleasant relay experience.

Additionally, in the event that one party on a conversation instructs the CA to provide comments outside of the normal conversation, the CA will inform the other party of the nature of these comments.

i.   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.

MCI Response: MCI has read, understands and complies.

CAs always verify the spelling of proper nouns, unfamiliar technical or specialized terms, numbers, addresses, etc., that are spoken rather than "guessing" at the proper spelling. Requests for spelling clarification are communicated to both parties, e.g., prefaced with "CA here" to the voice user and typed to the text user in parentheses in order to differentiate the question from the normal flow of conversation. To illustrate, the CA will say to the voice user "CA here, please spell that word" and type to the text user "(CA ASKING FOR SPELLING)." If a word is being spelled out, the CA will convey this to the text user by incorporating a space between each letter, e.g., "R E L A Y".

j.   CAs shall stay on the line for a minimum of ten (10) minutes before allowing a change in CAs. For STS calls, the CA must stay on the line a minimum of fifteen (15) minutes. If a user requests that the same CA be used during the entire conversation, the system shall comply whenever possible until both parties have terminated the call.

MCI Response: MCI has read, understands and complies.

MCI prefers in all cases to have the CA who answers a call remain on the line for the duration of that call until both parties have terminated their conversation. However, in the event that it is not possible for the answering CA to remain with a call, it is MCI policy for that CA to remain with the call for **a minimum of fifteen (15) minutes**.

In the event it is necessary for an in-call replacement of a CA, the change will be announced to both the caller and the called person. To the extent possible, the replacement CA will be the same gender as the original CA. The transfer will occur while the TTY user is typing. The replacement CA will announce his or her identifying information to the voice user at this time by saying, "RELAY FLORIDA TRS CA 4321F continuing your call" and will resume voicing what the TT user is typing. After the text user's "GA," the CA will inform the TT user of the change by typing, "(FRS CA 4321F CONTINUING UR CALL)" and will resume typing what the voice person is saying.

k.   CAs shall not counsel, offer advice, 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.

MCI Response: MCI has read, understands and complies.

In keeping with the Pledge of Confidentiality and Relay Code of Ethics, CAs will not counsel, advise, or interject personal opinions, messages, observations, personal questions or additional information into any relay call.   Neither will they make any value judgments on the content of any call including profanity or obscenity or legality of any messages. Rather, they will relay conversations verbatim unless requested otherwise by either party. Additionally, personal conversations between a CA and anyone calling FRS are not permitted.

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

MCI Response: MCI has read, understands and complies.

MCI understands and agrees that callers will not be required to give their names or the name of the party they are calling.   If names are provided in advance of the call, this information shall not be recorded in any form without the express permission and knowledge of the caller (i.e. for the placement of additional or sequential calls or for billing purposes).

If an instance arises that having specific information, such as the full name of the calling party, will help facilitate the call, the CA may ask the caller to provide that information and will explain how that information may facilitate the call. Under no circumstances will a CA refuse to make a call if the caller does not wish to provide specific information.

m.   The system shall transmit conversations between TTY and voice callers in real time.

MCI Response: MCI has read, understands and complies.

MCI believes that relay customers have the right to have their conversations relayed in real-time and verbatim. These concepts are reinforced during initial and on-going training sessions. CAs learn how to process and relay calls in real time and to relay conversations verbatim.

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

MCI Response: MCI has read, understands and complies.

MCI places no limits or restrictions on the length or number of calls placed through the relay service.   Users may place any number of calls, place any number of consecutive calls and may talk for any length of time on any of these calls.

o.   If a user requests that a CA of a specific gender be used, the provider shall make best efforts to accommodate the request when a call is initiated and at the time the call is transferred to another CA.

MCI Response: MCI has read, understands and complies.

FRS callers may request a CA of a specific gender either at the onset of a call or may establish a preferred gender in their caller profiles.   MCI will make every possible effort to accommodate requests for a specific gender.

B-12   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.

MCI Response: MCI has read, understands and will comply.

MCI can offer English-Spanish translation if the state so requests.

B-13   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.).

MCI Response: MCI has provided support for additional languages for past relay service contracts and is willing to discuss offering additional language support such as French or French Creole.   MCI would like to work with the state

to determine the specific need for these additional languages in order to staff the FRS Call Center appropriately.

B-14   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.

MCI Response: MCI has read, understands and complies.

There is always at least one supervisor proficient in ASL on every shift in every call center to assist with any questions or difficulties that may arise during the processing of ASL calls.

B-15   Confidentiality of Calls

As required by Section 427.704(1)(c), Florida Statutes, 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.

MCI Response: MCI has read, understands and complies.

MCI presently adheres to all of these policies in its existing call centers.

MCI has included a full explanation of its confidentiality efforts in **Section B-7.e** of this proposal.

a.   When training new CAs by the method of sharing past experience, trainers shall not reveal any of the following information:
1)   Names of the parities on the call.
2)   Originating or terminating points of specific calls.
3)   Specifics of the information conveyed.

MCI Response: MCI has read, understands and complies.

While MCI relies upon past CA experiences in order to provide "real-life" training scenarios, trainers never use any specific information that may violate confidentiality regulations.   This includes any information regarding the caller or called party including names, genders, and ages, originating and terminating points of the call, or specifics of the information.

Instead, MCI's trainers generalize the information on the call to provide appropriate scenarios.   For example, a trainer may introduce a scenario such as: "May a CA act on a "hot" stock tip heard during a relay call?" but would not reveal any specifics regarding the parties involved, timeframe (e.g. dates) or specific call information.

b.   CAs shall not discuss, even among 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.

MCI Response: MCI has read, understands and complies.

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.

MCI Response: MCI has read, understands and complies.

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

MCI Response: MCI has read, understands and will comply.

B-16   Types of Calls to be Provided:

a.   Text-to-voice/voice-to-text. The provider shall transmit conversations between TTY and voice callers in real time.

b.   Voice carry-over (VCO), two-line VCO, VCO-to-TTY, and VCO-to-VCO.

c.   Hearing carry-over (HCO), two-line HCO, HCO-to-TTY, HCO-to-HCO and CapTel service or its equivalent service.

MCI Response: MCI's system supports a wide variety of relay call modalities. With the exception of CapTel service, MCI presently provides all of the above call types.   More information on MCI's CapTel capabilities can be found in **Section B-22** of this proposal.

MCI's system also supports a number of other call modalities not mentioned in the lists above.   In addition to the call types indicated above, MCI will provide:

- Speech-to-Speech (STS), STS to ASCII, STS to VRS, STS to VRS HCO, STS to VRS VCO, STS to IP-Relay

- HCO to STS, HCO to VCO, HCO to ASCII, HCO to IP-Relay

- VCO to STS, VCO to STS, VCO to ASCII, VCO to IP-Relay

- Voice to STS, Voice to ASCII, Voice to VRS, Voice to VRS HCO, Voice to VRS VCO, Voice to IP-Relay

B-17   Call Release Functionality.

Call release functionality is a feature that allows the CA to sign-off or "release" from the telephone line after the CA has set up a telephone call between the originating TTY caller and a called TTY party, such as when a TTY user must go through a TRS facility to contact another TTY user because the called TTY party can only be reached through a voice-only interface, such as a switchboard.

The provider shall also immediately release a call when a TTY user using the relay system is inactive for more than 30 seconds.

MCI Response: MCI has read, understands and complies.

The MCI console has been designed to allow a CA to release from a call if necessary.   For example, if a TTY-user reaches another TTY-user instead of a voice user, the CA will release from the call so that both TTY-users can communicate directly to each other.   Likewise, if a voice user reaches another voice user, the CA will also release the call.   If a switchboard answers a call in voice and then transfers the caller to the TTY, the CA will also release the call.

In the event that a TTY user is inactive for 30 seconds or more, the CA will release the call.

MCI's goal is to ensure that FRS users experience as little inconvenience as possible. By releasing calls as above, FRS users will not have to hang-up and redial numbers to leave a message or to continue a call with a called party.

B-18   Speed dialing.

A feature that allows a TRS user to place a call using a stored number maintained by the TRS facility. In the context of TRS, speed dialing allows a TRS user to give the CA a "short-hand" name or number for the user's most frequently called telephone numbers.

MCI Response: MCI has read, understands and complies.

MCI currently offers an automated customer preference database that stores user profiles in order to assist CAs in facilitating their relay calls by identifying callers' preset preferences. This information generally includes preferred call setup information and preferred call handling options. The MCI system queries the customer preference database using the caller's ANI information upon receiving an inbound call and upon placing an outbound call.

In addition to general call-setup and call-handling preferences, MCI's customer preference database provides users with several additional features. Among these features is a thirty (30) number speed dial list to allow callers to quickly and easily place calls to those numbers which they most frequently use.

In order to use the speed-dial feature, customers must preset their speed-dial numbers in their customer profiles by including the number to be dialed along with a reference name for that number (e.g. "Mom", "Office", "Pizza Store", etc.). Once the customer has set these numbers and reference names within his or her profile, the customer simply asks the CA to dial the number using the speed-dial number's reference name. For example, a customer may create a speed-dial number named "Office" that automatically dials his or her work phone number. Upon reaching a CA, the user simply requests the CA to dial "Office" and the call will be placed immediately.

B-19   Three-Way Calling Functionality.

A feature that allows more than two parties to be on the telephone line at the same time with the CA.

MCI Response: MCI has read, understands and complies.

MCI's system supports 3-way calling where neither the originator nor terminator is required to have 3-way calling on their phone system.

Through MCI's 3-way calling solution, FRS users can place an initial phone call then choose to add in an additional terminating party and conference the users together at the relay center. The CA relays all parts of the conversation.

B-20   Voicemail and Interactive Menus

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

The bidder shall explain how messages will be left on or retrieved from answering machines and how interaction with voice response units will be accomplished. The bidder should explain how any access code used to retrieve messages will be confidentially handled.

MCI Response: MCI has read, understands and complies.

MCI's CAs are given significant training on procedures for leaving messages on answering machines or other voice processing systems, as well as on retrieving the full text of recorded messages including interactive voice recording units and BOC/LEC recordings.

The MCI Global Relay platform includes an enhanced recording tool that allows CAs to simultaneously record and play back recordings other than answering machines in order to assist the CA in relaying recorded messages that may be encountered on an outgoing call. Simultaneous recording and playback allows the CA to immediately begin typing the outgoing message verbatim to the caller as soon as the call is answered (unless otherwise instructed by the caller). The recording tool function also has options to reduce the speed of playback, which helps the CA to type the recorded message without error.

The CA follows a slightly different procedure in the case of answering machines in order to serve both the text and voice customers optimally:

1. Upon reaching an answering machine, the CA uses a "hot key" to send the macro (COLLECTING INFO PLS HD).
2. The recording tool is used to record the entire outgoing message.
3. The CA disconnects the answering machine at the tone or "beep" and begins verbatim playback and transcription, including such highly pertinent information as tone of voice and any background sounds heard. This serves to avoid leaving an unintended message on the voice customer's answering machine should the device begin recording during the simultaneous playback procedure.
4. Once the entire text of the answering machine message has been relayed, the text customer is prompted with the option to redial and leave a message: (MSG FINISH   DISCONNECTED LEAVE MSG QQ) GA

For all text-originated calls, the recording tool is immediately available to record answering machine and voice recording unit (VRU) messages without intervention by the CA, thereby ensuring that the entire message can be relayed to the customer. The CA turns the recorder off when a voice user is reached.

The CA will immediately send notification through a hot key on the console to the caller that an answering machine or other answering device has been encountered and the gender of the voice on the answering machine or recording. The CA will place subsequent calls to the same number as instructed by the caller at no additional cost to the caller, e.g., to leave a message on an answering machine, or to connect the caller with the desired service or obtain desired information. MCI's CAs receive specific, detailed training and practice in the navigation of multi-layered VRU menus and multi-branched recording trees to obtain specific information requested by the caller.

Captured announcements or messages are not retained beyond the duration of the incoming call.

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?

MCI Response:

MCI's CAs are thoroughly and carefully trained to efficiently retrieve relay customers' answering machine and voice mail messages upon request.

Upon reaching an answering machine or voice mailbox, the CA will prompt the caller to provide the necessary information to access the messages (e.g. security code, mail box number and/or password).

CAs are also prepared to obtain and follow specific instructions as to the treatment of each message after its text is transcribed (e.g., save, delete or ignore).   If necessary, the CA can activate the console's recording tool in order to capture all of the message(s) on the answering machine or voicemail.   The CA will then relay this information verbatim to the user along with any prompts from the answering machine or voice mail device.

In the case of a VCO customer, who would be voicing rather than typing information and instructions, the CA records the data provided in a one-touch electronic notepad.   The contents of the notepad remain visible to the CA during call setup; using a toggle key, the notepad can be hidden when no longer needed but can be re-displayed at any time. The CA uses the Dual Tone Multifunction (DTMF) key to enter the access information provided by the customer, such as numerals and symbols (*, #, etc) and thereby generates the corresponding tones. The recording tool, which is automatically activated without any CA action upon dial-out, is then utilized in simultaneous playback mode so that when the first and each subsequent message begins playing, the CA can begin typing immediately. The CA can slow down or speed up the recording as needed and can rewind as often as necessary to achieve verbatim relay while the recording tool continues to record.

B-21 Voice and Hearing Carry-Over

The provider shall provide both voice and hearing Carry-Over upon request of the user. A TDD user may request voice Carry-Over (VCO) which will allow him/her to speak directly to the telephone user and receive the message typed back on the TDD. In addition, a TDD user may request hearing Carry-Over (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.

MCI Response: MCI has read, understands and complies.

MCI's relay platform supports both VCO and HCO, and MCI has extensive experience providing HCO and VCO services. Both VCO and HCO are major areas of CA training. To augment the basic training provided to CAs, MCI's Policy and Procedures Manual details the process for handling VCO and HCO calls and these features are a topic of on-going CA training. MCI will leverage its experience in providing VCO and HCO services to FRS users at service cut-over. An overview and description of MCI's VCO and HCO solutions are provided below:

Basic Voice Carry-Over (VCO-to-Voice)

VCO is designed for people who have a hearing loss and who choose to use their voices to communicate via relay. With VCO, the VCO user informs the CA that VCO is the preferred communication method at the beginning of the call (or if the VCO user has established a profile for VCO, the CA is automatically notified of this upon receiving the call and the system sets up the call to be answered in VCO mode). The CA is able to change call connection to VCO with one keystroke. The CA will inform the caller that VCO is on (VCO ON) and prompt the caller for the number to dial. The process works the same for Voice-to-VCO calls.
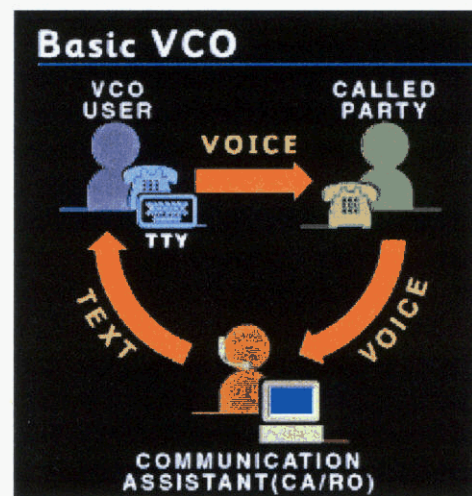
With VCO, the VCO user can either speak directly to the CA and provide the number to be dialed, or give the CA the number via text. When the called person answers, the CA will announce relay (unless the caller requests otherwise) and explain how VCO works.   A sample explanation of VCO is as follows:

> "You are receiving a call from a person who uses Voice Carry Over on a text telephone. They will be speaking directly to you and I will be typing your response. When you hear the words, "Go Ahead," or "GA," it is your turn to respond. Please speak more slowly and in

the first person because you are talking directly to the person. I will type everything I hear on your end of the line. When you are finished speaking and ready for a response, say, "Go Ahead," which will signal the person to begin their response to you. Voice Carry Over relay will begin now."

The call proceeds with the VCO customer voicing his or her side of the conversation to the called person, and the CA typing to the VCO user the called person's side of the conversation. MCI handles VCO calls from persons using either direct connect or acoustic TTY mode.

VCO to VCO

VCO-to-VCO relay is an enhancement to basic VCO, where both the caller and the called person are VCO users. With VCO-to-VCO, the caller informs the CA of the intention to call another VCO user for the purpose of efficient call set-up. The two parties speak directly to each other and the CA types the spoken conversation for each VCO user.

VCO-to-VCO service is a sub-category of VCO training. MCI's platform supports VCO-to-VCO, and MCI has experience providing VCO-to-VCO services. To augment the initial training provided to CAs, MCI's Policy and Procedures Manual details the process for handling VCO-to-VCO calls and this feature is a topic of on-going CA training. MCI will leverage its experience in providing VCO-to-VCO service to FRS users at service cut-over.

Basic Hearing Carry Over (HCO-to-Voice)
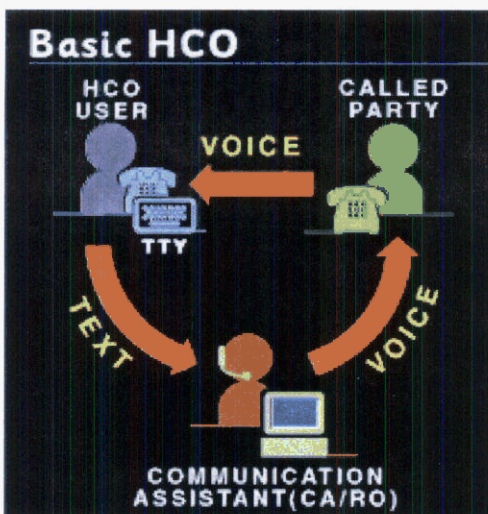
HCO was designed for people with a speech disability people who wanted to hear the voice of the person they are calling (or from whom they received a call), with the CA voicing what the HCO user types on their TTY.

With HCO, the HCO user informs the CA that HCO is the preferred communication method at the beginning of the call (or if the HCO user has established a profile for HCO, the CA is automatically notified of this upon receiving the call and the system sets up the call to be answered in HCO mode). The CA is able to change call connection to HCO with one keystroke.

With HCO, the HCO user types the conversation to the CA who voices what the HCO user types. The HCO user hears what the other person says. MCI handles HCO calls from persons using either direct connect or acoustic TTY mode.

<u>HCO to HCO</u>
HCO-to-HCO is an enhancement of basic HCO where each party on the call is an HCO user. Each HCO user will use a TTY to transmit the conversation through the CA. The CA will voice each part of the conversation to the HCO users.

HCO-to-HCO service is a sub-category of HCO training. MCI's platform supports HCO-to-HCO, and MCI has experience providing HCO-to-HCO services. To augment the initial training provided to CAs, MCI's Policy and Procedures Manual details the process for handling HCO-to-HCO calls and this feature is a topic of on-going CA training. MCI will leverage its experience in providing HCO-to-HCO services to FRS users at service cut-over.

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 Carry-Over to Voice Carry-Over (VCO to VCO) and for two persons who are speech disabled to hear for themselves by means of Hearing Carry-Over to Hearing Carry-Over (HCO to HCO).

<u>MCI Response</u>: MCI has read, understands and complies.

As an extension of the basic VCO capability, two-Line VCO allows for a truly interactive conversation without having to say "GO AHEAD". Calls are relayed so smoothly that often the called person doesn't even know that a CA is involved. MCI will provide 2LVCO in both English and Spanish.

This feature requires that the user has two phone lines:

One line must be connected to the caller's personal computer or a TTY. A computer is preferable because it is faster and has a larger screen, making it

Two Line VCO

2 LINE VCO USER

CALLED PARTY

TTY

TEXT — LINE 1

VOICE — LINE 2

VOICE

COMMUNICATION ASSISTANT(CA)
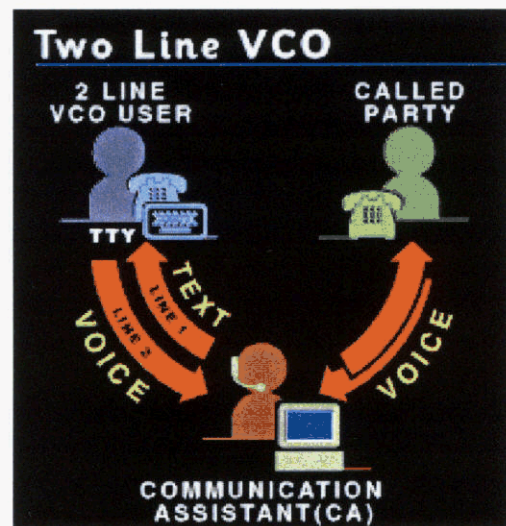
easier to see the entire conversation.

Another line must be used as a voice line. Three-way conferencing capability must be ordered from the caller's local phone company for this line.

In order to place a 2LVCO call, the user:

- Dials the relay access number using a computer or TTY.
- Gives the CA the dialing information for the 2nd phone line.
- Answers the incoming call from the CA on the second phone line, and instructs the CA to hold while they dial the number of the person they want to call.
- Presses the "flash" or "hold" button on the telephone and dials the number of the person they want to call.
- Presses the "flash" or "conference" button when the outgoing call has been dialed to conference in the CA, who keeps the 2LVCO user informed of call status via text then relays the conversation once the outgoing call has been answered.
- Speaks directly to the person they are calling.

The CA types the called person's conversation. Because neither the caller nor the called person needs to say "go ahead", and the 2LVCO user uses his or her residual hearing to listen to what the called person is saying with text support from the CA, the conversation proceeds at a more rapid conversational pace than that of traditional relay or basic VCO. Given the speed of the conversation, the caller may request that the CA use abbreviations and/or summarizations in order to keep pace with the conversation.

MCI also provides Reverse 2LVCO.

B-22 CapTel or Equivalent Voice Carry-Over
The provider shall provide as part of its proposal a description of how CapTel or its equivalent service will be provided, including 2-line captioned service. If an equivalent service is provided, it must be compatible with the existing CapTel telephones currently in use by end users. The provider shall price the CapTel service separately from other relay services in its price proposal.

MCI Response: MCI has read, understands and will comply.

MCI will provide CapTel[1] Services for the State of Florida in accordance with all of the RFP's requirements.   This Captel service will include 2-line captioned service and will be made available for up to 100 new users annually.

CapTel technology enables users to simultaneously listen to and read a conversation.   A special CapTel telephone with an integrated display provides captions of everything that is said in a conversation.   To place a call through the CapTel service, a user simply dials whatever number they wish to reach.   The call is placed to that number and is also connected to a captioning service that transcribes everything said during the conversation.

How Does the CapTel™ Phone Work?
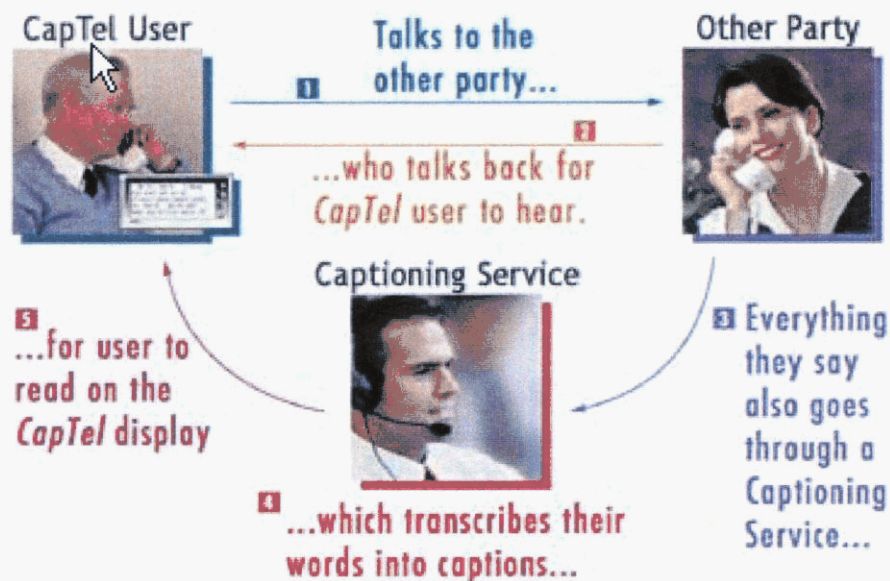
MCI believes that CapTel is a valuable communication option that should be made available to all relay users.   MCI will provide outreach and education assistance on the features, benefits and usage of CapTel.   MCI will also work with FTRI or any other state-designated organizations to support the distribution of CapTel equipment to end users throughout the state.

The basic CapTel service will be available to users 7x24x365 and will abide by all of the requirements for standard relay service contained within this RFP.

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[1] CapTel, the CapTel logo, Ultratec and the Ultratec logo are each registered trademarks of Ultratec, Inc.

In addition to single-line CapTel, MCI will make two-line CapTel ("2LCT") available to users.   In order to make calls through two-line CapTel, users must meet the following minimum requirements:

- User must have two telephone lines available for use with the CapTel phone.   One line is used for incoming and outgoing telephone calls and the second line is used to connect to the CapTel Service.
- User must have a 2LCT CapTel phone.

Pricing for CapTel has been provided separate from all other relay services offered.

B-23   Turbocode™

The provider shall provide Turbocode™, or its functionally equivalent, service that allows the relay user to interrupt the CA or other TDD user as part of the basic relay system.

Pricing for this service shall be included in the basic relay price in the bidder's price proposal.

<u>MCI Response</u>: MCI has read, understands and complies.

MCI currently provides TurboCode ® for sending and receiving relay conversations.   TurboCode is faster than Baudot but does not have the limitations associated with relay using ASCII.   With TurboCode, information is transmitted as fast as a user types.   Additionally, TurboCode provides the capability to interrupt a conversation in progress.   Since TurboCode is standard technology throughout all of MCI's call centers, there are no integration or transition requirements that must be met prior to implementation.

Pricing for Turbocode is included in the basic relay price in the Price Proposal.

B-24 Speech to Speech

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

Pricing for STS service shall be included in the basic relay service price in the bidder's price proposal.

MCI Response: MCI has read, understands and complies.

MCI was one of the first relay providers to offer STS services to its customers, and has provided STS services the longest amongst relay service providers. STS relay service is an enhancement that enables individuals with a speech disability to place telephone calls through the relay service using their own voice, or a voice synthesizer, rather than using a text telephone (TTY). STS relay allows for communication between individuals with a speech disability and "voice-able" and TTY users.

Speech-to-Speech Relay (STS)
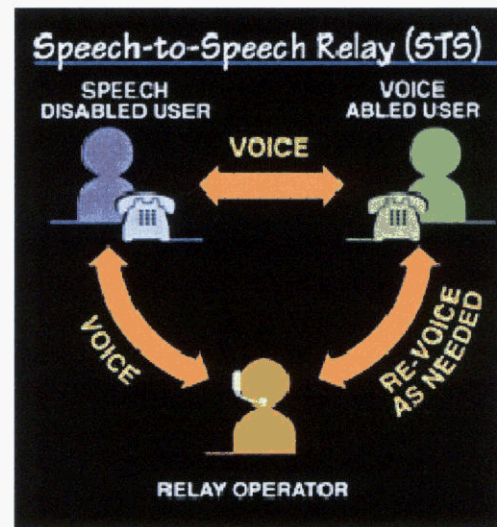
In providing STS services, MCI employs uniquely trained operators who function as human "voicers" for customers with a speech disability and who have trouble being understood on the telephone. The STS operator repeats the words of the speech-disabled caller (as speech interpreters do in a face-to-face setting) to whomever the person with the speech disability is calling. The service also works in reverse, so that anyone may call a person with a speech disability through the STS service. In addition, STS service is also available to people who have a speech disability calling another person who has a speech disability. Through this service, people with speech disabilities can conduct their daily business and rest assured that they are understood.

The CA will remain available to 're-voice' what the speech disabled individual is saying, however, 're-voicing' will be done only upon request

In addition to STS-to-Voice, MCI will provide STS-to-TTY, STS-to-VCO, STS-to-HCO, and STS-to-STS. These services will be available in both English and Spanish.

Pricing for all of the STS services has been included in the basic relay price in the Price Proposal.

B-25 Access to Pay Per Call Services (i.e. 900/976)

The provider shall provide access to pay per call services such as 900/976 numbers. The bidder should explain how it will provide relay service users with access to pay per call 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 pay per call service. The bidder should describe how it would deal with denied pay per call calls and high bill complaints for 900/976 calls. Before placing the call, the CA shall advise the caller that there will be a charge for the call.

The bidder shall explain in the proposal how interstate and intrastate pay per call charges shall be separated for end user payment purposes.

MCI Response: MCI has read, understands and complies.

MCI will provide access to pay-per-call telephone numbers through a Florida Relay 900-number. MCI CAs are trained to relay calls as transparently as possible without interjecting into a relay user's call or conversation. Since MCI will provide a separate 9xx number specifically for the placement of calls to pay-per-call numbers, CAs will not inform these callers that there will be additional charges for the 9xx call.

MCI's 8xx/9xx pay-per-call capability is designed to ensure that the relay user is directly billed for any charges incurred. Using a toll-free 900-access number provides the relay user with an additional safety measure, in that it preserves the 900 blocking capabilities the relay user may have requested from their LEC.

To place a 9xx call, the relay user will simply dial a toll-free 900-access number for FRS. The CA then dials out the relay user's requested 9xx number.

The relay user is not billed for dialing the FRS 900 access number, only for the 9xx calls dialed out by the CA. Relay users will not be charged if they disconnect before the call to the terminating 9xx is connected.

Relay user will be billed directly by the owning 9xx number. As it is not possible to accurately determine the jurisdiction (interstate or intrastate) of these calls, 9xx calls are billed to the State and to NECA in the same manner as has been agreed to for 8xx call types. States are responsible for 49% of the costs of these calls and NECA is responsible for 51%. MCI will bill these calls in accordance with this requirement.

Individuals with LEC-subscribed 900 number blocking will not be able to place calls to the FRS 900 access number. FRS users who do not have LEC subscribed 900 number blocking, but who wish to prevent outgoing calls to 900 number services may set up 900 number blocking through their MCI Relay Caller Profile. If a person from an ANI that is profiled for 900 number blocking calls into the FRS 900 access number, that profile information will automatically be delivered with the incoming call and the CA will inform the user that outgoing 900 calls cannot be placed from that telephone.

MCI will accept LEC's and non-proprietary interexchange company's calling cards as well as authorized credit cards for immediate payment of service. If credit authorization is denied, MCI will seek to obtain an alternate method of billing from the customer in order to complete the call. Calls will be billed based upon the time beginning with the pick-up at the called number or, in the event of a person-to-person toll call, will begin only after the requested person has answered the call.

B-26 Caller ID
When a TRS facility is able to transmit any calling party identifying information to the public network, the provider must pass through, to the called party, at least one of the following: The number of the TRS facility, 711, or the 10-digit number of the calling party.

MCI Response: MCI has read, understands and complies.

Through the use of SS7 trunking, MCI offers True Caller ID that allows caller information to be passed to the called party automatically. This functionality also preserves any special call features (such as call blocking) subscribed to by the caller. Therefore, FRS users will be able to have their calling number appear on the Caller ID the party they are calling. If the FRS user subscribes to Caller ID blocking, or privacy, those features will be preserved.

It is important to note that other relay providers may pass the caller ID information by other means to the terminating location, thereby bypassing any of the user-subscribed special call features such as call blocking.

B-27 Last Number Redial
This would allow the caller to have the system dial the last number called via relay without the caller having to give the number to the CA.

MCI Response: MCI has read, understands and complies.

MCI's system captures and retains the outbound number of a relay call for the duration of the call. If asked by a caller, the CA can redial the last outbound number dialed by the system. This information is immediately available to the CA and there is no need to wait for a database search to recall the number.

B-28   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.

MCI Response: MCI has read, understands and complies.

MCI understands and agrees that CAs are not required to tolerate obscenity or other excessive abuse or harassment directed at them. MCI believes that the role of the CA is to remain professional and neutral at all times and to maintain a respectful attitude towards all callers. MCI CAs are trained to discern the difference between abuse or harassment that is directed at them as opposed to that taking place between the two parties on the call. Only abuse that is directed towards a CA will be addressed and the CAs are trained to courteously request that the customer discontinue the abusive behavior, and will also immediately request supervisor assistance. If the customer does not discontinue the abusive behavior the supervisor will intervene and, in accordance with established procedures, will determine the appropriate method for dealing with the situation.

B-29   Emergency Calls
The Provider must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner. In addition, a CA must pass along the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services.

MCI Response: MCI has read, understands and complies.

MCI exceeds the FCC's mandatory standard for emergency call handling. MCI's system automatically identifies and connects to the caller's Public Safety Answering Point (PSAP) by cross-referencing the caller's delivered ANI with its associated PSAP contained in the emergency directory. MCI's platform also automatically transmits the caller's ANI to the PSAP.

MCI exceeds the FCC's mandatory standard for emergency call handling

When an emergency call request is originated from a cell phone the caller is prompted to provide a physical location. The system then looks up and dials out the associated PSAP. This step ensures connection to the appropriate PSAP as opposed to the PSAP location associated with the delivered ANI (e.g., cell tower location).

As soon as the CA recognizes that an emergency call is being placed, a supervisor is summoned to assist with the call. Simultaneously, the CA presses the "Emergency" macro button on the keyboard to bring up a selection of emergency numbers associated with the incoming ANI. The appropriate PSAP number is the default phone number and is immediately dialed when the CA presses <Enter>. When the CA initiates the emergency dialing feature, the console is placed in a "busy" or "stand-by" mode while the outgoing call is routed to the PSAP. This process retains the caller's ANI should the caller hang up before connecting to the PSAP, and prevents the console from being available for an incoming call which would erase the caller's ANI. The system is capable of completing the call to the PSAP even if the originating caller is no longer on the line.

Once the PSAP answers, the CA says:

> "(This is Florida Relay Service CA XXXX with an emergency relay call.", and relays any additional information provided by the caller.

At this point, the CA facilitates the call as necessary and relays all Emergency Service personnel instructions.

If the PSAP personnel have a compatible text device and wish to communicate directly with the caller, the CA can initiate the Compatible Communication Protocol process and drop off the call allowing the text user and the PSAP to communicate directly with each other.

MCI'S EMERGENCY DATABASE

MCI's Emergency Database is one of the most comprehensive and up-to-date in use today.

MCI maintains, verifies, and updates data in its National Emergency Database on a continuous basis for every state including the State of Florida. This database is one of the most comprehensive and up-to-date National Emergency Databases in use today.

The MCI National Emergency Database is designed around an NPA/NXX locality name system. The appropriate locality of every active, valid NPA/NXX combination in the country is first identified using LERG data purchased quarterly from Telcordia. Monthly NPA/NXX projections for newly assigned NPA/NXX additions, deletions, and modifications are purchased from Telcordia to ensure accurate coverage on an ongoing basis.

As a quality control check, Telcordia NXX locality names are cross-checked versus MCI's Exchange Master. Should a disagreement occur between the two sources as to the actual locality of a particular NXX, directory assistance database searches are conducted to determine which source (if either) most appropriately identifies the area covered by that NXX.

EMERGENCY NUMBER QUALITY CONTROL & VERIFICATION

A number of quality control checks are implemented throughout the year to ensure the ongoing accuracy of all emergency numbers in the MCI emergency database.

For a given emergency number, all NXX localities populated with that number are sorted and listed for face validity checks. For example, using this approach if 100 NXX localities were listed for a given emergency number and 99 of these were Miami, but the 100th was Fort Lauderdale, an immediate check would be made on the NXX listing for Fort Lauderdale.

For a given locality, all emergency numbers populated for that locality are sorted and listed for face validity checks in the same manner as above. Any anomaly in emergency numbers would be immediately investigated and verified.

As a further quality control check, the locality of the NPA/NXX of the actual emergency service number is plotted on a map and compared against the distance to all NXX localities it is supposed to serve. Any NXX localities beyond a pre-specified distance given the unique geography of that state and country would be identified in this manner as an anomaly and investigated and verified.

B-30   Blockage

The provider is responsible for ensuring that 99% of all calls reaching the relay center per day are either answered or continue to receive a ringing signal. Calls that are blocked must receive a network blockage signal of 120 interruptions per minute.

MCI Response: MCI has read, understands and complies.

MCI's network operates under a key constraint, P.01 blocking (blocking no more than 1 in 100 of all incoming calls). MCI tracks each call once it reaches the Tandem Access to identify any blocked calls, and will hold all delayed calls in an

answer queue until a CA is available to answer them. MCI will include the number of abandoned calls that remained in queue greater than 90 seconds in its blocked call count.

MCI monitors daily relay center call traffic every 30 minutes beginning at 12:00 a.m. Pacific Time. On each half hour, the switching equipment generates a summary of the preceding 30-minute period. This summary shows:

- Number of Calls Offered
- Number of Calls Handled
- Number of Calls Abandoned
- Number of Calls Blocked (Rejected)
- Average Speed of Answer
- Average Agent Time
- Average Talk Time

It is important to note that multiple networks are involved in the delivery of calls to and from the relay center, and that blockage of a customer's call can occur at different points within the various networks involved in the processing of the call. A call placed by an FRS customer is carried first by the customer's LEC and then is delivered to the MCI network at the Access Tandem. From that point on, MCI has visibility of the call and can measure performance of delivery of that call to the relay center. Prior to that, MCI cannot report on any delivery problems or blockage that may occur while the call is within the local exchange carrier's network.

In the unlikely event that calls are blocked by MCI, the calls will receive network blockage signals of 120 interruptions per minute.

B-31 Answer Time

The provider is responsible for answering, except during network failure, 85% of all calls daily within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold, 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 day that are answered (with a CA ready to serve) in 10 seconds or less. The denominator shall be the total number of calls per day 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.)
Answer time shall be not be reported as an average speed of answer or by using a weighted service level.

MCI Response: MCI has read, understands and complies.

MCI will ensure that, except in the event of network failure, 85% of all calls will be answered within 10 seconds on a daily basis, and no more than 30 seconds will elapse between the time the outgoing call information is provided and dialing out the requested number.

All MCI relay centers use eWorkforce Management, a state-of-the-art traffic scheduling software from TCS/Aspect Communications that is considered the industry leader. This software, combined with MCI's expertise in call center staffing, will ensure that the probability of a busy response due to CA unavailability would be functionally equivalent to what a voice caller would experience through the voice telephone network.

MCI routinely monitors relay center traffic every 30 minutes. On each half hour, the switching equipment generates a summary of the preceding 30-minute period. This summary shows:

- Number of Calls Offered
- Number of Calls Handled
- Number of Calls Abandoned
- Number of Calls Blocked (Rejected)
- Average Speed of Answer
- Average Agent Time
- Average Talk Time

MCI agrees to include calls abandoned in queue beyond 90 seconds in its speed-of-answer calculations.

The chart on the following page depicts MCI's ability to capture traffic data in 30-minute increments as required.

Clock	Offered	Handled	Abandoned	% Handled	ASA
0:00	12	12	0	100.00%	0.2
0:30	4	4	0	100.00%	0.3
1:00	4	4	0	100.00%	0
1:30	5	5	0	100.00%	0.2
2:00	1	1	0	100.00%	0
2:30	7	7	0	100.00%	0
3:00	2	2	0	100.00%	0
3:30	2	2	0	100.00%	0
4:00	5	5	0	100.00%	0.2
4:30	2	2	0	100.00%	0
5:00	3	3	0	100.00%	0.3
5:30	6	6	0	100.00%	0.2
6:00	9	9	0	100.00%	0.8
6:30	14	14	0	100.00%	0.4
7:00	18	17	1	94.44%	0.3
7:30	24	24	0	100.00%	0.3
8:00	45	45	0	100.00%	0.3
8:30	65	64	1	98.46%	0.4
9:00	62	62	0	100.00%	0.3
9:30	66	66	0	100.00%	0.3
10:00	72	72	0	100.00%	0.3
10:30	58	58	0	100.00%	0.4
11:00	66	66	0	100.00%	1.6
11:30	55	55	0	100.00%	0.5
12:00	65	65	0	100.00%	0.4
12:30	69	69	0	100.00%	0.4
13:00	47	47	0	100.00%	1.6
13:30	49	49	0	100.00%	0.3
14:00	82	82	0	100.00%	0.4
14:30	79	77	2	97.47%	2.4
15:00	70	69	1	98.57%	1.7
15:30	84	84	0	100.00%	0.6
16:00	81	80	1	98.77%	0.6
16:30	65	60	5	92.31%	6.3
17:00	64	62	2	96.88%	4.3
17:30	37	37	0	100.00%	0.5
18:00	61	60	1	98.36%	0.3
18:30	62	62	0	100.00%	0.4
19:00	59	59	0	100.00%	0.9
19:30	59	58	1	98.31%	2.7
20:00	56	56	0	100.00%	1.3
20:30	52	52	0	100.00%	1.2
21:00	45	44	1	97.78%	3
21:30	40	39	1	97.50%	4.3
22:00	30	30	0	100.00%	0.3
22:30	19	19	0	100.00%	0.3
23:00	16	16	0	100.00%	0.4
23:30	12	12	0	100.00%	0

| DAILY TOTALS | 1910 | 1893 | 17 | 99.11% | 0.87 |

The following charts detail traffic data for the past four months for both the Memphis and Riverbank call centers.   This data shows that MCI consistently exceeds all speed of answer requirements:

Memphis, TN Call Center

	Total Monthly Call Volume	% Answered < 10 Seconds	Average Speed of Answer
July	52,649	96.03%	1.6
August	50,822	95.72%	1.4
September	48,583	95.99%	1.7
October	44,555	93.87%	1.3

Riverbank, CA Call Center

	Total Monthly Call Volume	% Answered < 10 Seconds	Average Speed of Answer
July	410,629	93.98%	2.4
August	398,006	93.28%	2.4
September	383,136	92.88%	2.2
October	379,517	92.52%	1.6

B-32   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 the relay system 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.

MCI Response: MCI has read, understands and complies.

B-33   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). The provider must provide updates to those standards as amended by ANSI during the term of the contract and must meet the amended standards.

MCI Response: MCI has read, understands and will comply.

B-34   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. Quarterly testing of the measuring equipment accuracy shall be performed by the provider.

MCI Response: MCI has read, understands and will comply.

B-35   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 centers' operations. 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 worksite 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 written (or e-mail) report to the contract manager after restoration of service.

Although it is not mandatory, the FPSC urges the provider to subscribe qualifying facilities for priority restoration under the Telecommunications Service Priority Program.

MCI Response: MCI has read, understands and complies.

All of MCI's relay centers have adequate redundancy features that are functionally equivalent to the equipment in normal central offices, including

uninterruptible power for emergency use. MCI has provided a sample of its Disaster Recovery (DR) plan for the Riverbank call center as **Attachment B-35**. The DR plan for the FRS call center will be similar in its structure but will differ in specific areas (e.g. Risk Assessment).

Uninterruptible Power Supply

The call center is protected from power outages through an uninterruptible power supply (UPS), a battery system, and a back-up diesel generator. The equipment is located on-site at the facility. In the event of an outside power loss to the center, the battery system and UPS alone are capable of maintaining power for up to two (2) hours (depending on load), or up to the time the diesel generator takes over.

In addition to the battery backup sufficient for a minimum of two (2) hours backup power, MCI has designed the center so that the diesel generator is automatically activated once the UPS begins providing power to the center. The diesel generator will take over in approximately two (2) minutes or less, thereby providing indefinite long-term power. The diesel generator backup can maintain operations as long as needed through refueling.

The UPS and back-up generator set will support all critical functions at the center, including:

- Transmission equipment (channel banks, protection switches, radio equipment, ACD, channel service units, etc.)
- Local PBX and peripheral systems
- LAN and WAN connected devices including operator consoles and terminals, servers, gateways, Call Detail Record recording and collection systems, and communications elements
- Environmental systems including air conditioning, fire suppression, system alarms, emergency lighting systems including operator work site emergency lights.

The UPS provides support to these critical functions in the following way:

- All outside power runs directly through the UPS and battery system, and once it has flowed through the UPS, the outside power energizes the center.
- If there is a disruption in outside power, the UPS detects the disruption, and continues powering the center through the battery system, avoiding any interruption.
- Once the UPS begins delivering power to the center, it immediately utilizes the automatic transfer switch to activate the diesel generator. It takes approximately two (2) minutes for the generator to start up and

stabilize its output, and at that point the generator supplies power to the center in support of critical functions.

The entire system is routinely tested to ensure continuing functionality. MCI's back-up power in the Riverbank center was applied for an extended period of time during the rolling blackouts and "brown-outs" that affected California several years ago. The system functioned as designed, maintaining operations throughout these periods when commercial power was not available.

Man-Made/Natural Disaster Planning

MCI's Disaster Recovery Plan covers both man-made and natural disaster planning. **Attachment B-35** illustrates MCI's procedures in handling both of these disaster types. Additionally, the examples provided below illustrate how MCI responds quickly to mitigate any of the risks associated with loss of center or center capabilities as a result of disasters.

Disaster Support for State of Florida

MCI believes that it is imperative for the relay provider to offer support to the state in the event of any man-made or natural disaster that may impact a relay user's ability to access the FRS. As part of the base price per minute, MCI proposes to offer enhanced disaster support for the State of Florida.

The purpose of this support is to assist relay users in times of greatest need. MCI will provide additional outreach and educational support during these periods in an effort to minimize the effects of the disaster among the relay community.

MCI would like to work with the State and with the FTRI to develop specific procedures that can be implemented quickly following a disaster. These procedures may include:

- Assistance with the distribution of relay equipment to areas and peoples effected by the disaster
- Establishment of mobile communications centers to allow relay users to make calls
- Additional outreach support during times of disaster to provide additional educational support on the variety of alternative communication methods available
- Access to MCI's optional relay services including www.IP-RELAY.com, MY IP Relay and Wireless IP-Relay.
- Advertisement of these special disaster services at deaf community groups and organizations.

Notification

MCI will notify the contract manager of any outage or disruption in service that lasts for more than five minutes.   Additionally, if any portion or region of the state is unable to obtain service from the call center for more than five minutes for any reason, MCI will also notify the contract manager.   The contract manager will be kept informed as to the ongoing status of the call center during periods of outage and a detailed written report will be provided to the contract manager following full restoration of service.

Disaster Recovery Examples

MCI has experienced occasions where service was impacted by Force Majeure events. These have included mandatory evacuations of a relay center because of an impending hurricane and disruption of call flow due to fiber cuts. In these instances, MCI has utilized its disaster recovery plan to reroute traffic to its other available centers.

For example, in May of 1999 there was a serious train derailment in Louisiana that cut fiber lines running along the railroad tracks. While the fiber cut incapacitated a number of relay consoles at the Miami, FL center, because of the redundancy built in to the MCI network and because more than one ACD had been circuited to provide service to the center, many of the consoles remained functional and were able to handle calls for customers.   Additionally, calls were automatically rerouted to back up centers in Riverbank, Madison and Holyoke, MA to make up this loss of local capacity.

MCI's disaster preparedness and emergency operations capabilities allow it to continue to offer relay operations in the event of natural or man-made disasters.

Because of the hazardous nature of the train's cargo, it was many days before repair crews were allowed into the area to repair the fiber cut. During this disaster, callers were impacted mostly during the first hour as the problem was assessed and CAs were moved to the functioning consoles. During the remainder of the problem duration, MCI's answer time performance continued to exceed the FCC requirement of 85% of calls answered within 10 seconds.

In the paragraphs that follow, MCI has highlighted several disaster scenarios, and has outlined corrective actions. MCI's specific disaster recovery plans for the following scenarios would include the action plans, reporting process, and levels of escalation. MCI has given disaster recovery special consideration in its network architecture, and it has been designed for fast and efficient rerouting capabilities.

The specific disaster recovery scenarios that MCI specifically addresses in this proposal section are:

- Service Affecting Outage- Center Compromised
- Service Affecting Outage, Center in Service
- LEC Outage

Scenario 1: Service Affecting Outage, Center Compromised

This kind of major outage would consist of the Relay Center's destruction, due to tornado, flood, earthquake, or landslide. It would also apply where the center has been made unsafe for occupancy due to fire (within or without), hazardous material leak or spill, bomb threat, significant damage to or collapse of structure, act of war or terrorist aggression.

The nature of the possible destruction are a partial or complete loss of the center, a partial or complete loss of network serving the Center, a partial or complete loss of utilities necessary for safe operation of the Center, or forced evacuation of the Center.

Initial Actions

1. Reroute all traffic if necessary to an alternate Center(s) as soon as threat is recognized. Traffic will only be rerouted if the Center is unable to process any calls.
2. Notify:
   a. All Program Managers
   b. All Emergency Managers, if not the Program Managers
   c. Regional Account Managers
   d. Sr. Enhanced Network Solutions Manager
   e. MCI Global Relay Senior Account Manager
3. Protect personnel and assets of the Center
4. Contact civil authorities as appropriate for emergency evacuation instruction.
5. Notify all site personnel of the situation and inform non-critical personnel of evacuation procedure to be followed.
6. Secure critical systems ONLY IF TIME AND SAFE EVACUATION PERMIT
7. Ensure that all personnel have evacuated the building or have moved to local, safe quarters per instruction of civil authorities.

   As soon as area can be reentered:

   1) Assess Center condition
      Program/Emergency Manager
      Network Development Manager

Network Support Engineer
Network Engineer
A) Contact building manager to notify of intent to examine the facility
B) Initial determination of condition of facility.
    Physical integrity and security
    Condition and availability of critical utilities, electricity, water, sewage, communications.
C) Report initial findings to MCI Global Relay Senior Account Manager.

2) Obtain and report area conditions and limitations of access as defined by civil authorities
3) Examine and report on condition of Center assets. Provide assessment to MCI Global Relay Services (GRS) Management of impacted areas to facilitate dispatch of repair personnel.
4) Perform Start-up Integration Testing. Coordinated by MCI Network Engineer on site.
5) Perform Finance Certification Review. Coordinate by MCI Network Engineer on site.
6) Restore traffic to the Center.

Scenario 2: Service Affecting Outage, Center In Service

This kind of major outage would consist of a partial or complete loss of Center switching, a partial or complete loss of networks serving the Center, or a partial or complete loss of utilities necessary for safe operation of the Center.

Initial Actions
1. Assess level of impact to continue Center operations.
   Program/Emergency manager will contact all appropriate personnel.
2. Reroute traffic to alternate Center(s) as necessary to meet service level.

Upon completion of repairs
1. Perform service verification testing.
2. Restore traffic to Center.

Scenario 3: LEC Outage

MCI has designed the FRS so that there will be LEC to MCI POP access diversity. The Florida relay center is located in a building that has DS-3 diverse access facilities. Having physically diverse DS-3 access from the MCI POP to the relay center will help ensure that a facility outage such as an LEC cable cut will not isolate the relay center. This is accomplished through the use of DS-3

protection switching equipment that automatically switches from a failed DS-3 path to a protected DS-3 path. Diverse LEC access coupled with MCI 800 routing features will ensure that the relay center is able to provide the highest quality of service to the FRS community.

B-36   Intercept Messages

Appropriate intercept messages shall be provided if a system failure occurs.

MCI Response: MCI has read, understands and will comply.

B-37   Service Expansion

The bidder shall show the capability of expanding services in response to increasing demand. The 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 workstations, 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.

MCI Response: MCI has read, understands and complies.

MCI's relay system allows for the rapid expansion of the network, hardware and software capacities in no more than 30 business days, often in less time. MCI will base its initial equipment and trunking configurations on the estimated volumes provided in the RFP. With this estimated volume information as a base, MCI will identify the average call duration, routing, call volume and call handling requirements.

MCI continuously monitors and evaluates the performance of its relay service through a number of trend analysis systems. This evaluation process is used to track system performance as well as provide service expansion forecasts. The following four elements will be addressed when service expansions are required:

1. Network Trunking Requirements.
2. Relay Center Access Facilities / Equipment
3. Workstations, Relay Consoles and other Equipment
4. Personnel Staffing

Switched Network Trunk Requirements

MCI can expand its access facilities to support additional relay traffic in less than four weeks. MCI uses DS-3 circuits to connect the relay call center with the MCI central offices. These common access facilities include the DS-3, its attendant multiplexing systems, protection switching equipment, and site wiring systems.

Relay Center Access Facilities

If new access facilities are required, the installation typically requires a three to four week lead-time. However, new access facilities do not need to be installed each time new relay consoles are added to the Relay Center.

MCI monitors the access capacity, and can anticipate demand to order additional access before it is needed.

Work Stations, Relay Consoles and other Equipment

The relay consoles utilize off-the-shelf hardware. MCI keeps sufficient spare hardware on hand. If the quantity of spares on hand does not meet demand, MCI can order additional units to accommodate the growth. MCI can rapidly expand its workstation and relay console capacity. There normally is no more than a four (4) week lead-time required in the procurement of additional relay consoles. Through the use of effective forecasting techniques, this should provide ample time to respond to increased call volumes supported by the relay center. As additional consoles are added to the relay centers, MCI configures a corresponding number of switch ports to support these stations.

Personnel Staffing

MCI uses sophisticated forecasting techniques to determine staffing requirements. Call volume and staff requirement forecasts are estimated from ACD data gathered every half hour. All MCI relay call centers use eWorkforce Management, a state-of-the-art traffic scheduling software from industry leader TCS/Aspect Communications. Additionally, MCI maintains a detailed record of significant events associated with call history, such as special events occurring in the state, significant weather events, holidays and other instances that exhibit call volumes or patterns out of the ordinary for similar day-of-week and week-of-month circumstances.

MCI combines all of this information with computer-based forecasting software to develop half-hourly, day-by-day predictions of call volume and call arrival patterns. This data allows MCI to make the necessary operator staffing arrangements required to meet or exceed the service level specifications and to provide sufficient flexibility to absorb sudden increases in call volume.

MCI performs monthly reviews of long-term trend indications from period-to-period comparisons of call volume data. It uses this information to formulate three, six and nine month forward staff planning, recruitment and training plans, and to determine the availability of certified CAs to meet expected growth of service demand.

To meet intra-day surges in demand, MCI has developed methods of augmenting and extending CA staffing on short notice that include, but are not limited to:

- Rescheduling supplemental CA training sessions to return CAs to production
- Rescheduling CA break and lunch sequencing
- Calling in scheduled-off CAs
- Offering premiums for extended shifts and otherwise off-duty CAs
- Rescheduling Supervisor activities to reassign for call handling
- Reassigning CA-certified administrative staff to short-term call handling

In addition to quickly augmenting staffing to meet unexpected call demand, MCI is also able to route overflow calls to other MCI relay call centers. Routing of overflow calls to backup centers provides an immediate response to unexpected call volume increases and provides a buffer until the primary FRS call center can be staffed sufficiently to meet the new demand.

B-38   New Technology

The users should be allowed to benefit from advancing technology. The 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.

MCI Response: MCI is continually working to improve the features and capabilities of its relay service offerings and will apprise the Contract Administrator of any technological improvements that may impact FRS.

Many of MCI's innovative solutions are being offered to the State of Florida as either included in the base price per minute or as an optional feature.   Please see **Sections B-49, B-50** and **B-55** for more information on these solutions.

MCI won TDI's 2003 Robert H. Weitbrecht Telecommunications Access Award signifying its continued focus on improving communications access for the deaf and hard of hearing.

MCI closely follows the research of the TAP program at Gallaudet University, the Trace Center at the University of Wisconsin, the Archimedes Project at Stanford University and Rochester Institute of Technology. MCI also works closely with companies involved in deaf communications (e.g. NXI Communications, Ameriphone, Ultratec and many others) to stay abreast of the latest technology innovations. MCI continues to leverage proven technology and

incorporate new features into its NexGen platform. MCI sees the Internet as a huge leap forward for text and video communications and is working to add the power of the Internet to the relay service.

In addition to working closely with professional and technical organizations, MCI prides itself on listening closely to its customers and meeting their needs. The company's continuing ability to meet those needs depends on excellence in:

- Harnessing the rapid evolution of advanced technology to create products and services that anticipate customer needs
- Implementing those products through the most technologically advanced network in the world
- Bringing products and services to the marketplace through the most quality-oriented sales force in the industry
- Providing the highest level of customer service in the industry.

MCI's position as a relay services industry leader is proven by the list of "firsts" achieved by the company:

- First in the market to offer Speech to Speech (STS) services
- First on the market with Video Relay
- First on the market to offer true Caller ID through SS7 technology
- First to offer IP Relay services
- First to offer IP Relay Wireless services
- First to offer My IP Relay services
- First to offer My IP Relay Number

In the event that MCI has researched and tested technology innovations that may have impact on FRS offerings, a meeting with the Board and other State officials will be requested to demonstrate the new technology. The purpose of this demonstration will be to introduce State officials to the new advances and to garner feedback on how important these advances will be to improving the overall value of FRS.

If the State determines that the new technology would improve the value and effectiveness of FRS, MCI will immediately begin test implementation of the technology. Prior to offering any of the new technology or services to the public, MCI will undergo a rigorous development and quality assurance assessment in order to prepare the FRS system for the inclusion of the new technologies. Before enabling the technology for complete rollout to all FRS customers, MCI will invite a select group of consumers to conduct beta tests of the new technology. MCI will use feedback from these users to refine the product prior to final release to the general public.

If the new technology is of significant proprietary value, MCI will seek ownership of or licensing of the product prior to release. This will protect the initial investments of MCI and the State and will allow FRS access to the most innovative and advanced features of the product. MCI will work with the Board to determine if additional pricing is required to use a specific new feature.

In recognition of MCI's pioneering efforts to bring about IP-Relay services, MCI won TDI's 2003 Robert H. Weitbrecht Telecommunications Access Award. The Robert H. Weitbrecht Award recognizes outstanding contributions to improving the accessibility of telecommunications or media for people in the United States who are deaf, hard of hearing, late-deafened, or deaf-blind.

B-39 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 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.

MCI Response: MCI has read, understands and complies.

MCI understands and agrees that communication with users and potential users of relay services is key to operating a successful relay service.

MCI believes that TRS needs to reflect the needs and desires of the user basis. Therefore, MCI has a history of taking input from its users very seriously. User suggestions and comments are invaluable factors in the continual evolution and improvement of MCI's relay service offering.

MCI obtains information from its users through Customer Service contacts and through Outreach activities.

MCI management regularly reviews user feedback received by Customer Service as a means to improve the relay offering. These comments help MCI improve the technical quality of its offering as well as allow MCI to offer supplemental training of its CAs in specific areas in order to improve the overall service.

MCI also provides forums for its traditional customer base through its Outreach and Education programs. These forums allow users to learn about new relay features, to gain a better understanding of how to make the most effective use of relay services, and to provide feedback on service quality or to express their desire for enhancements to features or procedures. These activities are conducted in an audience-appropriate format and, in addition to promotional materials, will include descriptive presentations in PowerPoint and hands-on demonstration of the service.

MCI makes significant and varied efforts to reach users and potential users of the relay service through a variety of approaches which may include:

- A comprehensive Outreach program including frequent outreach events throughout the state.
- A state branded TRS web-site
- Distribution of promotional material including flyers, brochures, helpful hint cards, rolodex cards, instructional pamphlets, etc.
- Telephone Directory listings and TRS explanations
- Billing inserts

MCI's goal is to educate the general public about the availability and use of the FRS as well as to introduce new FRS services and offerings to experienced FRS users.

B-40   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 online 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.

A complaint log compliant with the FCC reporting requirements shall be provided to the contract manager in a timely manner for filing with the FCC.

MCI Response: MCI has read, understands and complies.

MCI believes that response and resolution of customer service issues is critical to the success of FRS operations. All customer contacts are treated with courtesy, respect and professionalism.

MCI scored 9.0 out of 10.0, the highest in the telecommunications sector, in a recent study conducted by the Customer Respect Group.

In a recent online study conducted by the Customer Respect Group, an international research and consulting firm that focuses on how corporations treat their customers online, MCI received the highest Customer Respect Index in the telecommunications sector, with a score of 9.0 out of a possible 10.0. The sector's average score was a 7.0.

MCI Customer Service Professionals are available 24 hours per day, seven days a week to explain FRS and how it works, and to handle customer comments, compliments and complaints.

MCI has included a flowchart detailing how user issues are resolved following the explanation below.

MCI provides access to relay Customer Service Professionals in all relay modalities, including STS and Spanish, and in a variety of alternate ways, including nationwide toll-free telephone numbers, by fax, and by e-mail. Alternately, FRS users may also file Customer Service comments at the MCI Global Relay website: **http://globalrelay.mci.com** under the "Contact Us" section. Comments entered on the Website generate E-mail messages to Customer Service Professionals. A response is sent to the customer if he or she requests one and provides his or her contact information.

In addition, if a caller expresses concern about the quality of FRS while on-line with a CA, the CA will inform the caller of their right to file a complaint, provide the caller the opportunity to speak with a supervisor, offer to transfer the call to a Customer Service Professional, and provide the caller with the appropriate toll-free Customer Service access number. As requested by the caller, the CA will either summon a supervisor or transfer the call to Customer Service.

MCI is dedicated to providing a prompt response to all complaints and although specific situations will vary, our goal is to resolve complaints or service issues within 48 hours. However, some issues may take longer to resolve, and MCI will work diligently to resolve them as quickly as possible.

Customer Service Professionals research and attempt to resolve each complaint immediately whenever possible. Supervisors are also trained in customer service resolution and are often able to resolve the situation while the caller is on the telephone. If a supervisor or a Customer Service Professional cannot resolve an issue, it is immediately forwarded to the Customer Service Supervisor. The Customer Service Supervisor then performs additional research into the issue and escalates to other MCI personnel as appropriate until it is resolved. To ensure that issues are diligently followed up, the Customer Service supervisor receives a daily status update of all unresolved issues, and summary reports are reviewed at weekly staff meetings.

Each contact is assigned a unique contact number. The date of the contact and a description of the issue are documented. As the resolution process begins, the contact is updated with progress notes toward resolution. Once an issue is resolved, a description of the resolution and date of resolution are documented, MCI will provide monthly reports to the RSPF manager identifying complaints by contact number, contact date, description of issue, description of resolution, and date of resolution. By June 15th of each year, MCI will provide a consolidated report to the RSPF manager for submittal to the FCC.

MCI's automated database is a SQL-based, internet-accessible tracking tool designed to track all customer service contacts and to categorize them for ease of retrieval and reporting. MCI is currently working to further automate the

Customer Service Database such that it can be viewed from a website and that it generates notices to appropriate Customer Service, operations and management personnel and other management individuals when additional outside research is necessary to resolve a complaint.

All complaints, whether received by Customer Service directly via the toll-free access number, fax, e-mail, handled by a supervisor or by transfer to a Customer Service Professional, or through the Commission are entered in an automated Customer Service tracking system. Confirmation and follow up contact is made by the Customer Service Professionals via telephone, e-mail, or in writing as requested by the customer.

MCI will publicize the complaint procedures available to FRS users via several means including, but not limited to, brochures, pamphlets, websites and local advertising.

User

User wishes to register a
concern, complaint or
compliment

| Relay user registers complaint/concern with CA | ← | User registers issue while online with a CA | User registers issue through email, fax, phone or customer service link | → | Relay user contacts customer service. |

MCI Customer Service

800-688-4486
http://globalrelay.mci.com/contact.htm

Customer Service creates Complaint Log entry

Customer Service creates Complaint Log entry

Does user request supervisor? — Yes → CA requests immediate supervisor intervention → Supervisor attempts to resolve issue → Issue escalated to Customer Service

No

CA attempts to resolve issue

No

Issue resolved? → Yes → Complaint Log closed

Issue resolved?

No

Customer Service researches and resolves issue

Yes

Complaint Log closed

Complaint Log closed

Complaint Log closed

B-41   Charges for Incoming Calls

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

MCI Response: MCI has read, understands and will comply.

B-42   Billing Arrangements

The 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. The provider shall also arrange for billing to any industry standard local exchange or competitive 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 competitive 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.

MCI Response: MCI has read, understands and complies.

MCI will bill for charges for all collect calls, person-to-person calls, calls to or from hotel rooms and pay telephones, and calls charged to a third party. End-user billing of relay calls is processed and presented according to the billing method employed by the user. Long distance and measured local calls will be billable based upon the total consumer talk time (in minutes and seconds) and not the total CA work time.

For all Intrastate toll and Interstate calls carried by the MCI network, billing will be performed in-house. **As mentioned previously, MCI proposes to offer Free Interstate and Intrastate Long Distance calls for FRS calls carried by MCI.**

MCI will attempt to establish a billing arrangement with all of the LECs in STATE, and will hand off billing records for Local and Intrastate/IntraLATA toll calls to the LEC, which "owns" the customer's ANI, for billing. These records contain all of the data necessary to properly bill the customer. Outgoing local calls will be free of charge to the FRS user.

MCI will accept LEC and non-proprietary interexchange company's calling cards as well as various approved credit cards (e.g., credit card providers that allow telephone usage billing such as Mastercard or Discover) for immediate payment of service, and will honor customer requests for person-to-person, collect, and other forms of long distance call billing.

To the extent MCI has direct control over customer billing, MCI will ensure that FRS users will pay rates no greater than the rates paid for functionally equivalent voice services.

The MCI relay console automatically generates a Billing Detail Record (BDR) for each call processed whether or not that call is completed. All records are stored immediately on protected network file servers and, at the end of each day, are archived using a tape storage system. At the end of each month, all call data is assembled and used by the report generation and billing systems.

The following graphic illustrates MCI's billing process:

TRS User

PSTN

1) Caller dials access number and is routed through the PSTN to the MCI Switch

MCI switch

2) Call is routed through MCI's Avaya Skill-Based Routing platform to the appropriate call center

Avaya Skill-based Routing

Call Center   Call Center2

Call Center3

3) CA collects calling data and dials outbound number. Billing detail record (BDR) is created.   Jurisdiction is determined.

6) Billing records sent to LECs or IXC for appropriate end-user billing.

LEC / IXC

5) BDR is stored on a protected file server and provides information to reporting/billing systems

Billing Database

Called party

4) Conversation timer begins when called party answers and ends when called or calling party disconnects.

MCI will process and appropriately bill any type of call normally provided by common carriers including calling cards, credit cards, person-to-person, collect calls, third party billing and calls to or from hotel rooms. When a TTY-user places a call to a hotel room that requires completion through a hotel switchboard, the CA will navigate the call to its intended point of termination and will then, using Compatible Communications Protocol technology, drop off the call and allow the customers to type to each other in TTY-to-TTY format. In the event the caller elects to use an IXC carrier other than MCI to carry the call, that IXC will be responsible for billing the appropriate party.

MCI will accept LEC and non-proprietary interexchange company calling cards as well as authorized credit cards for immediate payment of service. If credit authorization is declined, MCI will seek to obtain an alternate method of billing in order to complete the call. Calls will be billed based upon the time beginning with the pick-up at the called number or, in the event of a person-to-person toll call, will begin only after the requested person has answered the call.

B-43   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 competitive 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.

MCI Response: MCI has read, understands and complies.

MCI's relay system is designed to accommodate local and Intrastate toll calling.

Outgoing local calls will be free to the FRS user. Outgoing Intrastate/IntraLATA calls will be carried by the Local Exchange Carrier. MCI will transmit the billing records of FRS Intrastate/IntraLATA calls to those LECs with which it has an agreement, and the LEC will perform the end-user billing function. All calls within 40 miles of the calling party are identified as local (non-toll) on the billing records.

Outgoing Intrastate/InterLATA calls will be carried by MCI as the default carrier unless the customer pre-selects a carrier of choice, either by Caller Profile or by direct instruction to the CA at the beginning of the call, prior to placing the outbound call.

MCI will provide free long distance on Intrastate/InterLATA calls that are carried by MCI, and the FRS user will be billed directly by the IXC for calls carried by another long distance provider.

FRS users will also have the option of charging calls to pre-paid calling cards, approved credit cards, third-party billing, and collect calling.

When the CA dials the requested number, confirmation is provided to the user: "(DIALING XXX XXX XXXX PLS HD)".

At the option of the State, MCI can provide an enhanced confirmation script to inform the caller the jurisdiction of the call, e.g., "(DIALING LOCAL XXX XXX XXXX PLS HD)", "(DIALING TOLL XXX XXX XXXX PLS HD)", or "(DIALING LD XXX XXX XXXX PLS HD)".

B-44. 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 non-relay 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 non-relay calls and whether any discounts or additional charges will apply to interstate and international relay calls.

MCI Response: MCI has read, understands and complies.

MCI's relay system is designed to accommodate Interstate and International calling.

Outgoing Interstate calls will be carried by MCI as the default carrier unless the customer pre-selects a carrier of choice, either by Caller Profile or by direct instruction to the CA at the beginning of each call, prior to placing the outbound call.

MCI will provide free long distance to FRS users on Interstate calls carried by MCI.

MCI will provide free long distance on Interstate calls that are carried by MCI, and the FRS user will be billed directly by the IXC for International calls or other calls carried by another long distance provider. Callers also have the option of charging calls to pre-paid calling cards, approved credit cards, third-party billing, and collect calling.

MCI provides a confirmation script to the caller when the call is dialed out, e.g., "(DIALING XXX XXX XXXX PLS HD)".

At the option of the State, MCI can provide an enhanced confirmation script to inform the caller the jurisdiction of the call, e.g., "(DIALING LD XXX XXX XXXX PLS HD)", or "(DIALING INTERNATIONAL XXXXXXXXXX PLS HD)".

MCI will submit an invoice to the FCC-appointed Interstate TRS Fund administrator (presently NECA) for reimbursement of Interstate calls.

B-45   End User Selection of Carrier

The provider shall allow a caller to select an available interexchange company other than the provider for completion of toll calls and 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.

MCI Response: MCI has read, understands and complies.

MCI's relay system is designed to accommodate Carrier of Choice requests, and MCI is dedicated to ensuring that FRS users are afforded the same calling options as voice telephone users including the selection of a preferred interexchange carrier (IXC).   MCI will seek to obtain a list of the current long distance providers from the outgoing relay provider prior to service cut-over. This will allow time to identify any providers that are not in MCI's current database. MCI will send the carrier an Access Service Request (ASR) so that the FRS IXC database will be up-to-date prior to service cut-over.

MCI is dedicated to ensuring that FRS users are afforded the same calling options as voice telephone users.

FRS users can identify their Carrier of Choice (CoC) either by pre-selecting the carrier via caller profile or by direct request to the CA at the beginning of each call, prior to placing the outbound call.

At the beginning of any call, the FRS user may override a pre-selected CoC. If the caller does not have a Carrier specified in his or her caller profile and does not communicate a specific Carrier to the CA, MCI will be the default carrier for the call.   MCI will provide free long distance for Interstate FRS calls that are carried by MCI.

In the event that the FRS user requests a new Carrier that is not available in the CoC database, MCI will inform the caller of such and offer other carrier of choice alternatives.   If such a request is made via a caller profile form or by otherwise contacting FRS Customer Service, MCI will attempt to work with the requested Carrier to obtain the information necessary to add that Carrier to the database. If that cannot be accomplished, MCI will make a reasonable effort to follow up with the customer and inform him or her of the unavailability of the chosen carrier.

MCI provides for each caller's Interexchange Carrier (IXC) of choice by routing those requests to a LEC tandem that has IXC trunking. At the LEC tandem the trunking is switched over to the proper IXC who is provided with the Originating

ANI, Terminating ANI, Info Digit and all SS7 information including Caller ID. With that information the IXC has all routing and billing information needed for proper routing and billing.

Information about Carrier of Choice options will be included in the appropriate consumer outreach material.

In the event that a customer's preferred carrier is not loaded in MCI's database, MCI will attempt to add that carrier to MCI's database. The following actions will be undertaken pursuant to this goal:

- MCI will send the carrier an Access Service Request (ASR) form to notify the carrier that MCI would like to pass MCI traffic to the carrier's switch.

- The carrier must complete and return the form to MCI indicating that it agrees to have traffic routed to their circuits from MCI.

- MCI will process the form, update the database, and route the traffic appropriately through the local carrier.

B-46 Recipient of Toll Revenues

The relay provider or its underlying telecommunications 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 telecommunications provider.

MCI Response: MCI has read, understands and will comply.

B-47 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. Start 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).

MCI Response:

MCI believes that immediate access to supervisory staff is crucial for both CAs and FRS users. Upon request by the user or if need arises, a CA is able to immediately request supervisor assistance. A visual indicator above the CAs cubicle will be activated alerting a supervisor that assistance is needed. Supervisors are available on the production floor and are trained to respond quickly to any request for assistance.

The MCI relay console automatically generates a Billing Detail Record (BDR) for each call processed whether or not that call is completed. MCI's billing system uses a proprietary billing detail record format that includes normalization of data into multiple database tables. All records are stored immediately on protected network file servers and, at the end of each day, are archived using a tape storage system. At the end of each month, all call data is assembled and used by the report generation and billing systems.

All billing functions are performed by MCI. No subcontractors are used.

Each BDR contains a comprehensive set of data including:

- Billing telephone, calling card or credit card number
- Originating (calling) telephone number (area code - prefix - line number)
- Terminating (called) telephone number (area code - prefix - line number)
- Incoming call received date and time (when the incoming or originating call is first received at the relay Console)
- Outgoing call attempt date and time (when an outgoing call to a called party is attempted)
- Relay call connection date and time
- Relay call disconnection date and time
- Call type (local, toll, intrastate, interstate, international)
- Card validation number (if applicable)
- Call duration

MCI performs a complete clock synchronization with its Automatic Call Distributor (ACD) every twenty-four (24) hours. Additionally, each CA console automatically performs a clock synchronization with the billing system every time a CA logs into the system.

End-user billing of relay calls is processed and presented according to the billing method employed by the user. Long distance and measured local calls will be billable based upon the total consumer talk time (in minutes and seconds) and not the total CA work time.

For all Intrastate toll and Interstate calls carried by the MCI network, billing will be performed in-house. Calls billed by MCI will be listed chronologically and will include the complete connection time of the calls to the second.

As a value-added incentive, MCI proposes to offer Free Long Distance calls for all FRS calls carried by MCI. FRS users who choose to have their long distance calls carried by MCI will not accrue any charges for those calls.

MCI will attempt to establish a billing arrangement with all of the LECs in Florida, and will hand off billing records for Local and Intrastate/IntraLATA toll calls to the LEC, which "owns" the customer's ANI, for billing. These records contain all of the data necessary to properly bill the customer. Outgoing local calls will be free of charge to the FRS user.

MCI will accept LEC and non-proprietary interexchange company's calling cards as well as various approved credit cards (e.g., credit card providers that allow telephone usage billing such as Mastercard or Discover) for immediate payment of service, and will honor customer requests for person-to-person, collect, and other forms of long distance call billing.

Section B-42 of this proposal includes a detailed diagram and explanation of MCI's billing process.

B-48   Special Needs
The provider is not required to provide Special Needs 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 their 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 the 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.

MCI Response: MCI strives to provide innovative relay services for a variety of customers, including those with special needs or requirements. In addition to all of the Relay modalites already described in this proposal, MCI is proud to offer two additional services to support those with special needs.

Slow Typing / Long Hold

Deaf/Blind Relay users may benefit from having the CA type at a slower rate to enable easier Braille reading of the call. In addition, MCI recognizes that Deaf/Blind callers may also need additional time at call set up or between calls to locate and transmit the number they wish to dial, or any special calling instructions they wish the CA to follow. In order to accommodate these needs, MCI offers a caller profile option - "SLOW TYPING/LONG HOLD" - to assist Deaf/Blind consumers, or any consumers desiring a slower text transmission speed or longer set up time.

Relay users can access their personal caller profile at any time either through the Internet, through MCI's customer service number, following a relay call, or by submitting a request in writing.

Assisted Text Relay

Assisted Text Relay (ATR) is a special feature designed to provide additional operator support to relay users who may have difficulties typing on a TTY or similar device. This service supports those who have an impeded typing ability such as from arthritis, cerebral palsy, or other mobility limiting conditions that may affect one's typing ability. FRS Customers who select the Assisted Text Relay (ATR) profile option will have their calls handled by specially trained ATR CAs.

ATR calls are answered by operators trained as Speech-to-Speech operators. These operators are familiar with the protocols and methods needed to offer assistance to individuals with communications disabilities and are therefore fully aware of the Relay boundaries of this position.

These operators will offer assistance to the ATR user by prompting the user for clarification and verification in the event of apparent miskeyings in order to relay the correct information.

Additionally, each ATR customer will be provided with MCI's Dictionary of Relay Shortcuts, commonly used phrases that can be communicated to the CA by typing only two to four letters, rather than typing out the entire phrased. For example:

amof	As a matter of fact
hnd	Have a nice day
lmk	Let me know
ttul	Talk to you later

Some other key features of ATR call processing include:

- ATR Communication Verification: If an ATR Customer mistypes a word or phrase, the ATR CA will follow guidelines similar to those uses in STS Relay to verify the information before acting upon it.

- ATR Stored Greetings and Messages. Like MCI's STS Message Retention program, FRS ATR customers will be able to communicate commonly used conversations or messages to the ATR CA. These messages will be stored with the ATR Customer's profile until they choose to change or delete them. Text dictation of these messages can be accomplished using MCI's Relay Shortcuts to minimize customer key strokes and be conducted prior to any outbound relay call being placed. The next time MCI's FRS ATR customer wishes to order a pizza, their preferences can be accessed and relayed with little typing required by the customer!

MCI believes that ATR is a valuable relay option that will be of significant value to a large relay user demographic in Florida.

B-49   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) 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, etc.

MCI Response: MCI's relay solution offers a broad range of services to accommodate the needs of all relay callers.   In addition to the basic relay services discussed in this proposal, MCI is able to offer several additional features as part of its basic relay service.   All of the costs for these additional features have been included in the basic price per minute as offered in separate Price Proposal.

Expanded Disaster Recovery Support

As previously indicated in **Section B-35**, MCI proposes to offer enhanced support for the FRS in the event of any man-made or natural disaster that may impact a relay user's ability to access the FRS.

The purpose of this support is to assist relay users in times of greatest need. MCI will provide additional outreach and educational support during these periods in an effort to minimize the effects of the disaster among the relay community.

MCI would like to work with the State and with the FTRI to develop specific procedures that can be implemented quickly following a disaster.   These procedures may include:

- Assistance with the distribution of relay equipment to areas and peoples effected by the disaster
- Establishment of mobile communications centers to allow relay users to make calls
- Additional outreach support during times of disaster to provide additional educational support on the variety of alternative communication methods available

- Access to MCI's optional relay services including www.IP-RELAY.com, MY IP Relay and Wireless IP-Relay.
- Advertisement of these special disaster services at deaf community groups and organizations.

Assisted Text Relay

Assisted Text Relay (ATR) has been described in detail in **Section B-48** above. MCI believes that ATR is a valuable feature that will benefit many users in the State of Florida. This feature has been included in MCI's base price per minute.

B-50   FPSC Optional Services Not Included in Basic Relay Service But Available to Provide at Additional Cost

The services listed in paragraphs 51 through 55 are optional services and will not receive evaluation points for the purposes of determining which bidder will be selected to provide relay service. However, once a provider is selected, the FPSC will determine which of the services, if any, 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. The 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.

MCI Response: MCI is continually investing in new technologies in order to expand the communications opportunities and options for relay users.   As a leader of relay innovation, MCI is always seeking new ways to make relay faster, easier and more accessible.   Even better, many of these technologies are presently available free of charge to relay users and to State offices.

MCI.
GLOBAL RELAY

Wireless IP-RELAY

MCI's Wireless IP-Relay service lets users call anyone, anywhere in the U.S., 24 hours a day, 7 days a week, from your Sidekick[2] or Hiptop[3] wireless device. No additional hardware is needed, making it convenient for people on the go.

MCI is presently developing access to IP-Wireless through other wireless devices.

After downloading IP-RELAY.com to the wireless device users can set up own keyboard preferences and short cuts. To make a call, the user simply opens the IP-RELAY.com application and types in the number to be called.

Wireless IP-Relay has proven to be an extremely successful and popular communications option.

MCI would support promotion of Wireless IP-Relay throughout the State of Florida including providing one-on-one user support to download and test the required software.

Additionally, MCI will offer as an Optional Service a Wireless device giveaway program that will enable Floridians to enjoy the freedom to relay on the go!

MY IP RELAY

In July, 2004, MCI partnered with America Online (AOL)[4] to offer My IP Relay to Deaf and Hard of Hearing users. This service uses AOL's Instant Messaging (AIM®) service to allow users to immediately contact a relay operator to place relay calls to voice users.

My IP Relay: Welcome to IP Relay. To place a relay call type **CALL** in the text box and hit send. For further instruction type **HELP** in the text box.

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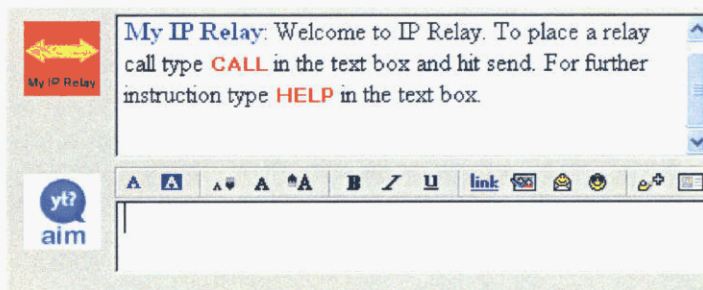
[2] Sidekick is a product available to T-Mobile customers. www.IP-RELAY.com and MCI Global Relay are not affiliated with T-Mobile or Danger Inc. IP-RELAY.com does not support the applications on your wireless device.

[3] Hiptop is a product available to SunCom customers. www.IP-RELAY.com and MCI Global Relay are not affiliated with SunCom or Danger Inc.

[4] AOL, and *AIM* are registered trademarks of America Online, Inc. *Instant Messenger* is a trademark of America Online, Inc. IP-RELAY.com is only offering access to its service through the AIM application, provided by America Online, Inc. IP-RELAY.com and MCI Global Relay are not affiliated with America Online, Inc.

In order to place a call through My IP Relay, a user simply adds "My IP Relay" to the AIM Buddy List and then sends an instant message to My IP Relay.   The system will respond with instructions and the user will be able to enter a phone number to place a call through MCI's relay services.

MY IP Relay is available to any relay user with a computer, an internet connection and the AOL Instant Messenger service.   Like other IP-Relay.com calls, at this time, users incur no charges for calls placed through My IP Relay.

MY IP RELAY NUMBER

MCI's newest offering allows relay users to register and receive a free phone number that can be given to voice users.   When this phone number is dialed, MCI will connect the caller to the relay user's device of choice.   If the relay user does not answer the call on that device, MCI will attempt to connect to a second, third and additional devices as per the registration of the user.

Presently, relay users can register their AIM name to receive calls through My IP Relay Number,   However, MCI is developing the capability for users to add devices to their lists including TTYs, email, voice mail numbers and the like. Soon, relay users will be reachable anywhere, anytime on a wide variety of devices.

My IP Relay Number is yet another example of MCI's innovation and continuing dedication to provide full functional equivalence for relay users.

Wireless Giveways

In conjunction with its ability to offer Wireless IP-Relay, MCI is offering to provide free giveaways of wireless devices to Florida relay users so that these users can have greater access to relay services.   MCI will work with the State and with FTRI to coordinate free giveaways of up to 250 units annually.   These devices will be used to support and promote wireless communications for the Deaf and Hard of Hearing throughout the state.

Wireless IP-Relay is truly a revolutionary approach to relay services, allowing Deaf and Hard of Hearing users to communicate for the first time away from the confinement of a TTY or computer.

B-51 Custom Calling Type Services

The provider will not be required to provide custom calling type services such as Call Trace unless required for certification by the FCC. Call Trace is a feature 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.

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 custom calling functionalities 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.

MCI Response: MCI has an extensive list of standard features and services that are offered through its relay platform.   While Call Trace is not presently a standard feature, MCI is willing to look into developing this feature for FRS.

MCI's platform has been configured to allow callers to preserve all of their subscribed to LEC services such as call blocking, et. al.   Relay users are therefore able to enjoy the same specialized LEC services as traditional telephone users.

MCI's Standard Feature Matrix has been included as **Attachment B-51**. Among some of the significant calling features MCI offers are:

- Assisted Text Relay (ATR)
- Slow-Typing / Long Hold
- Extended Area of Service
- Last Number Redial
- Three-way Calling
- Enhanced 911

B-52   Video Relay Service

The provider is not required to provide video relay service unless required for certification by the FCC. 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 service. If this service is provided, before completing the call, the CA shall advise the caller of any charge for the call.

MCI Response: MCI has read, understands and is able to provide VRS upon request.

MCI currently provides VRS through its IP-Relay Video Relay Service (IP-RELAY VRS) offering.   IP-RELAY VRS allows deaf and hard-of-hearing users to place a call through their computers and to communicate using American Sign Language (ASL).   Since IP-RELAY VRS uses a computer and a Web camera, FRS users will be able to place calls from the comfort and convenience of their own homes.

HOME   CALL OPTIONS   FAQ   CUSTOMER SERVICE

Bringing People Together

Welcome to IP-RELAY VRS

With your high-speed Internet connection, you can now call friends, family, and business associates and communicate in sign language. IP-RELAY VRS makes this possible with a Video Interpreter (VI) who assists with the call online. It's simple! You sign to a Video Interpreter who speaks to the voice user and then in turn the VI signs the voice user's communication back to you. Try it today!

Make An IP-VRS Call

DIAL VRS   HCO/VCO

Having difficulty placing a VRS call? Visit our FAQ pages for information concerning NetMeeting and our services!

Help Me Get Connected   **Connect on your TV!**

Thank you for your continued use of IP-RELAY VRS. We have received your feedback and are providing FASTER connection times to the Video Interpreters! As we continue to upgrade our service, we currently support only NetMeeting calls. For comments and feedback, please contact Customer Service.

MCI's IP-RELAY VRS solution provides video transmission to the signer and audio transmission to the other party. MCI is currently able to provide for 2-Line VCO and 2-Line HCO calls through its IP-RELAY VRS offering, and is working toward capability of providing single-line VCO and HCO services.

IP-RELAY VRS offers a number of features that distinguish it from other VRS services:

- **Self View** – Self-View allows the user to view himself or herself on the computer screen exactly as he or she would appear to the I/O. Self-View provides assurance that the I/O can do a higher quality job of understanding signs, reading your facial and body expressions, and conveying your conversation the way it should be.

- **Video Sizing** – IP-RELAY VRS allows the user to adjust the size of the video screen and the chat screen at any time before, during or after the call. A simple "click and drag" of the mouse allows the user to resize the screen as large as is desired. Unlike other video relay software, IP-RELAY VRS retains the same video quality no matter how large the image becomes. The image won't blur, and the user will be able to more easily see complicated signs or subtle facial expressions.

- **Text Features** – The IP-RELAY VRS software provides a chat screen to allow the user to type a message if desired. There may be instances (e.g. transmission of credit card numbers or fingerspelling of long or complex names) that VRS users may find easier and more efficient to

transmit via text. Using the IP-RELAY VRS software, a text box is always available so that the user can type information to the I/O or the I/O can type information to the user. After the call is complete, information can be saved or printed so that you can retain important data such as telephone numbers, directions or confirmation codes.

- **On-Screen Alert** – IP-RELAY VRS allows users to continue working on other applications while making calls. If a user is placed on hold during the call, the user can continue to work on other applications. When the other party comes on line, an on-screen alert will begin to blink, notifying the user that the call is starting or continuing.

MCI's proposed IP-RELAY VRS solution is simple for the user and vastly more accessible than past VRS solutions. FRS users will be able to place calls from their homes or places of business through a simple Web camera setup.
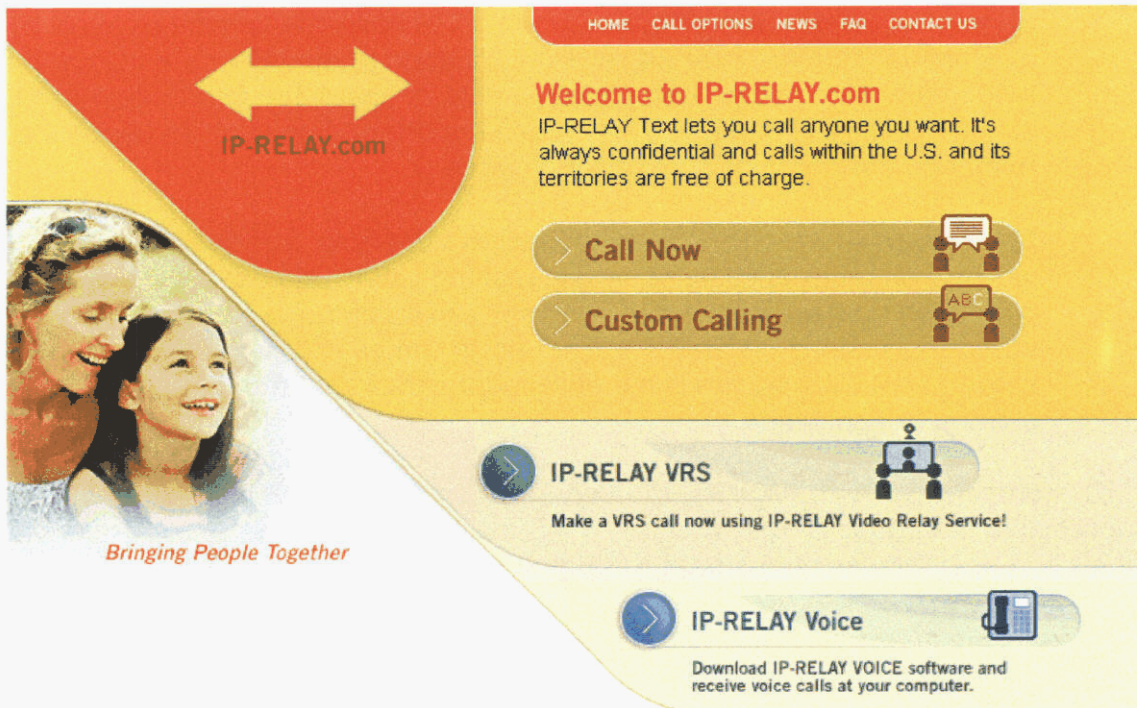
B-53   IP-Relay

The provider is not required to provide IP-Relay service unless required for certification by the FCC. The proposed charge for this service should be separately stated in the price proposal.

MCI Response: MCI is the leading innovator of IP-Relay technology and first introduced IP-RELAY.com for public use in 2002.   In recognition of MCI's efforts in creating IP-RELAY.com, MCI was awarded the Robert H. Weitbrecht award by TDI (Telecommunications for the Deaf, Inc.) in 2003.

MCI currently offers Internet Relay (IP) through its existing national IP-RELAY.com website. This site permits traffic to be received from numerous web- and java-enabled devices. IP-Relay calling is available in both English and Spanish.

IP-RELAY.com offers a variety of services through specially coded Java scripts and requires users to have a connection to the Internet. MCI is continually designing and adding new features and communications options to its suite of IP-RELAY.com features to improve the users' relay experience.

HOME   CALL OPTIONS   NEWS   FAQ   CONTACT US

Welcome to IP-RELAY.com

IP-RELAY Text lets you call anyone you want. It's always confidential and calls within the U.S. and its territories are free of charge.

> **Call Now**

> **Custom Calling**

IP-RELAY VRS

Make a VRS call now using IP-RELAY Video Relay Service!

IP-RELAY Voice

Download IP-RELAY VOICE software and receive voice calls at your computer.

IP-RELAY.com

Bringing People Together

THE IP-RELAYer NEWSLETTER ONLINE | TELL US WHAT YOU THINK | RECEIVE NEWSLETTER UPDATES

Presently, IP-RELAY.com offers users a wide variety of calling options including:

- Immediate call placement through its IP-RELAY Call Now feature
- Customized look and feel for experienced users through its IP-RELAY Custom Calling feature
- Print and save features that allow users to store information relating to their calls (such as addresses, telephone numbers, billing information, etc.)
- Video Relay Service through MCI's www.IP-RELAY VRS.com website.
- PC-to-TTY conversations
- Ability to receive calls from voice users at the computer through the IP-RELAY Voice feature

In the event that IP-Relay service becomes certified by the FCC as a state provided and state paid for service, MCI offers to provide its IP-RELAY.com service at the prevailing NECA rate.

B-54   Account Manager

The bidder should explain the responsibilities and functions that a full time account manager would provide to the relay service. No additional evaluation points will be awarded based on a proposal to provide an account manager. The proposed charge for the account manager should be separately state in the price proposal.

MCI Response: MCI proposes to provide an Account Manager who will reside within the State and who will be 100% dedicated to the FRS.   The FRS Account Manager will have several critical areas of responsibility including:

- Primary point of contact between MCI and the Commission for developing and communicating Outreach and Education activities.
- Primary interface between FTRI and MCI.
- Key escalation point for interacting with FRS users to obtain feed back relating to their experience in using FRS
- Management and implementation of outreach and user forum activities including the development of cooperative outreach goals and plans with outreach sub-contractors.

The FRS Account Manager will work closely with the State and/or the contracted marketing agency to determine the best methods, advertising, educational opportunities and other strategies to inform and educate the residents of the State as to the uses and benefits of FRS.   MCI envisions that the assigned individual will work closely with FTRI to support their outreach and educational efforts within the State.

MCI believes that community outreach and education is critical to the success of a relay service offering.   In addition to increasing public awareness and receptivity to the service, outreach and education programs provide an opportunity for FRS users to have a voice in the service's operations.   MCI has extensive experience in developing promotional campaigns designed to increase awareness of relay services.   MCI's outreach and education program is geared primarily to people who are hearing, hard of hearing, late-deafened and speech disabled. In other words, MCI's programs are targeted at groups who traditionally are not familiar with or do not use the service. MCI also believes that consumer input is an indispensable tool and fundamental to offering and maintaining quality services.   Considerable focus is also paid to Deaf users in order to solicit their feedback on how MCI can improve its relay services.

MCI's Outreach and Education program includes information dissemination, meetings, presentations, and exhibits with a wide variety of consumer, business and professional organizations throughout the state.   MCI makes a concerted effort to attend to each specific geographic region and demographic in order to reach the highest number of potential relay consumers.

MCI has attached a sample outreach plan that it has used for other State contracts. This Outreach Plan has been included as **Attachment B-54**. In the event that the State elects to move forward with a dedicated outreach component for FRS, MCI would develop a similar plan for the State of Florida.

B-55 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.

MCI Response: MCI has proposed several innovative relay services that the state may find of interest. These optional services have been designed based on customer input and have proven to be tremendously valued in the relay community. Please see **Section B-50** for more information on each of these services.

B-56 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.
b.   The Surety Company shall have been in business and have a record of successful continuous operations for at least five (5) years.
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.
d.   A Florida Licensed Resident agent who holds a current Power of Attorney from the Surety Company issuing the bond shall sign all bonds.

MCI Response: MCI has read, understands and complies.

A performance bond in the amount of $500,000 has been provided with this RFP. That Bond and supporting documentation has been included as **Attachment B-56**. The Surety Company issuing the bond meets all of the requirements listed above.

B-57   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 Section 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.

MCI Response: MCI has read, understands and will comply.

B-58   Travel
The provider will not be entitled to a separate payment from the FPSC or the Administrator for any travel expenses which occurs as a result of this contract.

MCI Response: MCI has read, understands and will comply.

B-59   Reporting Requirements
The provider shall provide to the contract manager 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.)

a.   Total daily and monthly
  1)   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.
  2)   Number of incoming call minutes associated with each of the categories of incoming calls in a.1 above.
  3)   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).
  4)   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.1 above.

b.   Average daily and monthly blockage rate.

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

d.   Total daily and monthly number of outgoing calls (including both completed and incomplete) of the following lengths:
  1)   0 – 10 minutes
  2)   >10 – 20 minutes
  3)   >20 – 30 minutes
  4)   > 30 – 40 minutes
  5)   > 40 – 50 minutes
  6)   > 50 – 60 minutes
  7)   > 60+ minutes
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.3.)
f.   Number of outgoing local, intraLATA toll, intrastate interLATA, interstate and international calls for the month. (Total should equal total of a.3.)
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 of a.3.)
h.   The provider shall provide monthly summary reports to the FPSC and the Administrator regarding the number of complaints received categorized by topic areas. The provider shall also provide a complaint summary to the FPSC in the format necessary to submit to the FCC in compliance with §64.604(c)(ii), Code of Federal Regulations by June 15 covering the previous 12 months of complaints ending May 31 of that year.
i.   The provider shall report monthly to the FPSC and the Administrator the results of any user evaluations conducted.
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.
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).
l.   The provider shall report monthly on CapTel or its equivalent service listing the daily answer time, minutes of use for international, interstate, and intrastate; billable session minutes and service levels.
m.   The provider shall submit the necessary documentation to the FPSC that complies with the state certification requirements of 47 C.F.R § 64.605 when required. 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.

MCI Response: MCI has read, understands and will comply.

Timely and accurate reporting is crucial in order to demonstrate quality of service and compliance with service level requirements.   MCI's reporting processes and tools are able to capture, process and retain call information for report preparation in a variety of formats.   MCI regularly analyzes report data to ensure

on-going compliance with service level requirements, to look for trends that will assist in forecasting staffing levels, to focus outreach and education activities, and to discover and understand trends in consumer use of relay services.

It is important to note that MCI's reporting systems capture state-specific date regardless of which TRS center handles the call. Unlike other vendors that may be forced to offer reporting only on a center-by-center basis, MCI is able to offer FRS reporting based upon the totality of FRS calls.

MCI will maintain a complete file of all records, documents, communications, and other materials that pertain to the operation of FRS. These records will be maintained according to generally accepted accounting principles and will contain sufficient information to reflect all direct and indirect costs for which contract payment(s) is/are made.

MCI has reviewed the list of reports above and is able to provide each of the reports requested. MCI has provided some sample report formats as **Attachment B-59**.

B-60 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, 2005 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 answer time requirements - $25,000.

    b.   For failure to meet, blockage rate or transmission level requirement - $5,000

    c.   For failure to meet complaint resolution requirement - $1,000

    d.   For failure to provide timely reports - $500

    e.   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 the amount commensurate with the duration and extent of the system deficiencies.

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.

MCI Response: MCI has read, understands and will comply.

B-61 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 the new provider paying any costs associated with transferring the numbers to the new provider. Provision of customer profile data to the incoming provider shall be provided at least 60 days prior to the outgoing provider's last day of service.

MCI Response: MCI has read, understands and will comply.

B-62 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.

MCI Response: MCI has read, understands and will comply.

Section C: Bid Proposal Format

C-3   Public Entity Crimes Provision

Pursuant to Section 287.133, Florida Statutes, a person or affiliate who is on the convicted vendor list following a conviction for a public crime may not submit a bid on a contract to provide any goods or services to a public entity The person or affiliate may not be awarded a contract 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 threshold 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.

MCI Response: MCI is not on the convicted vendor list and is therefore eligible to submit this bid.

There are no pending or threatened litigation, administrative or regulatory proceedings, or similar matters that could affect the ability of MCI to perform the services required of this RFP.

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):

a.   Audited financial statements (or a SEC 10K Report) for the most recent two (2) years, including at a minimum:

1)   statement of income and related earnings,
2)   cash flow statement,
3)   balance sheet, and,
4)   opinion concerning financial statements from an outside CPA;

MCI Response:

MCI has included copies of its 2003 Annual Report and 2001 and 2000 consolidated financial statements as **Attachment C-4**.   The restated 2001 and 2000 consolidated financial statements are contained in its Annual Report on Form 10-K for 2002 filed with the SEC on March 12, 2004. The restated 2001 and 2000 financial statements were audited by KPMG LLP ("KPMG"), which replaced Arthur Andersen LLP ("Andersen") as WorldCom's external auditors in May 2002.

Due to the size of these documents, MCI has included electronic copies of the documents on CD media.   This information is also available on-line at MCI's home web-site: http://global.mci.com/about/investor_relations/.

MCI has provided a summary of its financials below.

Financial Summary
On April 20, 2004 MCI formally emerged from U.S. Chapter 11 protection. This emergence signifies that MCI's plan of reorganization, confirmed on October 31, 2003 by the U. S. Bankruptcy Court for the Southern District of New York, is now effective, and the company has begun to distribute securities and cash to its creditors. With the Chapter 11 process behind it, the company is now officially known as MCI, Inc.

The emergence process included revalidation and correction of accounting records, review of the accounting for all major acquisitions dating back to 1993, reassessing the propriety and appropriateness of the application of accounting principles, and a re-audit of the financial statements.

This process also impacted the 2003 income statement and resulted in a $22.1 billion gain on the line item "Reorganization Items, net." This gain is composed primarily of the discharge of debt obligations, offset partially by the amounts of new debt and stock issued to settle the claims of creditors, as well as other reorganization items. Among the reorganization expenses were $562 million of restructuring costs and $125 million of legal and accounting fees associated with the bankruptcy.

Including these adjustments, net income was $22.2 billion in 2003, compared to a loss of $9.2 billion in 2002.

MCI reported cash and equivalents of $6.2 billion and long term debt of $7.4 billion as of December 31, 2003, reflecting the issuance of new debt upon MCI's emergence from bankruptcy. Net of its Embratel interest, MCI's cash and debt on its December 31, 2003, balance sheet were $5.6 billion and $5.8 billion, respectively.

Operating Results
In 2003, results continued to be affected by an adverse industry environment characterized by excess network capacity, rapid technological change and pricing pressure. In addition, the Company's bankruptcy filing and the events preceding it made it more difficult to attract new business customers and to expand existing business. Despite these challenges, MCI improved its leadership in service quality and maintained the highest levels of customer satisfaction and retention throughout the period.

Revenue contributions by business segment follow:

(millions)	Year Ended December 31,		
	2003	2002	% Change
Business Markets	$14,125	$17,466	(19.1%)
Mass Markets	6,375	7,483	(14.8%)
International	3,860	3,637	6.1%
Total before Embratel	24,360	28,586	(14.8%)
Embratel	2,955	3,603	(18.0%)
Total	$27,315	$32,189	(15.1%)

Business Markets revenue reflected the benefit of new products and services targeted toward global enterprise and government customers, offset by continuing price competition in the Small and Medium Business market. International revenue gains were driven by increased contributions from the Europe, Middle East and Africa region, and included the favorable effect of foreign currency exchange.

Mass Markets' revenue decline was driven by the negative impact of "Do Not Call" legislation, as well as continuing wireless substitution and ongoing price competition.

The reorganization process provided an opportunity to restructure and reduce operating expenses. The total of access costs, costs of services and products and selling, general and administrative expenses declined by 15 percent to $23.8 billion in 2003, compared to $28.1 billion in 2002, reflecting changes in volume as well as lower personnel costs. The change in operating expenses includes a 21 percent drop in selling, general and administrative expenses due to staffing reductions and improvements in bad debt expense that were partially offset by additional professional services fees incurred in support of MCI's financial restatement efforts.

Restatement activities impacted depreciation and amortization expense. As a result of these adjustments, depreciation and amortization expense totaled $2.6 billion in 2003.

It is important to note that MCI's provision of relay service was completely unaffected by the bankruptcy proceedings. MCI continued to provide high quality relay service to all of our customers in compliance with all contractual obligations.

Additionally, MCI continued to invest resources in the development and implementation of technological and service advances (e.g. IP-Relay and Video Relay Service) in support of its Relay business.

Financial References
Vendor name - Comsys
Area Provided - Contract labor
Contact Name - Monique Calderon, VP National Accounts
Contact Info - Comsys
       4 Research Place
       Suite 300
       Rockville, MD 20850
       301 921 3687

Vendor name - Ericsson Telecom Inc.
Area Provided - Telecom equipment
Contact Name - Johan Westerburg, VP National Accounts
Contact Info - Ericsson
       6300 Legacy Drive
       Plano, TX 75024
       972 583 5693

Vendor name - Dunn & Bradstreet
Area Provided - Credit scoring and reporting
Contact Name - Andy Khan
Contact Info - Dunn & Bradstreet
       4350 North Fairfax Drive
       Arlington, VA 22203
       703 807 5069

b.   Primary Banking source letter of reference.

MCI Response:

MCI has included three references below that can attest to its financial viability. It is MCI corporate policy not to provide formal bank references in this regard. Dun and Bradstreet has been included as one of these references.   MCI's D&B number is 15-203-5432.

Financial References
Vendor name - Comsys
Area Provided - Contract labor
Contact Name - Monique Calderon, VP National Accounts
Contact Info - Comsys
       4 Research Place

Suite 300
Rockville, MD 20850
301 921 3687

Vendor name - Ericsson Telecom Inc.
Area Provided - Telecom equipment
Contact Name - Johan Westerburg, VP National Accounts
Contact Info - Ericsson
   6300 Legacy Drive
   Plano, TX 75024
   972 583 5693

Vendor name - Dunn & Bradstreet
Area Provided - Credit scoring and reporting
Contact Name - Andy Khan
Contact Info - Dunn & Bradstreet
   4350 North Fairfax Drive
   Arlington, VA 22203
   703 807 5069

C-5 Experience and Customer References

For each state in which the bidder has or is providing relay service, the bidder shall indicate:

  a. When the bidder began operating the system.
  b. The number of outgoing calls for the most recent month.
  c. The total duration of the contract.

If the bidder's relay service in other states is available for testing by means of a number that can be dialed from within Florida, the 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.

MCI Response:

MCI began providing TRS services in 1992 and since that time has worked to improve the quality and level of service for its customers.   Listed below is contact information for MCI's current TRS contract including the States of California, Tennessee and Arizona.   Following this information is reference and contact information for other contracts MCI has serviced since 1992.

California Relay Service

MCI began providing California Relay Service in 1996 and currently operates the largest single-FRS service in existence.   The California relay service averages over 400,000 outbound calls monthly.   MCI is providing basic relay service, Speech-to-Speech relay, and Spanish language relay to California Relay Service customers. MCI also provided a six-month Video Relay Service trial for the state. MCI has an in-state Program/Outreach and Education Manager located in California to work closely with the Deaf and Disabled Telecommunication Program and to manage all activities associated with the promotion of the California Relay Service. These activities include, but are not limited to, the creation and distribution of various informational brochures, the creation of radio and television public service announcements. MCI consistently meets or exceeds all service levels required by state contract.

TRS Reference	State of California
Contact	David Weiss **CRS Department Manager** Deaf and Disabled Telecommunications Program under the California Public Utilities Commission
Address	505 14th Street Suite 400 Oakland, CA, 94612
Telephone Number	510-302-1100 Voice 510-302-1114 TTY
Fax Number	510-302-1130 Fax
Scope of Services	335,000 monthly call volume Basic Relay Service First Video Relay Service Trial Spanish Relay Services Contract Term: Three-year term beginning in October 1996. The contract is currently extended through January, 2004.

Tennessee Relay Service

MCI was awarded the Tennessee Relay Service contract in June 2001, and began service on September 25, 2001, meeting the contractual transition date. This contract is served from a Tennessee center during peak hours, and non-peak call traffic (defined as weekday evenings, weekends and holidays), Spanish and STS call traffic is handled in MCI's Riverbank, California call center.. MCI provides basic relay service, Speech-to-Speech relay, and Spanish language relay to the Tennessee Relay Service customers. MCI has an in-state Program/Outreach and Education Manager located in Tennessee to work closely with the Tennessee Regulatory Authority and to manage all activities associated with the promotion of the Tennessee Relay Service. These activities include, but are not limited to, the creation and distribution of various informational brochures, the creation of radio and television public service announcements, participation in activities, committees, and organizations that serve the hearing and speech-disabled community of Tennessee, and coordination of activities during Deaf-Awareness Week. MCI consistently meets or exceeds all service levels required by state contract.

TRS and State Agency Reference	State of Tennessee
Contact	Ms. Vivian Michael-Wilhoite Manager, Consumer Outreach Consumer Services Division Tennessee Regulatory Authority
Address	460 James Robertson Parkway Nashville, TN 37243-0505
Telephone Number	800-342-8359 extension 157 615-741-3939
Fax Number	615-741-8953
Scope of Services	78,000 monthly call volume Basic Relay Service Speech-to-Speech Service Spanish Relay services Contract Term: Five-year term beginning in September 2001.
Notes	Ms. Michael-Wilhoite serves both as a member of the state agency (TRA) overseeing the contract and as a key individual responsible for managing the TRS contract.

Arizona Relay Service

MCI was awarded the Arizona Relay contract on October 11, 2001, and began providing services on February 1, 2002, meeting the contractual implementation date. MCI previously provided services in Arizona from July 26, 1993 to July 31, 1998.   The current contract is served primarily from MCI's relay center located in Chandler, Arizona. Non-peak, Spanish and STS call traffic is handled in MCI's Riverbank California call center.   MCI currently provides basic relay service, Speech-to-Speech relay, and Spanish language relay to Arizona Relay Service customers. MCI has a dedicated in-state Outreach and Education Specialist who works closely with the Arizona Commission for the Deaf and the Hard of Hearing and manages all activities associated with the promotion of the Arizona Relay Service. These activities include, but are not limited to, the distribution of informational brochures, participation in activities, committees, and organizations that serve the hearing and speech-disabled community of Arizona, and constant interaction with customers to solicit input and feedback about quality of services.

Reference Name	State of Arizona
Contact	Ms. Sherri Collins Arizona Commission for the Deaf and Hard of Hearing
Address	1400 West Washington Phoenix, Arizona 85007
Telephone Number	(602) 543-3383
Scope of Services	3 year contract starting 2/01/02. Greater than 60,000 calls per month Basic Relay, Spanish Relay and Speech-to-Speech

TRS Reference (alternate)	State of Arizona
Contact	Mr. James Scarboro* * Contact under first contract term was Ms. Jane Furr-McCutcheon
Address	Arizona State Procurement Office 100 North 15th Avenue, Suite 104 Phoenix, Arizona 85007
Telephone Number	(602) 542-9122

Historical TRS Contracts

The following is a list of TRS contracts that MCI currently services or has serviced in the past. These contracts were similar in scope to what has been presented in this RFP.

Contract Name	Contract Status	Award Date	Service Start Date	Comments
Florida TRS	Contractor	12/91	6/92	Two contract periods
Wisconsin TRS	Contractor	3/92	8/92	
Arkansas TRS	Contractor	4/92	7/92	Two contract periods
Louisiana TRS	Contractor	10/92	1/93	Awarded Contract Extension
Arizona TRS (1st contract)	Contractor	4/93	7/93	Awarded Contract Extension
Massachusetts TRS	Contractor	11/95	6/96	
North Carolina TRS	Contractor	12/95	3/96	Included VRS services
California TRS	Contractor	4/96	10/96	Awarded contract extension. Includes STS service and VRS trial
VISTA IT / Massachusetts TRS	Subcontractor	11/98	5/99	On-going, Platform / Network provider
Tennessee TRS	Contractor	6/01	9/01	
Arizona TRS (2nd contract)	Contractor	10/01	1/02	

MCI is pleased to provide additional reference information for a number of states that MCI has provided relay services for.   More information on any of these contracts can be made available upon request.

Reference Name	State of Florida
Contact	Ms. Beth Salak, TRS Administrator Florida Public Service Commission Division of Telecommunications • contact during term: Richard Tudor, TRS Administrator (850) 413-6516
Address	2540 Shumard Oak Boulevard Tallahassee, FL 32399-0850
Telephone Number	(850) 413-6408 Voice
Scope of Services	Relay Center in Miami, Florida 120 seats Monthly averages: 170,000 incoming calls, 234,000 outgoing attempted calls, 163,000 outgoing completed calls. Basic Relay Service. Approximately 25,000 users (based on number of ANIs). Contract Term: June 1992 through May 2000 (two 4-year terms).

MCI has made a concentrated effort to address the pertinent issues that resulted in missing contractual Service Level Agreements during MCI's last contract term to provide relay services for the State of Florida.   MCI adopted a number of corporate and operational strategies which had and continue to have direct impact on improving our quality of service. The following are key strategies that have resulted in a significant improvement of MCI's relay services capabilities:

Organizational Structure Change -- The Global Relay Service business unit was moved from Business Markets to Consumer Markets. This move aligned the relay service more closely to those who benefits from the relay service—consumers. Since then, the Consumer Market has been more receptive and responsive to the needs of individuals with hearing and speech disabilities by offering new features and products that are considered to be the forefront of relay technological innovations.

New Relay Platform – MCI's Next Generation ("NexGen") Platform signifies MCI's commitment to TRS and the integration of superior technology in the pursuit of enhanced relay features and services.

The NexGen platform represents a revolutionary improvement over previous technology and offers new possibilities by taking advantage of leading edge technical solutions. It offers the latest advances in relay, text, data and telephony technology to the end user, including:

- **Faster connection times** -- using SS7 trunking makes network delivery times 30 to 50% faster than competitive platforms. Using MCI's high-speed proprietary OnNet network enables the NexGen platform to make seamless connections between caller, the Communications Assistant (CA) and the terminating party.
- **Real-time operating statistics** -- allowing relay center management to make quick and accurate decisions in managing traffic.
- **Open platform** -- allowing MCI to integrate any new features like integrated video, Internet Protocol telephony, full duplex text typing, text to speech and speech to text. MCI's goal is to provide an open platform to support the widest possible variety of end user equipment.

Elimination of Subcontractors – Throughout MCI's last contract term with the State of Florida, MCI relied on subcontractors to perform the day-to-day relay operations. In its new commitment to providing all call center operations itself rather than subcontracting, MCI has completely eliminated the use of subcontractors in its relay program. Now, all work is performed in-house, by MCI employees at MCI facilities. This allows MCI to maintain direct control over the entire TRS operation, from employee screening and hiring through training, and to delivery of relay services. MCI's performance has improved significantly since taking complete control of relay operations.

Improved Answer Times / Blockage Rates – In its present state contracts, MCI consistently meets all answer time and blockage rate requirements. With MCI's new platform and upgraded network system, coupled with increased operational efficiencies, blockage rates are well within the P.01 Blocking Standard. Additionally, Answer Times for all state services are met consistently. MCI answers well over 90% of calls within 10 seconds and the Average Speed of Answer (ASA) for most calls is within three (3) seconds.

Please see **Section B-31** of this proposal for detailed statistics on these requirements.

National Quality Assurance Monitoring – MCI has designed and implemented a Quality Assurance Monitoring program to regularly test the quality of its relay service program. Through this program, MCI places more than 200 test calls each month. These test calls are used to judge the efficiency of MCI's relay platform as well as to ascertain the skill level of its CAs. This quality monitoring measures a variety of call processing skills including typing

accuracy, typing speed, call handling efficiency, accurate placement of outbound calls, and the CA's ability to relay verbatim and in correct context and tone of voice. In all, this monitoring is used to measure over twenty categories of call processing. The results of this monitoring is used to improve both individual CA skills and abilities as well as to improve MCI's overall relay efficiency by leading directly to changes in the relay platform, call processing console, and CA training programs.

In summary, MCI has made significant strides in improving its overall relay platform and capabilities, which have resulted in consistent compliance with existing state contracts and requirements. MCI is confident that Florida Relay Services users will have a dramatically different and improved experience when using MCI's relay service under the new contract.

Reference Name	State of Wisconsin
Contact	Mr. Jack Cassell, WTRS Contract Administrator* * Contact during term of contract was Tom Sanew
Address	Wisconsin Department of Administration – TRS 101 East Wilson Street, 8th Floor Madison, WI 53707-7844
Telephone Number	(608) 267-6934 (TTY)
Scope of Services	Relay Center in Madison, Wisconsin 54 Seats Approximate monthly average of 47,000 incoming calls in 1998 Contract Term: 1992 to 1998

Reference Name	State of Arkansas
Contact	Mr. Kenneth Musteen President, (ADHITS) Arkansas Deaf and Hearing Impaired Telecommunications Service Company
Address	1616 Brookwood Drive Little Rock, AR 72203
Telephone Number	(501) 296-1610 (Voice/TTY)
Scope of Services	Relay Center in Phoenix, Arizona Nearly 250,000 relay calls annually Basic Relay Service Two contract terms, 7/92 through 7/98

Reference Name	State of Louisiana
Contact	Ms. Carolyn DeVitis, Vice Chair* Louisiana Relay Administration Board * Contact during term of contract was Marilyn (Istre) Crain
Address	Louisiana Public Service Commission P.O. Box 91154 Baton Rouge, LA 70821-9154
Telephone Number	(225) 219-9417 Voice
Scope of Services	Relay Center in Phoenix, Arizona Approximate monthly average of 44,000 incoming calls in 1997 Contract Term: 1993 to 1998

Reference Name	State of North Carolina
Contact	Ms. Linda Nelson, TRS Administrator State of NC- Dept. of Health and Human Services Division of Services for the Deaf and Hard of Hearing
Address	319 Chapanoke Road, Suite 108 Raleigh, NC 27603
Telephone Number	(919) 773-2991 Voice (919) 773-2974 TTY
Scope of Services	Relay Centers in Madison, Wisconsin and Phoenix, Arizona 60 seats 5.6 million session minutes, 3.8 million relay minutes and 1 million calls during the year of 1998. Basic Relay Service plus Video Relay Service (VRS) Approximately 9,000 users (based on number of ANIs). Contract Term: March 1996 through March 2000.

Reference Name	State of Massachusetts
Contact	Ms. Marilyn Benoit, Contract Administrator Center for Individuals with Disabilities Verizon Communications
Address	280 Locke Drive, Floor 4 Marlboro, MA 01752
Telephone Number	(508) 460-4539 Voice
Scope of Services	Relay Center in Holyoke, Massachusetts 80 seats Monthly averages: 78,000 incoming calls, 105,000 outgoing attempted calls, 77,000 outgoing completed calls. Basic Relay Service. Approximately 11,000 users (based on number of ANIs). Contract Term: June 1996 through April 1999. MCI served as subcontractor to VISTA IT, providing telecommunications, data network, systems software and reporting for the Massachusetts Relay Service Contract Period May 1, 1999 through April 30, 2003

Customer Comments

While contract dates and descriptions can detail when and what services MCI has provided, only MCI's consumers can truly detail how those services are provided.   MCI's relay service offerings are viewed highly by our customers. Our customers appreciate both the functionality of our relay offerings and the manner in which these offerings are made available to them.

MCI has provided comments and requests from many relay users within the State who have experienced MCI relay services in the past and look forward to having MCI serve as Florida's relay provider again.   Please see **Attachment C-5** for more of this information.

The following is a sampling of comments from MCI's TRS administrators and customers regarding the quality of its relay services:

> *"MCI is serious about relay and committed to the consumers it serves . . . I was really impressed by MCI's procedure that requires a visitor to thoroughly read and sign a Confidentiality Agreement before entering the building. The pinnacle of my visit was the opportunity . . . to see how MCI monitors call traffic which allows them to adjust to changes in call patterns."*
> -- *Vivian Michael-Wilhoite*
> *Manager of Consumer Outreach*
> *Tennessee Regulatory Authority*

> *"MCI held the TRS contract with the State of Arizona for 5-years, from 1993 to 1998.   During this period, in all respects, MCI was an exemplary vendor."*
> -- *Katherine Babonis*
> *Arizona State Procurement Office*

> *"...the service is always professional and of great benefit to both the hearing and deaf population."*

> *"...they take their business and take their customers very seriously."*

"...consumers who have used this feature [IP Relay] simply love it."

"...long term commitment to improve access to both deaf and hearing citizens..."

"MCI's management team also portrays professionalism, sophistication and patience with the relay user's community."

"MCI is very visible in the community and well regarded by the deaf community."

"...the quality of MCI relay services and history of outstanding leadership in the field will lead to improved services for consumers..."

"MCI has developed a strong outreach program throughout the entire state. A great deal of time and energy has gone into this relay education program"

"They work very hard to solicit feedback from the deaf community on a regular basis"

C-6   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.

If the bidder intends to use a subcontractor to provide any part of the relay service, the bidder must also provide three customer references for the subcontractor and the information required in paragraph 5.

MCI Response: MCI is not proposing to use any subcontractors for any activities involved with the FRS.

C-7   Bid Security Deposit

A $500,000 bid security deposit 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, 2005 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 to do so on the date of the bond.

The unsuccessful bidders' security deposits shall be returned, without interest, within thirty (30) days after disqualification, withdrawal, or signing of the contract with the successful bidder. 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.

MCI Response: MCI has read, understands and complies.

MCI's Bid Security Deposit has been included with this proposal as **Attachment C-7**.

Section D: List of Attachments

B-2	Project Plan General Description
B-2A	FRS Specific Project Plan
B-8	Training Plan
B-35	Sample Disaster Recovery Plan (Riverbank, CA)
B-51	Standard Features Matrix
B-54	Historic Outreach Plans
B-59	Sample Reports
C-4	Annual Report (CD format)
C-5	Relay User Petitions
C-7	Bid Security Deposit

MCI
GLOBAL RELAY

Relay Service Transition Plan

MCI follows documented and proven transition procedures that provide for a quick, seamless transition from the existing provider of relay services to MCI TRS. MCI's extensive planning and testing ensures that the consumers of ITRS experience a seamless and transparent transition from the existing provider to MCI.

MCI's transition process begins at contract award and is divided into four concurrently running transition tracks.

Administrative   The Administrative track focuses on the contractual requirements of the service. Included herein are such activities as contract review and signature, acquisition of performance bonds, billing formatting and the like.

Facility   The Facility track focuses on the acquisition, construction and/or build-out of a new call center facility as required. Important milestones within this track includes site acquisition, construction and/or build-out, circuit installation and testing, and equipment procurement.

Technical   The Technical track focuses on all technical system aspects of the contract. This includes system development, improvement and installation, report development, web-site development and integration.

Operational   The Operations track focuses on the "people" aspect of operations including staff conversion and hiring, training development, training of new CAs, forecasting and scheduling.

Outreach   The Outreach track has been designed to develop the specific outreach goals, strategies and materials needed to appropriately provide outreach and educational opportunities to the relay user community.

An average relay service transition takes approximately 100 days to complete. This timeframe varies based upon the complexity of the transition.

Since all four tracks are occurring simultaneously, and since events and activities in each track impact the entire transition process, communication is of pivotal importance during the transition process. Status meetings and reports are held on a regular basis with the entire transition team to ensure that all tracks are on schedule and have not encountered any significant difficulties or delays which

may impact another track's progression.   MCI management is kept fully apprised of the progression of the transition and can step in at any time to quickly effect changes in order to meet required schedules.   MCI will also report regularly to the State on the status of the transition activities.

Administrative

The Administrative track of MCI TRS transition includes all of the contractual documentation and requirements. Among the elements of the Administrative Track are:

- Contract Award: Immediately following contract award, MCI will work with the State to ensure that all required documents are signed and filed. Representatives from MCI's legal services team as well as from MCI TRS will work with the State and State designated individuals or groups to ensure that all documentation is read, processed and approved prior to the onset of any additional transition activities.

- Performance Bond: MCI will provide performance guarantees as required and in the timeframe required by the Request for Proposal (RFP). MCI will work with the State to ensure that all documentation is sufficient to meet the requirements as detailed in the contract.

- Transition Plan development: MCI understands that every transition may include key deliverables or milestones that are unique to specific State requirements. While this transition plan incorporates the standard and consistent activities required for basic relay service transition, MCI knows that other items or activities may arise during contract negotiations that must be incorporated into the transition plan. MCI's transition plan has been developed to be as fluid and responsive as possible, allowing for the incorporation of additional deliverables or milestones as warranted by the particular transition.

- Billing Format: MCI will work with the State to ensure that the planned billing format meets all of the specifications sought by the State. Changes to the billing format as indicated by the State will be incorporated into the system and MCI will perform test billing runs to ensure that these changes fully represent the requirements.

- Implementation Progress Report: Open communication is a key component of any successful implementation. Status meetings and reports are held on a regular basis with the entire transition team to ensure that all tracks are on schedule and have not encountered any significant difficulties or delays which may impact another track's progression. MCI management is kept fully apprised of the progression of the transition and can step in at any time to quickly effect changes in order to meet required schedules. MCI will also submit regular status reports (minimally once per month) to the State on the progress of the transition activities.

Facility

The Facility track of MCI TRS transition includes all of the steps required to design, construct and complete a call center facility capable of handling relay calls in the manner required by the contract.   Among the critical elements of the Facility Track are:

- Facility Procurement: Determining an appropriate facility to house a specific call center is the central activity of the Facility Procurement phase of the Facility Track.   MCI examines all options available in order to determine the most cost effective and efficient method of procuring a call center facility.   This may include converting or expanding an existing call center into a relay operations center, acquiring a new building to convert into a relay operations center, or constructing a new facility to house the relay operations center.

  Among the specific tasks that may be required to complete the Facility Procurement phase are:

    - Site build-out or construction
    - Floor Design
    - Electrical Design and Requirements assessment
    - Disaster Recovery/Generator/UPS Requirement assessment

  The Facility Procurement phase begins at Contract Award and lasts approximately 45 days.

- Furniture Procurement: The primary activity within the Furniture Procurement phase is the acquisition of all furniture and materials needed to prepare the facility to begin relay operations.

  The Furniture Procurement phase commences immediately following the Facility Procurement phase is completed and lasts approximately 45 days.

- Furniture Installation: Following procurement and receipt of all necessary furniture and accessories, the furniture is installed in the facility and prepared for occupation by the newly hired relay center staff.

  The Furniture Installation Phase begins immediately upon receipt of all required furniture and lasts approximately 10 days.

- Circuit Orders and Installation: Occurring concurrently with the Furniture Procurement phase, MCI places all necessary Circuit Orders, including all required voice and data T1 lines, and begins installation of said circuits.

MCI's engineers install and test all circuits at the facility prior to concluding this phase.

The Circuit Orders and Installation phase can begin immediately following completion of the Facility Procurement phase and lasts approximately 45 days.

- Equipment Order: Occurring concurrently with both the Furniture Procurement phase and the Circuit Orders and Installation phase, MCI places all orders for equipment needed by the relay center staff.

  This equipment includes:

  - Call Center servers
  - Network cabling
  - NAI Sniffer
  - Hubs and routers
  - Production floor relay consoles
  - Operator headsets and related equipment
  - Computer peripherals

  Additional spare equipment is ordered at this time to provide a pool of immediately available spares in the event that one or more items is received damaged or non-operational.

  The Equipment Order phase begins immediately following the completion of the Facility Procurement phase and lasts approximately 30 days.

- Equipment Installation and Testing: Following receipt of all ordered equipment, MCI's engineers install and test the equipment. MCI conducts rigorous testing on all systems and lines to ensure that the call center facility is prepared to be fully operational by the required start date.

  Testing includes:

  - Voice and data T1
  - LAN connectivity
  - Hubs and routers
  - Data wiring
  - IDN circuits
  - Production consoles and related equipment and peripherals

  Equipment Installation and Testing begins immediately upon receipt of all equipment and lasts approximately 10 days.

- Cable Installation and Testing: Simultaneously with equipment installation, MCI engineers install and test all required cabling in order to ensure that the relay center is fully wired and operational by service start up.   Cables are tested in conjunction with received equipment to ensure that all connections are fully functional.

  The Cable Installation and Testing phase runs concurrently with the Equipment Installation and Testing phase and lasts approximately 10 days.

Technical

- Detailed Work Plan: Upon contract signing, MCI's technical team develops a detailed work plan that includes all aspects of facility, network or system placement, build-out and/or redesign. The Technical Work Plan will be reviewed with MCI management and State representatives to ensure that all required elements are included. Throughout the transition, MCI will update and revise the Work Plan to indicate completed milestones or to add new requirements or milestones to the Work Plan as needed.

- Disaster Recovery Plan: MCI's existing call centers currently have in place detailed Disaster Recovery plans. Following contract signing, MCI will review the current plans and incorporate any State-specific information that may be required in order to ensure no calls are lost or dropped due to disastrous circumstances. Among the items included in the Disaster Recovery plan are automated scripts for call routing, emergency power requirements, and system/network backup devices.

- Data Transfer: The Data Transfer begins within a month of contract signing. Working collaboratively with the State and the current provider, MCI transfers all customer profile and other relevant data to MCI's systems in order to effect a seamless transition of service from the current provider to MCI. Typically, data transfer can be completed in a minimal timeframe and MCI estimates that no more than ten (10) days will be required to effectively transfer all data from the existing provider to MCI's systems. Throughout the transition, MCI will update records as needed to ensure that all data is captured in time for service start-up

- Report Development: Using the data contained in the RFP, MCI's reporting staff immediately begins developing all reports necessary to meet the requirements detailed in the Scope of Work. MCI currently collects comprehensive data from our billing records and can develop reports that show all necessary data. Report Development takes, on average, 45 days.

- State Approval: Upon initial completion of report development, MCI will submit all reports and forms for the State's review and approval. MCI will work with the State during this time to modify any reports in order to meet the requirements as specified in the RFP. MCI estimates that this phase should take no more than 30 days.

- <u>Configuration Database development</u>: The Configuration Database contains files and data necessary for MCI to receive, process and appropriately bill calls. Among the elements necessary to load into the database are Site IDs, State-specific operator console requirements (e.g. specific macros or one-touch button commands), and billing detail record (BDR) format and data requirements.

- <u>Active Status Monitoring:</u> MCI will perform Active Status Monitoring on the system and the network to ensure full functionality prior to the start-up of any service-related activities.

- <u>Web-Site development</u>: MCI has experience in designing and hosting State-branded Telecommunications Relay Service web-sites. During this phase of the transition, MCI will work with State representatives to transition an existing web-site to MCI systems or to design and develop a new web-site that includes State-specific branding. At the beginning of the Web-site Development phase, MCI will work collaboratively with the State to create a project plan specific to the Web-site design. MCI will follow this project plan throughout the phase until the Web-site has been completed and is accepted by the State.

- <u>IP-RELAY Integration</u>: Upon approval by the FCC, MCI will integrate its IP-RELAY.com functionality into the State-branded web-site. MCI has performed such integration before and will leverage its experiences in order to minimize any downtime of the web-site associated with the integration of the new functionality.

- <u>Resporg Testing</u>: MCI will work cooperatively with the current vendor in order to discuss the transition of service. In order to complete Resporg testing, the current vendor must complete required RESPORG forms.

Operations

- Human Resources Planning: Immediately upon notification of award, MCI's Human Resources staff begins planning the staffing requirements for the operation. These staff requirements include:
  - Technical
  - Traffic
  - Scheduling
  - Operations
  - Training

- Management Selection and Hiring: Certain members of the management team are identified prior to contract award, however, other key positions need to be filled by appropriate individuals. These positions may include the Relay Center Manager, Outreach Manager, Traffic Manager, Training Manager, and others. Given that relay traffic will be processed through an existing MCI call center, many of these positions are currently filled with trained and experienced employees. Therefore, MCI anticipates that the Management Selection and Hiring phase of the transition will be minimal.

- Staff Conversion: If at all possible, MCI will interview and hire departing service provider staff including operators, trainers, and/or outreach personnel to the extent possible and permitted by contractual obligations. MCI appreciates and values the experience and State-specific knowledge that current staff may have and believes that such knowledge is valuable in ensuring smooth transition of services. MCI will work with the State and the current provider and obtain approval from the State prior to converting any existing staff to MCI duties.

- Management Training: Following hiring of management personnel, MCI begins management training including all aspects of Operations, Administration and Train the trainer. Additionally, training modules to be used for the newly hired operators are reviewed and updated.

- Training Material Review/Writing: MCI uses a standard set of training materials including training manuals, on-line systems, handouts, labs, and live practice exercises throughout its training program. All of these activities are documented in training materials. MCI continually modifies and updates its training materials to reflect the latest advances in technology as well as to reflect FCC-mandated or State-specific requirements. Training Material Review and rewrite (if necessary) generally takes 30 days to complete.

- Train the Trainer: MCI provides train-the-trainer activities as soon as trainers become available.   Whenever possible, MCI uses existing training staff and updates them with the most recent changes to the training materials.   New Training staff, if needed, are provided full train-the-trainer exercises and activities.

- Hire Operators: Based upon traffic data and current provider staffing levels, MCI hires all operators required to staff the relay center 7x24x265. The Relay Operators are screened, evaluated and interviewed by MCI's Human Resources team.   MCI's goal is to extend offers to all required operators within 30 days.

- Train Operators: Once all relay operators have been hired, training commences.   MCI estimates that it will take 21 days in order to fully train all operators required to staff ITRS. Training takes place at the Riverbank facility on the same equipment that will be used by the operators during normal business operations.

- Customer Service Training: Any additional State-specific training for Customer Service staff is provided within 30 days of Service Start-up.

- Determine/Prepare Floor Location: MCI's Relay Center Operations Management team will assess the current call center requirements to determine the best placement of relay operators Upon location determination, MCI ensures that all equipment including terminals, circuitry, cubicles, chairs and the like are in place prior to Service Start-up.

- Forecasting/Scheduling: In order to prepare for immediate call processing, MCI uses advanced forecasting and scheduling techniques. Based upon historical traffic data and recent traffic trends, MCI will develop a schedule to provide 7x24 coverage that meets or exceeds the minimum required standards of service as detailed in the Statement of Work.

Outreach

- <u>Staff placement / Hiring</u>: Shortly after contract award, MCI seeks to place all required Outreach and Education staff. In addition to hiring new Outreach and Education personnel, MCI prepares local facilities as required by the Statement of Work.

- <u>Initial Outreach Plan development</u>: MCI believes that Outreach and Education is one of the most important elements of TRS. MCI will work closely with the State to develop an Outreach Plan that is both comprehensive in its scope and penetrative in its approach. The goal of the Outreach Plan will be to provide information to the broadest population of users on the features, benefits and uses of the relay system.

- <u>Program review</u>: One an initial Outreach Plan has been developed, MCI will meet with the State to evaluate the goals, strategies and tactics as presented within the plan. MCI believes that a collaborative approach to Outreach with the State agency results in an Outreach program that is both informative and effective. Following State review, MCI will modify the Outreach Plan based upon State recommendations and will prepare to put the plan into effect.

- <u>Current Materials Inventory</u>: In order to effectively provide Outreach it is important for MCI to understand the current inventory levels of the relay program's specific brochures, hand-outs, FAQs and the like. MCI will work with the State to understand the current inventory level of outreach materials and will use this inventory as a basis for its Initial Materials Production schedule.

- <u>Initial Materials production</u>: Following an accounting of the current Outreach and Education materials inventory, MCI will develop a production schedule for additional Outreach and Education materials. MCI will produce materials to support initial Outreach efforts as well as to augment existing supplies of marketing collateral.

- <u>Initial Outreach Activities</u>: MCI believes that it is critically important to begin Outreach activities prior to final switchover of service. With the approval of the State, MCI would like to begin performing Outreach and Education within 60 days of Service Start-Up.

TRANSITION: CONTRACT YEAR ONE

By service start date, every critical element of the Administrative, Facility, Technical, and Operational tracks will be fully operational. 'Transition' activities after service start date will focus mostly on fine-tuning the various systems to optimize the relay program. For these four areas, the ultimate goal is to have everything in place by service start date so that no further service transition is necessary.

While the service-critical components of the first four tracks will be in place prior to service start date and will require little additional activities beyond optimization and trouble-shooting, the Outreach and Education track begins in earnest following the service start date. While planning activities occur for some time prior to service start date, MCI proposes to begin the Outreach and Education program 60 days prior to service start date. This will facilitate the planning for long-term outreach activities as well as the production of immediate collaterals that would be needed during the first few months. Following the service start date, MCI's Outreach and Education specialists will implement the long-term outreach plan.

Florida Relay Service Implementation Timeline

Activity	January Week				February Week				March Week				April Week				May Week				June Week	
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2
ADMINISTRATIVE TRACK																						
Contract Execution (est.)		�	▣																			
Performance Bond			▣																			
Transition Plan Modification					▣	▣	▣	▣	▣	▣	▣	▣	▣	▣	▣							
Billing Format						▣	▣	▣	▣	▣	▣	▣	▣	▣								
Implementation Progress Reports				▣			▣					▣		▣						▣		
FACILITY TRACK																						
Facility Procurement							N/A															
Furniture Procurement							N/A															
Furniture Installation							N/A															
Circuit Procurement and Installation					▣	▣	▣	▣	▣	▣	▣	▣										
Equipment Order and Installation					▣	▣	▣	▣	▣	▣	▣	▣										
Equipment Testing													▣	▣	▣							
Cable Installation and Testing													▣	▣								
TECHNICAL TRACK																						
Detailed work plan					▣	▣																
Disaster Recovery Plan						▣	▣		▣													
Data Transfer														▣	▣	▣	▣	▣	▣			
Report Development						▣	▣	▣	▣	▣												
Configuration Database Development						▣	▣	▣	▣	▣												
Active Status Monitoring																	▣	▣	▣	▣		
Resporg Testing														▣	▣	▣	▣	▣				

Activity	January Week 1	2	3	4	February Week 1	2	3	4	March Week 1	2	3	4	April Week 1	2	3	4	May Week 1	2	3	4	June Week 1	2
OPERATIONAL TRACK																						
Human Resources Planning				X	X	X	X															
Management Selection and/or Hiring						X	X	X	X													
Staff conversion							X	X	X													
Management Training										X	X											
Training Material Review/Writing						X	X	X														
Train the Trainer									X													
Hire Operators					X	X	X															
Train Operators													X	X	X							
Customer Service Training													X	X	X							
Determine/Prepare Floor Location					X	X	X															
Forecast/Scheduling																X	X	X	X			
OUTREACH TRACK																						
Staff Selection and Hiring					X	X	X	X	X													
Coordination / Initial Planning with FTRI						X	X	X														
Initial Outreach Plan development									X	X	X											
Program Review										X	X											
Current Materials Inventory										X	X	X										
Initial Materials Production												X	X	X	X							
Initial Outreach Activities													X	X	X	X	X	X	X			
SERVICE START-UP -- June 1, 2005																	X				X	

Unit 1: INTRODUCTION TO TRS

Objectives: To examine TRS in a historical context and become aware of its evolution as technology and legislation has advanced. To discover the mission of TRS and to identify the communities that constitute the TRS customer base. To become familiar with the terminology and equipment used by consumers of TRS.

Lesson 1: *The Basics.* The parameters of relay (what it is and isn't) and a descriptive look at the consumers who avail themselves of this service.

- What is Telecommunications Relay Service?
- Who uses TRS?
- What is MCI's role?

Lesson 2: *Industry Terminology.*

Lesson 3: *Evolving Legislation.* The role of federal law in creating communications opportunities for the disabled. How evolving legislation has empowered the disabled community and has transported its members from isolation into the mainstream of public life.

- Communications Act of 1934
- Rehabilitation Act of 1973
- Telecommunications for the Disabled Act of 1982
- Hearing Aid Compatibility Act of 1988
- Telecommunications Accessibility Enhancement Act of 1988
- Americans with Disabilities Act (ADA)

Lesson 4: *The History of TRS.* The scattered, unreliable services of relay's Infancy; the gradually increasing availability of relay, culminating in mandatory universal service with the passage of the ADA.

- Private relay services
- Relay hotlines
- Local volunteer relays
- Statewide relay services
- Federal Relay Service

Lesson 5: *The Equipment TRS Callers Use.* From early, Baudot devices to the age of the Internet.

- TTY distribution
- History of the TTY
- Personal computers

Lesson 6: *Access to Relay Service.*

- How do consumers access relay?
- Operator service for TTY users
- MCI TTY Customer Service

Unit 1 Lab Work:

- Terminology Review
- Place a TTY to TTY call to become familiar with consumer equipment

Unit 1 Peer Partner Focus:

- Basic overview of the workstation
- Confidentiality and the Relay Code of Ethics

Unit 2: THE COMMUNICATION ASSISTANT

Objectives: To gain a complete understanding of the role of the CA, including all ethical and functional responsibilities. To internalize the meaning of the Relay Code of Ethics and the Confidentiality Pledge and to be able to apply these standards to any situations that may be encountered on a relay call or elsewhere. To explore the concept of transparency and discover its critical role in the success of relay calls. To gain a detailed understanding of consumer needs and to acquire the tools to satisfy our customers' expectations while achieving personal and professional success. To understand the standards of proficiency that must be demonstrated in order to earn CA certification.

Lesson 1: ***Role of the CA.*** Understanding the fundamental and ethical responsibilities to our customers.

- Ethical standards (confidentiality, transparency, detachment, venting)
- TRS & CA functional standards
    - FCC regulations
    - The meaning of equal access

Lesson 2: ***CA Job Responsibilities.*** What the CA must do and must not do on every relay call. Specific services which the customer expects the CA to provide. Practical applications of functional equivalency.

- Basic customer service expectations
- Adding call details

Lesson 3: ***CA Certification.*** FCC and MCI minimum performance standards that must be satisfied before a trainee may be permitted to assume the duties of a CA. Evaluations, assessments and tests used to verify proficiency in relay operator skills. Scores prerequisite to the acquisition of CA certification.

Lesson 4: ***Conveying Meaning.*** An exploration of the elements of conversational communication that extend beyond the words used. How facial expressions, voice inflection and nonverbal sounds affect understanding of spoken and typed communication.

- Inflection: text to voice
- Inflection: voice to text

Lesson 5: ***Ergonomics.*** Staying healthy in a typing profession.

- What is repetitive movement injury?
- Avoiding CTS

Unit 2 Lab Work:

- Understanding ethics and confidentiality
- How to convey meaning in TRS calls
- Exercises to avoid CTS

Unit 2 Peer Partner Focus:

- How to convey meaning

Unit 3: THE TRS WORKSTATION

Objectives: To become comfortable and familiar with the keyboard and screen functions of the relay operator workstation and with the features of the TRS software. To gain an understanding of the purpose and importance of customer profiles. To learn how to honor customer preferences expressed within profiles and how to edit those profiles upon demand. To learn where to find and how to use the reference tools available to the CA.

Lesson 1: *Knowing the System.* Understanding the CA workstation's keyboard functions and applying the soft keys to the accomplishment of common CA tasks.

- Discovering all aspects of the TRS workstation.
  - The computer
  - The headset
  - The TRS workstation screen
  - The Macro Keys

Lesson 2: *Understanding the Workstation Manual of Call Processing.*

Lesson 3: *How Auto-Correction works.* The various dictionaries resident within the TRS Software. How the system automatically corrects typos and avoids spelling errors. Using the Word Choice feature to select between similarly-spelled words. Setting up and using the Operator Dictionary to maximize personal effectiveness.

- Becoming familiar with the dictionaries
- How to use the Word Choice functionality to improve accuracy
- Creating an effective Operator dictionary

Lesson 4: *Caller Profiles.* Understanding customer preferences. Why customers set up profiles and how to honor them. How to edit customer profiles upon request.

- What is a customer profile?
- Customer profile system overview
- Editing Customer Profiles
  - Changing a PIN
  - Making customer requested changes

Lesson 5: *Split Screen Functionality.* The purpose of the split screen function, how it affects a relay call and how and when to access it.

- Split screen call handling

Unit 3 Lab Work:

- Logging on and off the TRS workstation
- TRS call processing workstation manual
- Getting to know macro keys
- Testing the auto-correction and online dictionary tools

Unit 3 Peer Partner Focus:

- Understanding customer profiles
- Working with the call processing workstation manual.

Unit 4: BASIC CALL PROCESSING

Objectives: To identify the various types of relay calls processed by TRS, become familiar with their characteristics and learn how to most efficiently use the keyboard, screen functions and scripts to provide high-quality service and exceed customer expectations.

Lesson 1: *Relay Basics.* Identifying the parties to a relay call, identifying the various types of relay calls and their particular requirements, setting up and closing the call.

- The participants on a relay call
- The parts of a relay call
- The types of relay calls

Lesson 2: *Identifying an incoming call.* Using audio and visual cues to recognize incoming calls. Identifying call types from screen information. Procedure for switching between the various console modes to quickly "locate" a call. How to use macros and scripts effectively to provide an initial response to the caller.

- Incoming call alerts
- Looking for an incoming call

Lesson 3: *Macro keys and abbreviations.* The how, when and why of pre-programmed macro scripts. Abbreviations used in relay; recognizing opportunities to increase typing speed by using abbreviations that are universally understood by our relay customers.

Lesson 4: *Relay call process.* Opening and closing the call, providing tone of voice and background sounds, use of courtesy phrases. Dialing protocol and procedures for explaining relay to customers unfamiliar with TRS. Distinguishing between the operator function and the CA function; interacting with customers appropriately based on this distinction. Development of tools for CA effectiveness, including pacing, redirecting and the use of approved phrases. The importance of using status indicators to keep customers informed at all times. Use of the recording tool to relay messages from answering machines, recorded messages and voice message retrieval systems.

- Setting up the call
- Relaying the call
- Closing the call

Lesson 5: *TTY originator.* Recognizing, connecting and processing TTY to Voice and ASCII to Voice calls, as well as text calls placed over the Internet.

Lesson 6: *Voice originator.* Recognizing, connecting and processing Voice calls to TTY terminators and Voice calls to Internet users.

Lesson 7: *VCO originator.* Recognizing, connecting and processing voice carry over calls.

Lesson 8: *HCO originator.* Recognizing, connecting and processing hearing carry over calls.

Lesson 9: *Voice answering machines and systems.* Recognizing, connecting and processing text-based calls to voice answering machines and voice mail retrieval systems.

Unit 4 Lab Work:

- Working with the recording tool
- Customer-friendly relay
- Identifying an incoming call
- Pacing
- Practice calls processing all basic call types using scripts

Unit 4 Peer Partner Focus:

- Effective use of the recording tool
- Identifying incoming call type
- Correct call type set up

Unit 5: TRS USER AWARENESS (15 HOURS TOTAL PRESENTED DURING TRAINING PROGRAM)

Objectives: To understand the unique needs and expectations of the various communities served by TRS, including the deaf, hearing, hard-of-hearing, late deafened, deaf-blind and speech disabled. To explore deaf culture and social norms prevalent among the deaf community, including TTY etiquette. To discover some of the myths surrounding deafness and learn about the difficulties in daily life resulting from lack of accommodation and preconceived notions among the general public. To learn about the history and development of American Sign Language and to become proficient in a basic vocabulary of survival signs. To understand ASL gloss and grammar and to gain proficiency in translation of typed ASL into conversational English.

Lesson 1: *General background information.* Who are our customers? Trainees discover the various types of disabilities among TRS users along with appropriate descriptive terminology. Brief summary of the discrimination historically suffered by the deaf community.

- Statistics from NAD
- TRS consumer summary
- Causes of hearing loss
- Hearing parents/deaf children
- CODA
- Diverse circumstances
- Historical attitudes toward deafness
- A brief history of education of the deaf
- Gallaudet University and Deaf President Now movement
- Culturally appropriate descriptive language

Lesson 2: *Deafness and social norms.* What are the differences between deaf culture and hearing culture? Debunking myths about deafness and the deaf community.

- Deaf culture and values
- Deaf folklore and humor
- Deaf theater and arts
- Assistive devices
- Accommodations
- Deaf(ables) and Deaf(acts)

Lesson 3: *Introduction to American Sign Language and Glossing.* What constitutes a "language" and what characteristics cause ASL to qualify as one? What are the differences between an audible language and a visual language? How is ASL structured and how does it differ from English? Study of ASL word order, grammar, phrase composition and idiomatic expression. How is typed ASL translated to conversational English?

- Definition of language and comparison of ASL to spoken languages
- Comparative sign languages: ASL, SEE sign, regional dialects, home signs
- History of ASL
- Common misconceptions about ASL
- Facts about ASL
- 12 top reasons for learning ASL
- The structure of ASL – past, present, and future tenses
- Predicate adjectives
- Noun/pronoun and abject/subject/verb constructs
- Working with adjectives
- ASL descriptions vs. English nomenclature
- "Finish": It's all in the past
- "Late": Being negative
- "For For": The why and wherefore
- "Touch" and "zero" idioms

UNIT 5: TRS USER AWARENESS, CONTINUED

- The double verb construct
- Imperatives
- Use of numbers
- Introduction to translation of typed ASL to conversational English
- ASL translation: Use of context to establish verb tense
- ASL translation: Supplying missing prepositions, conjunctions and articles
- ASL translation: Supplying prefixes and suffixes

Unit 5 Lab Work:

- Introduction to ASL video
- ASL grammar and syntax
- Presentation by a deaf employee
- Intensive ASL glossing exercises
- Animal sign game
- Intensive translation exercises (including Skip Words game)

Unit 5 Peer Partner Focus:

- Identifying and working with ASL-influenced English.

Unit 6: ADVANCED CALL PROCESSING

Objectives: To understand all procedures for the relay of calls from text users to interactive voice recordings, recorded information and pagers (both alphanumeric and voice), as well as for the relay of calls between Baudot users, including VCO to TTY (and the reverse), VCO to VCO, HCO to TTY (and the reverse), HCO to HCO and CCP. To gain familiarity with serving VCO customers not using a TTY, including attainment of fluency in handling 2-line VCO calls and relay calls to and from VCO phones/

Ameriphones. To understand how to honor requests to use billing options, to place international calls and to retrieve numbers from customer speed dial lists. To attain knowledge of other resources to which calls may be transferred and to learn when it is appropriate to transfer a call and how to execute a transfer.

Lesson 1: *TTY originator.* Procedures for processing calls from text users to IVRs and informational recordings, pagers (alphanumeric and voice) and conference calls.

Lesson 2: *Voice originator.* Processes and protocol for placing voice-originated calls to VCO and HCO users, and to TTY answering machines and TTY pagers.

Lesson 3: *VCO originator.* Recognizing incoming VCO profiles. Procedures for relay of VCO calls to answering machines, to other VCO users and to TTY users. How to use the VCO privacy feature and process 2-line VCO calls.

Lesson 4: *HCO originator.* Recognizing incoming HCO profiles. Procedures for relay of HCO calls to answering machines, to other HCO users and to TTY users. How to use the HCO privacy feature.

Lesson 5: *Billing.* Understanding the billing options available to TRS users (including billing to alternate carriers) and how to bill calls as specified, including honoring profiled billing preferences.

Lesson 6: *International calls.* Using country codes, city codes and the console's international interface.

Lesson 7: *Transferring calls.* When should a call be transferred? To what target destinations may a call be transferred? How to use the console's transfer function and keep the customer informed.

Lesson 8: *Directory Assistance and speed dial.* Honoring customer requests to retrieve numbers from existing speed dial lists. How to look up direct dial numbers for Customer Service and MCI TOS online.

Lesson 9: *Compatible Communications Protocol.* The whys and hows of connecting calls between TTY users. Assisting with switchboard connections. Using the console's CCP interface.

Unit 6 Lab Work:

- Practice in processing all basic and advanced call types.
- Billing practice
- Practice in transferring calls
- Practice in accessing speed dial lists

Unit 6 Peer Partner Focus:

- Understanding VCO.
- Reviewing billing.

Unit 7: DETACHMENT, DESENSITIZATION AND VENTING

Objectives: To understand the critical roles of detachment and transparency in providing relay service meeting legal and customer standards. To recognize some common types of difficult call content that may be encountered and to develop desensitization techniques to enable CAs to perform their duties faithfully without incurring negative effects on their personal lives. To understand the venting process and its practical relation to confidentiality.

Lesson 1: *Detachment and desensitization.* The CA job expectation of verbatim relay without the interjection of opinions, comments or counsel. Developing empathy without attempting to "help" customers. Preparing for difficult/controversial call content (profanity, arguments, explicit language) without triggering the CA's own value systems. Remaining neutral, unbiased and detached when dealing with conversations that may be upsetting to the CA. Useful techniques to assist with detachment.

Lesson 2: *Transparency.* Avoiding personal involvement: "staying out of the call." The ideal of the customer who forgets s/he is conversing through a third party. Understanding unavoidable interruptions, including pacing and redirecting.

Lesson 3: *Abuse.* Distinguishing between remarks that constitute part of a conversation between customers and comments directed at the CA. The nature of comments that rise to the level of abuse. Understanding when it's time to signal for supervisor assistance.

Lesson 4: *Venting.* How, where and with whom to vent CA frustrations or concerns related to a call without violating confidentiality.

Unit 7 Lab Work:

- Practice processing calls containing sensitive content
- How to vent properly

Unit 7 Peer Partner Focus:

- Understanding and maintaining transparency.

Unit 8: TROUBLESHOOTING

Objectives: For the CA to achieve self-confidence in his or her ability to deal calmly and efficiently with unexpected problems that could occur on a relay call.

Lesson 1: *Garble*: Techniques of clearing Baudot garble and ASCII garble. Procedures for keeping the customers informed and obtaining clarification.

Lesson 2: *Restricted ANI*. Recognizing situations in which billing to a customer's ANI is not possible; how to courteously offer alternate billing methods. How to field customer questions regarding why a call cannot be dialed or billed as requested, including when to offer transfer to Customer Service.

Lesson 3: *"What If"*. Effective techniques of courteously handling fast busy signals, unexpected disconnects, customer failure to use relay protocol and other common situations that may arise.

Lesson 4: *Other system issues*. "Vertical" typing; calls on which neither the originator nor the terminator is in-state.

Unit 8 Lab Work:

- Understanding garble
- Reviewing "what if" scenarios

Unit 8 Peer Partner Focus:

- Review all call types and "what if" scenarios.

Unit 9: EMERGENCY CALL PROCESSING

Objectives: To recognize and respond calmly to emergency relay calls. To understand how to rapidly and effectively access the appropriate PSAP database and connect the caller to an emergency services dispatcher in his or her local area. To understand the difference between a relay call referring to a bomb threat and a customer's direct bomb threat to the relay center. To become aware of the proper procedure for handling bomb threats to the relay center.

Lesson 1: *911*. Recognizing requests for emergency assistance. The different techniques used for accessing the PSAP database for state relay customers and IP-Relay or wireless customers. Use of the emergency soft-key and the PSAP functionality. Prompting customers for locality information. The role of transparency on emergency calls.

Lesson 2: *Understanding bomb threats*. Recognizing the difference between relay calls discussing bomb threats, bomb threats made against the relay center by customers in operator mode and bomb threats made to the CA against other locations. Procedures for handling bomb threats against the relay center and the importance of securing supervisor assistance.

Unit 9 Lab Work:

- What to do on all types of emergency calls, including wireless and IP-Relay
- Recognizing the difference between threats made to the relay center and
- call content referring to bomb threats

Unit 9 Peer Partner Focus:

- Reviewing advanced call processing.

Unit 10:   OJT WEEK

Objectives: To demonstrate a thorough understanding of TRS ethical requirements and call processing procedures while taking live calls in a production environment and being closely supervised and mentored by trainers and training interns.

Lesson 1:   *Advanced VCO call processing.* Review of the equipment and call types variously used by VCO customers to meet their individual needs. Review of 2-line VCO, VCO to VCO, VCO to TTY and its reverse and relay calls using a VCO phone/Ameriphone rather than a TTY. Review of connection procedures for known and unknown VCO terminators, and use of the privacy feature.

Lesson 2:   *Detachment and transparency.* Now positioned within the context of experience with live calls, discussion of techniques of remaining neutral and fastidiously avoiding adding or subtracting anything from a relay call. Which of the techniques of detachment discussed earlier in the training course appear to be most effective?

Lesson 3:   *Customer friendly relay.* The art of remaining courteous, friendly and professional in all circumstances. The importance of listening carefully and responding appropriately to customer remarks directed at the CA. Being brief but helpful in operator mode and redirecting the customer in relay mode.

Unit 11 Lab Work:

- Advanced VCO call processing workshops
- Detachment dialogue sessions with mentors and trainer interns
- Customer friendly techniques

Unit 11 Peer Partner Focus:

- Call processing feedback

Note: Only experienced tenured relay operators with excellent performance records are considered for speech-to-speech positions. Therefore, the following outline includes only the focused STS skills-based.

The STS Training program is one week, which includes both the classroom work as well as the work with a peer. The focus throughout the training is to learn all the communication techniques and how and when to most effectively apply them.

Unit 1:   INTRODUCTION TO SPEECH-TO-SPEECH

Objectives: To examine the role of the STS CA and to understand that effective STS relay is much more than asking customers to repeat what they just said or becoming aware of speech patterns; instead it is also learning STS call processing techniques for successful communication. To become familiar with the terminology and equipment used by STS consumers.

Lesson 1:   ***The Basics.*** The parameters of STS relay (what it is and isn't)

- What are the various speech disabilities?
- What are the call processing techniques?
- What is unique about the role of the STS CA?

Lesson 2:   ***Industry Terminology.***

Lesson 3:   ***The Equipment STS Consumers Use***

- Voice Synthesizers
- Electric Larynx
- Computer programs

Lesson 4:   ***Review! Ethics and confidentiality and STS!***

- Verbatim

Lesson 5:   ***STS Customer Profiles***

- What are the unique STS customer profiles?

Unit 1 Lab Work:

- Terminology Review
- Begin memorizing the military alphabet

Unit 1 Peer Partner Focus:

- Basic overview of a STS call

Unit 2:   STS USER AWARENESS

Objectives: To understand the unique needs and expectations of the various types of speech disabilities, including cognitive-based disability, physical disability, and speech disability. To become familiar with voice disorder definitions. To discover some of the myths surrounding speech disability and learn about the difficulties in daily life resulting from lack of accommodation and preconceived notions among the general public.

Lesson 1: ***Intro to Communication Disorders.*** Who are our customers? Trainees discover the various types of speech disabilities among STS users.

- Dysarthria: brain damage impacts muscle control
- CP: non progressive motor disorder
    - Spastic
    - Athetoid
    - Ataxic
- Stuttering – fluency disorder
- Traumatic brain injury
- Stroke: Sudden brain injury to brain
    - Ischemic: blocked artery
    - Hemorrhagic: arterial rupture
- Developmental
- Short Term memory deficit
- Augmentative

Lesson 2: ***STS Call Processing Techniques.*** To examine the variety of techniques STS CAs use to facilitate communication.

- Ask for repeat
- Rephrase
- Use synonyms
- Use simple and short statements and questions
- Clarify requests for information clearly, calmly and patiently
- Suggest a different word
- Don't interrupt and don't fill in words
- On task cues

Lesson 3: ***In Their Own Words.*** To become familiar with actual living situations of speech disabled people.

Unit 2 Lab Work:
- Listen to tapes with examples of speech disabilities
- Practice STS Call processing techniques

Unit 2 Peer Partner Focus:
- Discuss call processing techniques and how to use them

Unit 3: CALL PROCESSING

Objectives: To identify the various types of relay calls processed by STS and become familiar with their characteristics and how they differ from relay calls.

Lesson 1: *STS Relay Basics.* Setting up and closing STS calls.

- Answering a STS call
- Taking dictation before placing the call
- Review the specific call processing steps
- Staying in the background

Lesson 2: *Identifying the best communication strategy.* Using audio cues to be able to best assist the customer.

Lesson 3: *STS call processing.* Review the specific steps for each STS call type such as automatic voice answering machines, explaining STS, and voice abledoriginators.

- GA isn't required on all calls
- What if both callers have speech disability?
- Redirecting the voice abled person
- Glossing
- Working with a buddy

Lesson 4: *STS Internal Directory Assistance*

Lesson 5: *Customer Relations Management and STS*

Unit 3 Lab Work:

- Understanding the unique STS call processing steps
- Customer-friendly relay
- Identifying best call processing methods to use
- Pacing and redirecting the voice abled customer
- Accessing STS internal DA
- Accessing speed dial

Unit 3 Peer Partner Focus:

- Effective use of the recording tool
- Why STS call processes are unique

DISASTER RECOVERY PLAN
Riverbank, CA Call Center

This Disaster Recovery Plan is designed to document potential issues that may impact the Riverbank, CA Call Center's critical systems, describe Disaster Recovery procedures, and outline necessary steps to restore service in the event of a disaster or significant interruption of service. When an incident occurs, designated team members who are responsible for service continuity will follow this plan, ensuring that responsibilities are appropriately delegated and that tasks are properly executed.

Major disasters are minimized by the location of the call center in Riverbank and by using modern facilities and construction design.

Types of Service-Affecting Issues

Single Points of Failure
MCI's relay platform configuration is designed so that single points of failure are eliminated. Each system component has a redundant component to ensure that connectivity is not compromised.

Fires
MCI's relay centers are equipped with fire and heat detector and suppression systems. In the event of a fire, heat sensors activate an alarm and, upon detection of excessive heat, water is discharged through overhead sprinklers. In all cases of fire, the Fire Department is automatically notified by the fire alarm system, a follow-up call is placed via 9-1-1. The center will be evacuated, with calls routed to (an)other center(s) until the facility is declared safe for occupancy. A post mortem report will be provided to the State within 24 hours.

Electrical Power Outages
MCI's relay centers are equipped with an Uninterruptible Power Supply (UPS) and a back-up generator. In the event of an electrical power outage, UPS will immediately and imperceptibly kick in to provide immediate power. The generator will then kick in to provide continuous and uninterrupted power until commercial service is restored. This configuration ensures that service is not disrupted in the event of a commercial power outage.

Telecommunications Failures
Redundancy is built into the design of the most common points of failure. Immediately upon receipt of alarms and/or a notification of system performance degradation however, Trouble Triage will immediately broadcast a pager and e-mail alert to appropriate network maintenance and operations personnel who will convene by conference bridge to identify the source of the failure and work to restore service. The State (and/or its agents) will be notified immediately, with a post mortem provided within 24 hours of resolution, in the event that relay operations are impacted.

Hardware Failures
Hardware failures are minimized by installation of proven technology and state-of-the-art equipment. Back-up hardware is maintained at the relay center for immediate replacement, if needed.

Software and Application Failures
Software and applications are monitored by system performance applications. An alarm is generated when software or applications fail. Trouble Triage will immediately broadcast a pager and e-mail alert to appropriate network maintenance and operations personnel who will convene by conference bridge to identify the source of the failure and work to recover service. The State (and/or its agents) will be notified immediately, with a post mortem provided within 24 hours of resolution, in the event that relay operations are impacted.

The table below shows the risk assessment for various categories with comments for the Riverbank, CA facility.

Risk Assessment for California Relay Service

Type	Risk	Detail
Earthquake	Medium	The facility is located in a low-to-moderate risk fault zone.
Floods	Low	The facility is set back and elevated to reduce risk of flooding.
Fire	Medium	The facility is equipped with fire alarms and suppression systems.
Hurricane	Low	The facility is not located in a known hurricane zone.
Tornado	Low	The facility is not located in a known tornado zone.
Hazardous Spills	Low	The facility has no hazardous waste in its immediate vicinity, and is located a safe distance from major highways and rail lines. A service station is located at an intersection near the facility, but it is relatively new and the risk of a hazardous spill is low.
Health (quarantine)	Low	The facility is clean and modern. The potential for an impacting disease is low.
Strikes	Low	The facility personnel are all non-union.
Storms, lightning, wind	Low	The facility is situated in an area where the risk of a major storm is minimal. Electrical service to the facility is backed up by an Uninterruptible Power Supply and a generator.
Vandalism	Low	The facility employs security guards around the clock.
Unauthorized Access	Low	Independent access to the facility is by keycard, only, and upon termination of employment the employee's keycard is immediately de-activated.
Explosion	Low	The facility has no exposed explosives in its immediate vicinity. The diesel generator is located near the facility, but is maintained monthly to ensure operability and safety. A service station is located at an intersection near the relay center, however it is relatively new and the risk of explosion is low.
Aircraft crash	Low	The facility is not located near an airport and is not under a regular flight path.
Heating/HVAC failure	Low	The facility's environmental heating and air conditioning systems are regularly maintained and repaired as needed. The facility is constructed with an Uninterruptible Power Supply and diesel generator that will kick in to provide continuous and uninterruptible power to the heating and air conditioning systems.
Train crash	Low	The facility is not located near a railroad.
Car crash	Low	The facility is set back from the road.
Sabotage or terrorism	Medium	The facility's purpose is not readily obvious.

Maintenance Recovery Strategy

The maintenance strategy includes physical security, back-up components and systems, and system maintenance. The recovery strategy consists of rapid identification and restoration in the event of loss to critical services, documentation of the issue and recovery steps taken, and modification of the Disaster Recovery Plan as needed. Both of these strategies utilize the resources listed below.

Physical Security

All systems are deployed in a secure area within the facility, and extensive physical security systems and procedures are maintained. Building and computer room access is controlled through the use of secure doorways that require electronic entry passkeys or badges. The facility is constructed with fire detection and suppression systems, and fire prevention procedures are in place, and egress to the facility is monitored by around-the-clock security personnel and cameras.

Network Security

All systems and networks are internal to MCI and separated from other internal systems by secure firewalls.

Vendor Agreements

All equipment installed and utilized for relay is covered by standard warranties. In addition MCI has established firm vendor support relationships for preferential and expeditious repair and/or replacement.

Backup and Recovery Service

A copy of all operating software and applications is available for immediate backup.

Mobilization of Personnel

In the event of a disruption to STATE Relay, personnel are immediately notified and mobilized to restore service. Upon notification of a service-affecting event, Trouble Triage will immediately broadcast a pager and e-mail alert to appropriate network maintenance and operations personnel who will convene by conference bridge to identify the source of the failure and work to restore service.

Emergency Response and Recovery

Trouble Triage* maintains an Emergency Response Team Contact List. Appropriate personnel from that list are immediately notified in the event of a service-affecting issue via pager and e-mail, and convene on a conference bridge to resolve the issue.

Emergency Response and Recovery personnel include:
1) Trouble Triage
2) Off-site Emergency Coordinator, responsible for the overall supervision of the emergency assessment and restoration.
3) On-site Emergency Coordinator who is responsible for initial on-site emergency response and coordination, and is the third-level backup for the Emergency Coordinator.
4) Emergency Response and Recovery Teams
   Administrative Team
   - Oversees emergency response and service recovery
   - Maintains the official status log of the emergency condition
   - Communicates with the State (or agents)

   Technical Team
   - Provides notification of service affecting issue
   - Opens a Trouble Ticket
   - Convenes appropriate recovery personnel
   - Provides technical support and status to the Emergency Coordinator
   - Initiates recovery activities
   - Monitors, and documents system recovery efforts
   - Provides updates to the Administrative Team

Applications Team
- Responds to and initiates action concerning applications issues
- Provides assistance to the Technical Team
- Provides updates to the Administrative Team

Facilities Team
- Responds to requests from the Administrative and Technical Teams
- Initiates action required to repair, rebuild and/or relocate physical facilities
- Provides updates to the Administrative Team

Hardware/Software Team Lead
- Responds to and documents requests from Technical and Administrative Teams concerning hardware/software issues
- Initiates telephone calls and action required to repair, modify and support hardware/software
- Provides updates to the Administrative Team

* Trouble Triage is MCI's centralized organization responsible for tracking and resolving all software and hardware issues associated with the MCI's Global Relay NexGen platform. The group operates 24 hours a day, 365 days a year. It provides 1st Level Trouble Management for all issues involving voice and data networks and the call processing hardware and software that reside on MCI's NexGen voice and data networks. Triage interfaces with all required 2nd Level support organizations including Operations, Development, Mid-Range Support, and Switch sites in order to ensure that issues are resolved in a timely and efficient manner.

Service Restoration

The On-site Emergency Coordinator and the Emergency Response and Recovery Teams will confirm to the Off-site Emergency Coordinator that the components/systems at issue within their respective areas of responsibility are ready for service restoration

- The Off-site Emergency Coordinator will authorize cutover of reconstructed/reconfigured components and/or systems to live service
- The Off-site Emergency Coordinator will monitor the operational status of the system
- The Off-site Emergency Coordinator will declare the emergency resolved
- The Emergency Response and Recovery Teams will review the situation and its resolution, and will prepare a post mortem report which includes a description of the issue, steps taken to recover services, and preventative measures
- The Technical Team will close the Trouble Ticket once the State (or its agents) agree that the issue is resolved
- Documentation will be placed in the permanent files

Reporting

MCI will notify the State (or its agents) of a severe service disruption within fifteen minutes of recognition of the disruption. In addition, MCI will provide to the State (or its agents) a detailed written report of the service disruption within 24 hours of resolution. The report will include the time of occurrence, extent, cause, remedy, and time of resumption of service.

Should a service-affecting issue not be fully resolved and service restored within twenty (20) minutes, MCI will notify the State (or their appointed agents), fully communicating the nature of problem, its trouble ticket number and estimated time of repair.

The information contained herein is proprietary and confidential to MCI

Features	Description/Benefits
Answering Machine Retrieval	This feature allows TRS callers to retrieve their answering machine or voice-mail messages through the CA.
ASCII Split Screen	This feature allows High Speed ASCII computer users and CAs to type and communicate more clearly and quickly. Split Screen provides the ability to interrupt, when appropriate, for both the ASCII user and the voice party.
Assisted Text Relay (ATR)	This service uses specially trained operators to assist relay callers who may have mobility limiting conditions. Through the use of short cut keys and slow-typing/long-hold profiling, MCI's CAs are able to assist these users to place calls.
Automated Number Identification (ANI) Technology	ANI is the telephone number of the originating caller. The number is identified by the switch and passed over the network to the CA workstation.
Avaya Skill-Based Call Routing	A dynamic call routing technology using Avaya S8700 servers that automatically and seamlessly routes TRS calls to the first available English or Spanish CA in the network.
Background Noises	During the call, TTY callers will be informed of background noises through the CAs typing in parenthesis.
Beeper and Pager access	MCI provides for beeper and pager access to relay services. Calls are relayed between the paging services and the TRS users. For non-interactive paging services, calls are made to leave specific numeric information to accomplish those calls.
Branding of Call Type – Temporary	This allows the CA to answer the incoming call based on the previous call's communication mode (TTY, Voice, ASCII, VCO, HCO, Spanish, Turbo Code, Deaf-Blind).
Branding of Call Type – Permanent	This allows the caller to choose to permanently select or "brand" the preferred communication mode – TTY, Voice, ASCII, VCO, HCO, Spanish, Turbo Code, Deaf-Blind.
CA Typing Speed	60 wpm Net typing speed (i.e. without the benefit of macros, auto-correction or other technological aids)
CA 15-minute In-call replacement	CAs are required to stay with each inbound TRS call for a minimum of 15 minutes
Caller ID	Through the use of SS7 trunking, MCI is able to offer True Caller ID that passes caller information automatically.
Carrier of Choice	System database that allows TRS callers to choose their preferred carrier for intrastate, interstate, and international calls.
Cellular/PCS Phone Access	Allows the TRS Cellular customers to reach the TRS' 800 number(s) to complete relay calls.
Choice of Gender	MCI Relay will accommodate requests for specific CA gender at the beginning of the call or, during a CA transfer.
Customer Database	Allows the TRS 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	Caller's name and address. Available information could save valuable time when calling for emergency service.

Features	Description/Benefits
• Long Distance profile	Caller's preferred carrier for In-State and Out-of-State long distance calls. Callers also can indicate their preferred billing option when placing long distance calls.
• Frequently Dialed Numbers	Up to 30 numbers, it allows "speed dial" calls through the TRS.
• Outdial Information	It allows the CA to be aware as to how the caller will answer the phone and in which language type they will communicate.
• 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 TRS.
• Emergency Numbers	Callers may enter emergency numbers such as fire, doctor, police, etc., to expedite the emergency call processing.
• Language Preference	Callers may select English or Spanish
• Automatic Connection	Callers may select the modality (ASCII, Baudot, VCO, HCO) with which they connect to the call center
• STS Registration	STS Callers may register their calling number by time of day and day of week
• Explanation of Service	Callers may choose to have the CA always explain relay, never explain relay or may provide a custom explanation
• 2-line VCO / 2-Line HCO	Callers may indicate whether they use 2-Line HCO or 2-Line VCO
Deaf-Blind Pacing (Slow-typing)	The MCI console includes the capability to automatically slow the transmission of data to Deaf-Blind users. The default speed is 15 wpm and the speed can be increased at the caller's request in 5-wpm increments.
Dialed Number Verification	This feature echoes the number calling to and the call type in the TTY dial string macro. This feature re-verifies the called number being dialed to ensure the accuracy of the type of call being placed.
Directory Assistance (Intrastate/Interstate)	This feature allows the TRS callers to reach the 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 TRS or call direct.
Emergency Calls (E911)	Through MCI's E911 database, this service allows MCI TRS to forward the call to the appropriate Public Safety Answering Point as quickly as possible.
Enhanced Modems	New modems have been deployed to support enhancements in ASCII communication protocols. The capabilities of MCI's new modems include autodetection; connections with modems up to 19.2k; and faster ASCII detection (3 seconds).

Features	Description/Benefits
Automatic Error Correction	MCI TRS workstations are equipped with the Automatic Error Correction capability to automatically correct common typographical errors and spell out abbreviations while increasing typing speed and reducing conversational minutes.
Free Calling	MCI is offering free long distance calls for all Intrastate/InterLATA and Interstate calls
Gender ID	This feature provides the gender of CAs in the TTY/HCO/VCO greeting macros.
Hearing Carryover (HCO)	HCO allows speech-disabled or mute users with normal hearing to listen to the person they are calling. The HCO user types his/her conversation for the CA to read and voice to the standard (voice) telephone user.
HCO-HCO	HCO users can contact HCO users through the TRS. The CA will voice to both parties what is typed on each user's TTY.
HCO Permanent Branding	The permanent branding enables HCO callers to listen during call set-up. The HCO brand greeting macro is: **TRS 1234F YOU MAY HEAR VOICE OR USE TTY GA**
HCO-TTY	HCO users can contact TTY users through the TRS. HCO users can listen while the CA is reading/voicing the TTY user's typed message. The HCO user types their conversation directly to the TTY user.
Intercept Message	This feature provides intercept messages in voice and TTY in the event of a system failure occurrence within the TRS switch, center, or outbound circuits.
Last Number Redial	The TRS users can request the CA to redial their last number. MCI TRS 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".**
LEC Calling Services	Through the Customer Database feature, it allows the TRS callers to have traditional LEC services, i.e., Call Block, Frequently Called Numbers.
Local/Extended Area Service	Callers who subscribe to an extended area service plan will receive equivalent service through the TRS.
Machine Recording Capabilities ("Hot Key" Interactive Voice Response)	This feature reduces redials when CAs receive 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.
Regional 800/888/877/866/855	This feature allows the TRS callers to reach the in-state 800/888/877/866/855 toll-free numbers.
Roaming Service	This feature allows relay calls to originate and terminate outside of the State.
Signaling System 7 (SS7)	Allows caller information to be passed automatically preserving any caller subscribed features. Increases the speed of connection over competitive platforms.

Features	Description/Benefits
Spanish to Spanish; Spanish to English Translation	MCI offers Spanish Services, which provide Spanish to Spanish and 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.
Speech Disabled Indicator	The command (S) typed by a speech-disabled person would inform the CA that a speech-disabled person is on-line.
Speech-to-Speech	Via dedicated STS toll-free access, it is the service for speech disabled customers who prefer to use their voice, with assistance from the CA if necessary, to communicate with the called party.
Speech-to-Speech/Spanish	Via dedicated STS toll-free access, it is the service for Spanish speech disabled customers who prefer to use their voice, with assistance from the Spanish CA if necessary, to communicate with the called party.
Speed of Answer (Service Level)	87% of calls answered within 10 seconds daily. It measures the time it takes the call to hit the CA position from the relay center call controller switch.
Text/Voice Transmission	The system's ability to toggle between inbound TTY, ASCII, TurboCode™, and Voice calls.
Three-Way calling	MCI is able to offer 3-way calling where neither the originator nor terminator is required to have 3-way calling on their phone system. The additional party is conferenced into the call by the CA. The CA relays all parts of the 3-way conversation.
TRS Customer Service	On a 24x7 basis, TRS users will reach a live TRS Customer Service representative. TRS users may request for additional information about TRS-related services or to provide compliments or complaints.
TurboCode™	Enhanced baudot transmissions speed up to 110 words per minute.
Two-line VCO	This feature allows a VCO caller with two telephone lines to use one line for speaking directly to the hearing person while the other line is used to receive the CA's typed responses at the same time. It provides a more natural flow of conversation without pauses required with single line calls.
Variable Time Stamp Macro	This feature (macro) enables the TRS callers to know when their called party has disconnected from the call.
Voice Carryover (VCO)	VCO allows deaf or hard-of-hearing people who prefer to use their own voice to speak directly to the party they are calling. The CA will type the voiced responses back to the VCO user who can read the typed messages across the TTY screen.
VCO-HCO	VCO users can contact HCO users through the TRS. The VCO user speaks directly to the HCO user and the HCO user types their conversation directly to the VCO user.

Features	Description/Benefits
VCO Permanent Branding	This feature enables VCO callers to set-up the call without typing. The permanent VCO brand greeting macro is: **RELAY STATE 1234F VOICE (OR TYPE) NOW GA**
VCO-TTY	VCO users can contact TTY users through the TRS. 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 the VCO user without any CA interaction.
VCO-VCO	VCO users can contact other VCO users through the TRS. The CA will listen to VCO users speak and type the spoken words for the parties at both ends.
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 TRS. The CA will only type voiced responses back to the VCO user.
900/800 Pay Per Call Services	MCI provides a toll-free 900 number that allows the TRS users to make relay calls to any 900/800 Pay Per Call services.
7-1-1	With cooperation of Local Exchange carriers, wireless providers, and payphone vendors, MCI Relay will accept 711 calls.

Driving the MCI brand long and far

TRS Outreach Plans: 2004

Donnie Dove
National Outreach Manager
Charlotte, NC

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ARIZONA RELAY SERVICE OUTREACH PLAN 2004

This outreach plan is intended to benefit Arizona residents matching the AZRS customer profile. This plan sets out the strategy for increasing AZRS awareness and usage and will be the guiding document by which MCI and ACDHH will follow from February 1, 2004 through January 31, 2005.

Below are the distinctions of the roles of MCI and ACDHH:

MCI Role:	ACDHH Role:
- Provide statewide AZRS outreach & education - Act as primary point of contact for outreach activities - Collaborate with ACDHH on projects to support AZRS objectives - Coordinate community relations - Submit monthly activity report to ACDHH	- Monitor outreach expenditures - Refer customer requests for AZRS education to MCI - Oversee AZRS promotional materials development - Prepare and disseminate press releases on AZRS as timely - Produce articles on AZRS

MCI and ACDHH both understand that there will be allowances for unforeseeable circumstances, such as logistical difficulties, price inflations and infeasibility, resource unavailability, or emerging trends in telecommunications usage.

The MCI contact for any inquires on this plan shall be the AZRS Outreach Manager:

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The ACDHH contact for any inquires on this plan shall be the TRS Administrator:

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TARGETED CUSTOMERS

**AGE
MINORITY GROUPS
FUNCTIONALITY
SERVICE INDUSTRIES**

Age

Target: Ages 50 and above

Rationale: Technological divide begins at that approximate point

Audiences:
- Senior citizens
- Aging facilities
- Community, state, and national associations
- Adult children of senior citizens

Locations:
- Greater Phoenix
- Tucson

Appropriate Services:
- VCO
- HCO
- AZRS Customer Service
- AzTEDP

Barriers:
- Stigma
- Cost
- Technological aversion
- Awareness

Strategies:
- Give pertinent statistics: 1.1 million calls/month (They're not alone)
- Stress that AZRS is free
- Promote AZRS as enabler for independence and (re-)integration
- Mention that AZRS still preserves privacy: Has True Caller ID service

Tactics:
- Presentations (4)
- Booth appearances at senior-oriented events (6)
- In-service trainings of staff at aging facilities (4)
- Advertisements (12) in senior-oriented publications
- Recommend senior-oriented publications to ACDHH for article placement

Minority Communities

Target: Minority Communities

Rationale: Language and culture may be barriers to relay services awareness

Audiences:
- Latino community members and organizations
- Native American community members and organizations
- African American community members and organizations

Locations:
- Flagstaff
- Greater Phoenix
- Reservations
- Tucson
- Yuma

Appropriate Services:
- English-Spanish translation
- Spanish-Spanish translation
- TTY Relay
- VCO
- HCO
- AzTEDP

Barriers:
- Awareness
- Cost

Strategies:
- Provide AZRS materials in Spanish language
- Conduct public appearances
- Stress that AZRS is free
- Mention that AZRS allows for in-bound international calls
- Mention that AZRS provides telecommunication access to needed services

Tactics:
- Presentations: Latino (4), Native American (2), and African-American (2)
- Booth appearances at minority-oriented events: Latino (4), Native American (2), and African-American (2)
- Advertisements in minority-oriented publications: Latino (6), Native American (4), and African-American (4)
- Identify and train minority individuals prominent in their communities to use the information kit
- Recommend minority-oriented publications to ACDHH for article placement

Functionality

Target: Speech-impaired individuals

Rationale: Physical inaccessibility to traditional telecommunications technologies

Audiences:
- Individuals with speech impediments
- Individuals with cerebral palsy or other muscular conditions
- Throat cancer survivors

Locations:

- Greater Phoenix
- Tucson

Appropriate Services:
- STS
- HCO

Barriers:
- Awareness

Strategies:
- Develop targeted materials
- Conduct public appearances
- Initiate and maintain contact with service providers

Tactics:
- Develop a brochure on STS
- Presentations to individuals, community and support groups, and service providers (6)
- Advertisements in speech and language publications (6)
- Recommend appropriate publications to ACDHH for article placement

Service Industries

Target: Businesses providing essential commercial services

Rationale: Businesses providing particular services may be unaware of AZRS as a tool for customer service and customer attraction/retention

Audiences:
- Medical
- Health care
- Transportation
- Human Services
- State Agencies

Locations:
- Greater Phoenix
- Tucson

Appropriate Services:
- Voice
- Overview of all features (to understand services customers might use)
- Etiquette

Barriers:
- Awareness

Strategies:
- Promote as among the benefits of AZRS:
  - Expanded customer base
  - Enhanced customer service
- Increase the media visibility of AZRS
- Create partnerships with community organizations for grassroots outreach
- Inform businesses of the opportunity for inclusion in ACDHH's *State of Arizona TTY and Relay-Friendly Business Directory*

Tactics:
- Presentations/booth appearances (30)

- Information kit trainings (12)
- Advertisements (24)
- Assist ACDHH in utilizing the information kit
  - Identify and train volunteer bureaus for thematic calendars
  - Identify and train regional centers serving persons who are potential AZRS customers
- Recommend appropriate publications to ACDHH for article placement

ADDITIONAL ACTIVITIES

Beyond activities outlined above, MCI and ACDHH believe that the additional agreements will provide this outreach plan with comprehensiveness.

MCI shall conduct AZRS town hall sessions in three cities other than Phoenix and Tucson:
- Flagstaff
- Nogales
- Yuma

MCI shall assist ACDHH in developing an awards program to foster community recognition and relations

MCI and ACDHH shall promote ACDHH's *State of Arizona* TTY *and Relay-Friendly Business Directory:*
- Include directory and select literature at appropriate exhibits and presentations

MCI shall perform mass media activities to reach all demographics and all six geographic regions of Arizona by conducting the following:
- Assist with ACDHH with AZRS press releases and articles to the extent possible
  - Contribute information and quotes
  - Provide clarifications
  - Provide editorial support
- Recommend to ACDHH and initiate contact with publications for article or advertisement placement, including two advertisements and one article in:
  - *Sun City Daily News*
  - *East Valley Senior News / Senior Lifestyle*
  - *Elder Care Journal*
  - *La Voz*
  - *Sun City West Independent*
  - *Arizona Living*
  - *Green Valley News & Sun*
  - *Navajo Times*
  - *Kingman Daily Miner*
  - *Prescott Valley Tribune*
- Contribute four articles a year for inclusion in ACDHH's *Clear Channels*
- Research and recommend mailing lists to ACDHH

MCI shall support ACDHH in any AZRS partnership efforts to the extent possible:
- Participate in ACDHH town hall meetings and lead in segments on AZRS
- Participate in communication with partners such as Cox Communications or Clear Channel Communications

MCI shall exhibit at events with potential for AZRS target audiences attraction:
- Chamber of Commerce events
- Deafness/hearing loss/hearing conservation/speech awareness days
- Senior-oriented events
- Disability population expos

IDENTIFIED UPCOMING EVENTS

1Q04

- February 5: Lovin' Life Expo – Phoenix
- February 7 & 8: 19th Annual Winterfest
- February 19: Winter Business Expo
- February 21: DeafNation Expo
- February 21-23: PDSD Family Weekend
- March 13-14: Tres Rios Nature Festival
- March 14: Renaissance Festival, Deaf Awareness Day
- March 27: AZRS & AzTEDP Board Meeting
- TBA: Events during Black History Month (February 2004)
- TBA: 16th Annual Arizona Indian Council on Aging Conference (April 2004)

2Q04

- June 29-30: 7th Annual Assistive Technology Summer Institute
- TBA: City of Phoenix Ability Counts! Employment Fair (May 2004)
- TBA: Events during Better Speech and Hearing Month (May 2004)
- TBA: ACDHH town hall meetings (June 2004)

3Q04

- TBA: Events during Deaf Awareness Week (September 2004)
- TBA: Kingman/Bullhead City Corn Festival (September 2004)
- TBA: Events during Hispanic Heritage Month (September 15-October 14 2004)
- TBA: Fort Mojave Awareness Day (October 2004)
- TBA: National Indian Education Conference (October 2004)

4Q04

- TBA: Disability Expo (January 2005)
- TBA: Lovin' Life Expo – Mesa (January 2005)
- TBA: Lovin' Life Expo – Sun City (January 2005)
- TBA: Lovin' Life Expo – Sun Lakes (January 2005)
- TBA: Lovin' Life Expo – Tucson (January 2005)

Others

- TBA: AZRS town hall meeting - Flagstaff
- TBA: AZRS town hall meeting - Nogales
- TBA: AZRS town hall meeting - Yuma

BUDGET

Starting Balance as of February 1, 2004	**$150,000.00**
Spanish PSA – Radio	**xxx**
Outreach Partnership/Training Kit	**xxx**
Funds Allocated for four Partnerships	**xxx**
Three Community Forums	**xxx**
Exhibit Fees	**xxx**
Placement of Ads	**xxx**
Best Business Partner Award Program Packet	**xxx**
Direct Mail Postcards to List (Pre-bought)	**xxx**
Projected Remaining Balance	**$xxx**

MCI AND ACDHH ACKNOWLEDGE RECEIPT AND UNDERSTANDING OF THIS PLAN.

_____   _____

MCI SIGNATURE & DATE   ACDHH SIGNATURE & DATE

California Outreach Plan: Remainder of 2004

Implementation Date: May 1, 2004

Drafted on April 7, 2004
Chandler, AZ

Outreach Introduction

A. Purpose of an Outreach Plan
1. To provide focus by identifying consumer targets
2. To provide performance structure by establishing measurable goals
3. To allow for budget planning

B. Objectives of Outreach

Company objectives:
1. Generate revenue
    a. Through increased relay usage
    b. Through expanded customer base
2. Help to retain current customers
3. Provide field-based customer service
4. Manage and promote the MCI brand
    a. Provide a face to the MCI brand

TRS objectives:
5. Comply with TRS contractual outreach provisions
6. Provide public education
7. Perform community relations/participation

C. Allowances for Unforeseeable Circumstances

It is understood that the goals set forth here are intended to motivate and are themselves guidelines for complete performance rather than competency. Unforeseeable circumstances may arise to prevent attainment of performance measurements, such as logistical difficulties, price inflations and infeasibility, resource unavailability, or emerging trends in telecommunications usage.

D. Contact

California:
> Chris Preston, Manager
> San Diego, CA
> chris.preston@mci.com

National:
> Donnie Dove, Jr., OutreachManager
> Charlotte, NC
> donnie.dove@mci.com

E. Current Strategic Focus

Outreach shall represent MCI Global Relay at strategic Deaf Community events as they are identified and to maintain high visibility in the Californian metropolises of the Bay Area, Los Angeles, and San Diego.

Outreach also shall strive to maintain relations with all communities—cultural and according to relay functionality—and to humanize a ubiquitous brand in the smaller communities. The following populations are targeted for consistent focus and the following locations are targeted for geographically distributed activity.

Targeted Populations:
- Education
- Ethnic Minorities
- Hard of Hearing Community
- Speech-to-Speech Users

Targeted Geographic Locations:
- Central Valley
- Inland Empire (Riverside County)
- Redding
- Sacramento
- Santa Cruz County

F. Target: Education

Rationale:
- Large deaf and hard of hearing student population being mainstreamed statewide, unlikely to receive telecommunications information at home or at school
- Thousands of sign language and interpreting students who are considering deafness-related professions

Audiences:
- Students in K-12 and higher education
- ASL and interpreting students
- Parents of deaf and hard of hearing students

Locations:
- Fresno/Central Valley
- Los Angeles County
- Redding & Shasta counties
- Riverside County – Inland Empire
- Sacramento

Appropriate TRS Features/Products:
- Traditional relay – all but HCO and STS
- IP-Relay- text, VRS, and wireless

Identified Barriers to Effective Outreach:
- Outreach materials do not target school-age students

Strategic Action Plan:

Activity	Frequency
Attend PTA meetings	4/semester
Present to colleges offering classes for deaf/hard of hearing students	8/year
Exhibit at school fairs, events, and conferences	4/semester
Present to ASL/ITP classes	24/year
Place advertisements in school newsletters	Each outreach specialist recommend 2 school newsletters/year
Present to students enrolled in adult education classes	4/year

G. Target: Ethnic Minorities

Rationale:
- Large populations with segregated information pipelines
- Language and cultural barriers make it unlikely for these persons to attend typical outreach events or to receive 7-1-1/IP-Relay literature and collaterals

Audiences & Corresponding Locations:
- African American – Metro Los Angeles and the Bay Area
- Asian – Metro Los Angeles and the Bay Area
- Latino – Metro Los Angeles, San Diego, and Central Valley

Appropriate TRS Features/Products:
- Traditional relay – all features, especially Spanish for the Latino Community
- IP-Relay- all products

Identified Barriers to Effective Outreach:
- Lack of culturally specific marketing/informational materials
- Lack of contacts within their communities

Strategic Action Plan:

Activity	Frequency
Attend African American Community events	4/year
Attend Asian Community events	4/year
Attend Latino Community events	4/year
Affiliate with professional/membership organizations	Identify one for each minority community and affiliate by July 1, 2004

H. Target: Hard of Hearing Community

Rationale:
- Late-deafened adults often don't know about available telecommunication options
- Senior citizens are resistant to technology
- Persons with cochlear implants is becoming a distinct sub-community and there needs to be outreach catering to them
- Persons who are hard of hearing attach a stigma to relay technologies

Audiences:
- Hard of hearing persons
- Late-deafened adults
- Senior citizens
- Persons with cochlear implants

Locations:
- Bay Area
- Los Angeles
- Sacramento
- San Diego

Appropriate TRS Features/Products:
- VCO
- IP-Relay- text, VRS, and wireless

Identified Barriers to Effective Outreach:
- MCI does not offer CapTel
- Lack of appropriate marketing/informational materials

Strategic Action Plan:

Activity	Frequency
Present to hearing loss support groups	8/year
Coordinate a lecturer series	1/year
Present to hard of hearing students enrolled at public schools	8/year
Place advertisements in newsletters of schools with programs for hard of hearing students	4/year
Use local spokespersons	Whenever possible
Provide relay technology demonstrations	1/year

I. Target: Speech-to-Speech Users

Rationale:
- Underserved population, definite potential for expanded customer base

Audiences:
- Individuals with cerebral palsy or Parkinson's Syndrome
- Persons who stutter
- Residents at independent living centers
- Stroke and throat cancer survivors
- Speech-language pathologists and speech therapists

Locations:
- Bay Area
- Los Angeles
- Sacramento
- San Diego

Appropriate TRS Features/Products:

- STS
- HCO

Identified Barriers to Effective Outreach:
- Low interest from potential STS users
- STS users do not constitute a sub-community; outreach has to be mostly individually based
- Lack of appropriate marketing/informational materials

Strategic Action Plan:

Activity	Frequency
Present to chapter meetings & support groups	4/year
Visit speech-language offices, cerebral palsy centers, neurological centers, and centers for independent living	48/year
Place advertisements in speech-oriented publications	Each outreach specialist recommend 1 publication/year
Use STS spokespersons	Whenever possible

J. Targeted Geographic Locations

Rationale:
- Home to sizable deaf and hard of hearing populations
- Customers feel neglected due to the outreach attention given to the larger cities

Locations:
- Central Valley
- Inland Empire (Riverside County)
- Redding
- Sacramento
- Santa Cruz County

Appropriate TRS Features/Products:
- Text relay – all features
- IP-Relay- all products

Identified Barriers to Effective Outreach:
- Lack of networking opportunities with key persons local to these regions
- Relay customers have access to limited community resources
- Rural areas do not always have high-speed service or wireless coverage

Strategic Action Plan:

Activity	Frequency
Exhibit at local community events	20/year
Participate in local organizational business meetings	20/year

K. Additional Activities

1. Public appearances:
   a. Informal community gatherings (i.e. regularly scheduled coffeehouse or bookstore evenings for sign language users) – 8/month
   b. Grassroots organizations' business meetings – 20/year
   c. Deaf and hard of hearing community events (formally scheduled and organized events) – 20/year

2. Open forums – 4/year

3. Advertisements – outreach specialists will each recommend one new publication every month

4. Mass mailings – outreach specialists will each identify one new mailing list every quarter

5. Public broadcasts – outreach specialists will each identify one new station every quarter

6. Outreach literature mailings – outreach specialists will each perform 10 mailings every month

7. Profile campaign – conduct a series of activities intended to increase the number of CRS customers who specify MCI as their Carrier of Choice.
   a. REGISTRATION:
      i. HARD COPY FORMS. We will not simply distribute these profile forms: Each of our outreach specialists fills out the form ourselves for the customer to ensure receipt of a completed form.
      ii. ONLINE FORMS. Develop a profile at the MCI website and link to it from www.IP-Relay.com
   b. MASS MAILINGS/PROMOTIONS. Work with all agencies and tie-in with their mass mailing for us to advertise.
   c. DIRECT CAMPAIGNING. Reach customers by going to community/city's monthly gatherings and provide these groups with incentives for reaching specific numbers of signed profiles.
      i. Provide MCI-specific community forums in untapped metro areas.
      ii. Step up efforts at CODA & RID chapter meetings
      iii. Attend local deaf/hard of hearing parent programs and stress the importance of MCI as TRS provider of choice.
      iv. Increase efforts at high school programs serving deaf and hard of hearing students.
      v. Increase visibility at Deaf bowling/coffee/pizza gatherings: create sponsorships/campaign tie-ins.

      vi. Enter exclusive agreements with DSS agencies and explore promotional tie-ins/financial incentives.

d. OFFER INCENTIVES FOR SIGNING UP WITH MCI:

      i. Free Admission to special deaf-related events in the 10 largest regions of the state. Customers will need to provide a complete profile to obtain this. Events may include, but are not limited to: Magic Morgan, TOYS (a Russian mime performance troupe), or non-MCI sponsored open-captioned movies.

      ii. Gift certificates (if permitted by CPUC); perhaps from Blockbuster, Southwest Airlines, and/or Domino's Pizza.

      iii. Make an agreement with all agencies to enter profiles for clients; offer compensation for each profile. Seek promotional opportunities/tie-ins with agencies and United Way affiliates for specific numbers of signed profiles.

Identification of Needed Materials

L. Needed Materials

1. Brochures dedicated to:
   a. VCO users: VCO & options, including via IP-VRS
   b. HCO users
   c. STS users
   d. Braille readers
   e. Persons with low vision (large print)
   f. K-12 students (educational worksheets)

2. Language-accessible informational materials for:
   a. Spanish-speaking persons
   b. Asian populations

3. Marketing materials for the following communities:
   a. African American
   b. Asian
   c. Latino

Tennessee Outreach Plan: Remainder of 2004

Implementation Date: July 1, 2004

Drafted on May 17, 2004
Chandler, AZ

Contents

Outreach Introduction

A. Purpose of an Outreach Plan
4. To provide focus by identifying consumer targets
5. To provide performance structure by establishing measurable goals
6. To allow for budget planning

B. Objectives of Outreach

Company objectives:
8. Generate revenue
   a. Through increased relay usage
   b. Through expanded customer base
9. Help to retain current customers
10. Provide field-based customer service
11. Manage and promote the MCI brand
    a. Provide a face to the MCI brand

TRS objectives:
12. Comply with TRS contractual outreach provisions
13. Provide public education
14. Perform community relations/participation

C. Allowances for Unforeseeable Circumstances

It is understood that the goals set forth here are intended to motivate and are themselves guidelines for complete performance. Unforeseeable circumstances may arise to prevent attainment of performance measurements, such as logistical difficulties, state political developments, price inflations and infeasibility, resource unavailability, or emerging trends in telecommunications usage.

D. Contact

Tennessee:
Michael Lozynsky, Outreach Specialist
Raleigh, NC
michael.lozynsky@mci.com

National:
Donnie Dove, Jr., Outreach Manager
Charlotte, NC
donnie.dove@mci.com

E. Current Strategic Focus

Outreach shall represent MCI Global Relay at strategic Deaf Community events as they are identified and to maintain high visibility in Tennessee metropolises.

Outreach also shall strive to maintain relations with all communities—cultural and according to relay functionality—and to humanize a ubiquitous brand in the smaller communities. The following populations are targeted for consistent focus and the following locations are targeted for geographically distributed activity.

Targeted Populations:
- Education
- Ethnic Minorities
- Hard of Hearing Community
- Speech-to-Speech Users

Targeted Geographic Locations:
- Chattanooga
- Jackson
- Johnson City
- Knoxville
- Memphis
- Nashville

Excerpt from TRC Bid Response

F. Contractual Obligations Regarding Outreach

Below is the portion from the company's response to the TRC RFP on Outreach. MCI WorldCom should be read with the understanding that it currently means MCI.

> *5.2.4.8 Proposers must submit a description of plans for future advertising, promotion, and outreach of the TRC. This plan may include media strategy, sample materials, and any information deemed pertinent by the Proposer.*

Response: MCI WorldCom believes that community outreach and promotion should be an integral part of the Tennessee Relay Service and provides to the people of Tennessee who are deaf, hard of hearing and speech disabled an important voice in the operation of the TRC. MCI WorldCom has extensive experience in designing promotional campaigns designed to increase awareness of relay services. We will undertake a marketing and advertising program, with the approval of the TRA and other appropriate officials, that will include all revisions to Section A.15 of the *pro forma* contract as per Amendment 1, including, but not limited to, the following:

Creation and distribution of at least 10,000 brochures annually
Development of radio and television public service announcements
Development of an informational video
Thirty-six (36) thirty-second radio commercials
Participation in activities, committees, and organizations that serve the hearing and speech-impaired community of Tennessee
Coordination of activities during Deaf-Awareness Week

All of these items have been part of MCI WorldCom promotional campaigns in the past, and we can rely on past experience to develop an advertising program that will be successful in promoting awareness and knowledge of the relay services.

In addition to meeting the bulletized specifications above, The TRC Outreach Program (TRCOP) will be responsible for interfacing with deaf, hard of hearing, speech disabled, and hearing communities of Tennessee on all issues regarding the TRC. Outreach staff will be responsible for meeting with the local consumer organizations including, but not limited to, the following:

- Tennessee Council for the Hearing Impaired
- Coalition of Tennesseans with Disabilities
- Tennessee Deaf-Blind Association
- Tennessee Association of the Deaf
- Self-Help for Hard of Hearing in TN

- League for the Hearing Impaired
- Helen Keller National Center for Deaf-Blind
- Black Deaf Advocates, Inc.
- Disability Services of state universities
- Tennessee School for the Deaf
- Communication Center for the Deaf and Hard of Hearing
- Interpreting Services for the Deaf
- Centers for Independent Living

There are some potential users of TRC in the State of Tennessee who may be small in numbers but who could benefit significantly from these services if they are made available to them. These groups include persons who are deaf-blind, rural residents, particularly those who live in isolated areas of the state and persons with speech difficulties who could benefit from the Hearing Carry Over feature of the service. Targeted outreach will be developed for these communities within the first year of program operations.

TRCOP will also be responsible for informing business and professional organizations in Tennessee about the availability and usage of TRC. TRCOP staff will meet regularly with businesses and professional organizations of Tennessee including:

- Health care organizations
- Rehabilitation organizations
- Residential/day care institutions
- Civic Associations
- Local and state government
- Chambers of Commerce
- Colleges and Universities
- Speech and Hearing Centers
- Hearing aid dealers and professional associations
- Other professional organizations
- Elementary, secondary and post-secondary schools
- Public service organizations (Lions, Sertoma, etc.)

MCI WorldCom will, with approval of the TRA and other appropriate officials, work to determine other appropriate means of promotion and advertisement. Among those outreach programs that have proven to be successful in the past are:

- Training workshops and seminars
- Consumer and strategic business newsletters
- Provision of information to all Directory Assistance services within Tennessee
- Development and distribution of brochures, handouts and other promotional materials that can be placed at strategic locations or disseminated with billings or other regular mailings.
- Community forums and/or advisory councils

G. Target: Education

Rationale:
- Large deaf and hard of hearing student population being mainstreamed statewide, unlikely to receive telecommunications information at home or at school
- Thousands of sign language and interpreting students who are considering deafness-related professions

Audiences:
- Students in K-12 and higher education
- ASL and interpreting students
- Parents of deaf and hard of hearing students

Locations:
- Chattanooga
- Jackson
- Johnson City
- Knoxville
- Memphis
- Nashville

Appropriate TRS Features/Products:
- Traditional relay – all but HCO and STS
- IP-Relay- text, VRS, and wireless

Identified Barriers to Effective Outreach:
- Outreach materials do not target school-age students

Strategic Action Plan:

Activity	Frequency
Attend PTA meetings	1/semester
Present to colleges offering classes for deaf/hard of hearing students	4/year
Exhibit at school fairs, events, and conferences	2/semester
Present to ASL/ITP classes	8/year
Place advertisements in school newsletters	Recommend 6 school newsletters/year
Present to students enrolled in adult education classes	4/year

H. Target: Ethnic Minorities

Rationale:
- Large populations with segregated information pipelines
- Language and cultural barriers make it unlikely for these persons to attend typical outreach events or to receive 7-1-1/IP-Relay literature and collaterals

Audiences & Corresponding Locations:
- African American – Nashville and Memphis
- Latino – statewide

Appropriate TRS Features/Products:
- Traditional relay – all features, especially Spanish for the Latino Community
- IP-Relay- all products

Identified Barriers to Effective Outreach:
- Lack of culturally specific marketing/informational materials
- Lack of contacts within their communities

Strategic Action Plan:

Activity	Frequency
Attend African American Community events	2/year
Attend Latino Community events	2/year
Affiliate with professional/membership organizations	Identify two for each minority community and affiliate by September 1, 2004

I. Target: Hard of Hearing Community

Rationale:
- Late-deafened adults often don't know about available telecommunication options
- Senior citizens are resistant to technology
- Persons with cochlear implants is becoming a distinct sub-community and there needs to be outreach catering to them
- Persons who are hard of hearing attach a stigma to relay technologies

Audiences:
- Hard of hearing persons
- Late-deafened adults
- Senior citizens
- Persons with cochlear implants

Locations:
- Chattanooga

- Jackson
- Johnson City
- Knoxville
- Memphis
- Nashville

Appropriate TRS Features/Products:
- VCO
- IP-Relay- text, VRS, and wireless

Identified Barriers to Effective Outreach:
- MCI does not offer CapTel
- Lack of appropriate marketing/informational materials

Strategic Action Plan:

Activity	Frequency
Present to hearing loss support groups	6/year
Present to hard of hearing students enrolled at public schools	4/year
Place advertisements in newsletters of schools with programs for hard of hearing students	2/year
Use local spokespersons	Whenever possible
Provide relay technology demonstrations	2/year

J. Target: Speech-to-Speech Users

Rationale:
- Underserved population, definite potential for expanded customer base

Audiences:
- Individuals with cerebral palsy or Parkinson's Syndrome
- Persons who stutter
- Residents at independent living centers
- Stroke and throat cancer survivors
- Speech-language pathologists and speech therapists

Locations:
- Memphis
- Nashville

Appropriate TRS Features/Products:
- STS
- HCO

Identified Barriers to Effective Outreach:
- Low interest from potential STS users
- STS users do not constitute a sub-community; outreach has to be mostly individually based
- Lack of appropriate marketing/informational materials

Strategic Action Plan:

Activity	Frequency
Present to chapter meetings & support groups	2/year
Visit speech-language offices, cerebral palsy centers, neurological centers, and centers for independent living	18/year, distributed over the 6 regions
Place advertisements in speech-oriented publications	Recommend 4 publications/year
Use STS spokespersons	Whenever possible

K. Targeted Geographic Locations

Rationale:
- Home to sizable deaf and hard of hearing populations
- Customers feel neglected due to the outreach attention given to the larger cities

Locations:
- Chattanooga
- Jackson
- Johnson City
- Knoxville
- Memphis
- Nashville

Appropriate TRS Features/Products:
- Text relay – all features
- IP-Relay- all products

Identified Barriers to Effective Outreach:
- Lack of networking opportunities with key persons local to these regions
- Relay customers have access to limited community resources
- Rural areas do not always have high-speed service or wireless coverage

Strategic Action Plan:

Activity	Frequency
Exhibit at local community events	12/year
Participate in local organizational business meetings	12/year

L. Additional Activities

8. 7-1-1 public service announcements
   a. Develop by September 1 if determined necessary
   b. Radio PSA broadcasts – identify one new station every quarter
   c. TV PSA broadcasts – identify one new station every quarter

9. Public appearances:
   a. Informal community gatherings (i.e. regularly scheduled coffeehouse or bookstore evenings for sign language users) – 8/year
   b. Grassroots organizations' business meetings – 6/year
   c. Deaf and hard of hearing community events (formally scheduled and organized events) – 18/year, distributed over the 6 regions

10. Open forums – 2/year

11. Community relations – sponsor at least 2 events in each of the 6 cities

12. Mass mailings – identify one new mailing list every quarter
    a. Do a phone bill insert at least once/year

13. Outreach literature mailings – perform a minimum of 3/month

14. Provide state agencies, community organizations, businesses, and media outlets with articles or information on Tennessee Relay

15. Offer to coordinate an open forum on Tennessee Relay at any public session hosted by the Tennessee Council for the Deaf and Hard of Hearing

Identification of Needed Materials

M. Needed Materials

4. 7-1-1 PSAs for the radio and TV

5. Brochures dedicated to:
   a. VCO users: VCO & options, including via IP-VRS
   b. HCO users
   c. STS users
   d. Braille readers
   e. Persons with low vision (large print)
   f. K-12 students (educational worksheets)

6. Language-accessible informational materials for:
   a. Spanish-speaking persons

7. Marketing materials for the following communities:
   a. African American
   b. Latino

4/4/2001 8:16
SITE: Consolidated

MCI
<STATE> RELAY SERVICE
TOTAL DAILY AND MONTHLY

REPORT 1
March 2003

| DATE | INCOMING CALLS | | | | | | GA/XFR | OUTGOING CALLS | | | | | | | |
	BAUDOT	ASCII	VOICE	VCO	HCO	TOTAL		BAUDOT	ASCII	VOICE	VCO	HCO	COMPLETE	INCOMPLETE	TOTAL
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
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######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Totals	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
													X.XX%	X.XX%	X.XX%

* Incoming call counts include General Assistance

Total General Assistance calls this month:

4/4/2003 8:39
SITE: Consolidated

CI
<STATE> RELAY SERVICE
INCOMING CALLER PROFILE

REPORT 2
March 2003

DATE	BAUDOT USERS		VOICE USERS		ASCII USERS		VCO USERS		HCO USERS		TOTAL CALLS
	# OF CALLS	AVG LEN	# OF CALLS	AVG LEN	# OF CALLS	AVG LEN	# OF CALLS	AVG LEN	# OF CALLS	AVG LEN	
3/1/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/2/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/3/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/4/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/5/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/6/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/7/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/8/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/9/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/10/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/11/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/12/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/13/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/14/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/15/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/16/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/17/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/18/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/19/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/20/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/21/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/22/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/23/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/24/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/25/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/26/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/27/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/28/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/29/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/30/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/31/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Monthly Totals	XXXX		XXXX		XXXX		XXXX		XXXX		XXXX
Daily Average	XXXX	X.X	XXXX	X.X	XXXX	X.X	XXXX	X.X	XXXX	X.X	XXXX
Monthly % of	X.XX%		X.XX%		X.XX%		X.XX%		X.XX%		X.XX%

4/4/ 8:39   MCI   REP 3
SITE Consolidated   <STA RELAY SERVICE   March 03
OUTGOING CALL TYPES

DATE	LOCAL	INTRALATA	INTERLATA INTRASTATE	INTERSTATE	INTERNATL	900	800	DIRECTORY ASSISTANCE INTRA	DIRECTORY ASSISTANCE INTER	CARRIER OF CHOICE INTRA	CARRIER OF CHOICE INTER	TOTAL OUTGOING
3/1/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/2/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/3/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/4/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/5/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/6/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/7/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/8/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/9/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/10/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/11/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/12/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/13/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/14/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/15/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/16/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/17/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/18/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/19/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/20/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/21/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/22/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/23/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/24/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/25/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/26/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/27/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/28/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/29/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/30/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/31/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Total	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Daily Average:	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	
Monthly % of Total:	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%

DATE	LOCAL	INTRALATA	INTERLATA INTRASTATE	800	SUB-TOTAL	INTERSTATE	INTERNATL	900	DIRECTORY ASSISTANCE INTRA	DIRECTORY ASSISTANCE INTER	CARRIER OF CHOICE INTRA	CARRIER OF CHOICE INTER	TOTAL OUTGOING
3/1/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/2/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/3/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/4/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/5/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/6/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/7/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/8/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/9/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/10/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/11/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/12/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/13/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/14/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/15/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/16/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/17/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/18/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/19/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/20/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/21/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/22/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/23/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/24/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/25/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/26/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/27/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/28/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/29/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/30/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/31/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Total	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Daily Average:	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX		
Monthly % of Total:	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%

4/4/20 39
SITE: Consolidated

MO
<STATE> RELAY SERVICE
ALL OUTGOING CALL TYPES - SESSION TIME

RE 3B
Mar 2003

DATE	LOCAL	INTRALATA	INTERLATA INTRASTATE	INTERSTATE	INTERNATL	900	800	DIRECTORY ASSISTANCE		CARRIER OF CHOICE		GENERAL ASSIST		TOTAL OUTGOING
								INTRA	INTER	INTRA	INTER	INTRA	INTER	
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Total	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Daily Ave	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	
Monthly % of Total:	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%

11/2003 8:39
TE: Consolidated

MCI
<STATE RELAY SERVICE
COMPLETED OUTGOING CALLS BY TYPE

REPORT
March

DATE	LOCAL	INTRALATA	INTERLATA INTRASTATE	INTERSTATE	INTERNATL	900	800	DIRECTORY ASSISTANCE		CARRIER OF CHOICE		TOTAL OUTGOING
								INTRA	INTER	INTRA	INTER	
3/1/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/2/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/3/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/4/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/5/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/6/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/7/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/8/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/9/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/10/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/11/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/12/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/13/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/14/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/15/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/16/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/17/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/18/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/19/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/20/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/21/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/22/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/23/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/24/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/25/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/26/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/27/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/28/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/29/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/30/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/31/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Total	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Daily Average	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	
Monthly % of Total:	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%

4/4/2003 8:16
SITE: Consolidated

MCI
<STATE> RELAY SERVICE
COMPLETED OUTGOING CALL DISTRIBUTION

REPORT 4
March 2003

DATE	00+ - 02	02+ - 04	04+ - 06	06+ - 08	08+ - 10	10+ - 20	20+ - 30	30+ - 40	40+ - 50	50+ - 60	> 60	COMPLETED CALLS
3/1/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/2/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/3/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/4/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/5/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/6/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/7/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/8/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/9/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/10/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/11/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/12/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/13/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/14/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/15/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/16/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/17/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/18/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/19/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/20/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/21/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/22/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/23/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/24/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/25/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/26/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/27/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/28/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/29/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/30/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/31/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Daily Totals	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Daily Average	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Monthly % of Total	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%

MCI
<STATE> RELAY SERVICE
HOURLY INCOMING CALLING PATTERN

DATE	00:00-00:59		01:00-01:59		02:00-02:59		03:00-03:59		04:00-04:59		05:00-05:59		06:00-06:59		07:00-07:59		08:00-08:59		09:00-09:59		10:00-10:59		11:00-11:59	
	Calls	Mins	Calls	Mins	Calls	Mins	Calls	Mins	Calls	Mins	Calls	Mins	Calls	Mins	Calls	Mins	Calls	Mins	Calls	Mins	Calls	Mins	Calls	Mins
Sat ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Sun ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Mon ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Tue ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Wed ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Thu ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Fri ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Sat ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Sun ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Mon ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Tue ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Wed ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Thu ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Fri ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Sat ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Sun ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Mon ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Tue ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Wed ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Thu ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Fri ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Sat ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Sun ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Mon ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Tue ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Wed ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Thu ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Fri ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Sat ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Sun ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Mon ######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX

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4/4/2001 8:16
SITE: Consolidated

MCI WorldCom
<STATE> RELAY SERVICE
HOURLY INCOMING CALLING PATTERN

REPORT 6
March 2003

DATE		12:00-12:59		13:00-13:59		14:00-14:59		15:00-15:59		16:00-16:59		17:00-17:59		18:00-18:59		19:00-19:59		20:00-20:59		21:00-21:59		22:00-22:59		23:00-23:59	
		Calls	Mins	Calls	Mins	Calls	Mins	Calls	Mins	Calls	Mins	Calls	Mins	Calls	Mins	Calls	Mins	Calls	Mins	Calls	Mins	Calls	Mins	Calls	Mins
Thu	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Fri	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Sat	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Sun	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Mon	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Tue	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Wed	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Thu	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Fri	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Sat	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Sun	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Mon	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Tue	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Wed	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Thu	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Fri	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Sat	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Sun	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Mon	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Tue	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Wed	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Thu	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Fri	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Sat	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Sun	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Mon	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Tue	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Wed	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Thu	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Fri	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Sat	######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
		XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX

March 2001   Number of ANIs:

4/4/2003 8:16
SITE: Consolidated

MCI
<STATE> RELAY SERVICE
SUMMARY REPORT

REPORT 10
March 2003

REPORT	INCOMING	OUT COMPLETE	OUT TOTAL	RELAY	AVG RELAY	SESSION	AVG SESSION	RELAY / SESSION	RECORDS
1	XXXX	XXXX	XXXX						XXXX
2	XXXX								XXXX
3			XXXX						XXXX
3A				XXXX	X.XX%				XXXX
3B						XXXX	X.XX%	X.XX%	XXXX
4		XXXX							XXXX
5	-								-
7									XXXX
8	-								-
9									XXXX

MCI
<ST... RELAY SERVICE
TOTAL DAILY AND MONTHLY
Speech To Speech Callers

DATE	INCOMING CALLS							OUTGOING CALLS							
	BAUDOT	ASCII	VOICE	VCO	HCO	TOTAL	GA/XFR	BAUDOT	ASCII	VOICE	VCO	HCO	COMPLETE	INCOMPLETE	TOTAL
3/1/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/2/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/3/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/4/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/5/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/6/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/7/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/8/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/9/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/10/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/11/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/12/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/13/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/14/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/15/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/16/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/17/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/18/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/19/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/20/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/21/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/22/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/23/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/24/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/25/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/26/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/27/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/28/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/29/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/30/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/31/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Totals	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX		XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Monthly % of Total	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%		X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%		
													X.XX%	X.XX%	X.XX%

* Incoming call counts include General Assistance calls and

Total General Assistance calls this month: XXXX
                                                    XXXX

MCI
<STATE> RELAY SERVICE
INCOMING CALLER PROFILE
Speech To Speech Callers

DATE	BAUDOT USERS # OF CALLS	BAUDOT USERS AVG LEN	VOICE USERS # OF CALLS	VOICE USERS AVG LEN	ASCII USERS # OF CALLS	ASCII USERS AVG LEN	VCO USERS # OF CALLS	VCO USERS AVG LEN	HCO USERS # OF CALLS	HCO USERS AVG LEN	TOTAL CALLS
3/1/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/2/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/3/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/4/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/5/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/6/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/7/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/8/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/9/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/10/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/11/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/12/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/13/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/14/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/15/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/16/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/17/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/18/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/19/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/20/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/21/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/22/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/23/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/24/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/25/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/26/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/27/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/28/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/29/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/30/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/31/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Monthly Totals	XXXX		XXXX		XXXX		XXXX		XXXX		XXXX
Daily Average	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Monthly % of Total	X.XX%		X.XX%		X.XX%		X.XX%		X.XX%		X.XX%

<STATE> RELAY SERVICE
COMPLETED OUTGOING CALL TYPES - RELAY TIME
Speech To Speech Callers

DATE	LOCAL	INTRALATA	INTERLATA INTRASTATE	800	SUB-TOTAL	INTERSTATE	INTERNATL	900	DIRECTORY ASSISTANCE INTRA	DIRECTORY ASSISTANCE INTER	CARRIER OF CHOICE INTRA	CARRIER OF CHOICE INTER	TOTAL OUTGOING
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
######	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Total	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Daily Average:	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX		
Monthly % of Total:	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%

DATE	LOCAL	INTRALATA	INTERLATA INTRASTATE	INTERSTATE	INTERNATL	900	800	DIRECTORY ASSISTANCE		CARRIER OF CHOICE		GENERAL ASSIST		TOTAL OUTGOING
								INTRA	INTER	INTRA	INTER	INTRA	INTER	
3/1/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/2/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/3/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/4/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/5/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/6/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/7/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/8/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/9/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/10/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/11/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/12/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/13/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/14/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/15/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/16/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/17/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/18/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/19/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/20/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/21/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/22/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/23/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/24/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/25/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/26/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/27/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/28/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/29/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/30/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/31/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Total	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Daily Average:	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	
Monthly % of Total:	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%

<STATE> RELAY SERVICE
COMPLETED OUTGOING CALL TYPES - RELAY TIME
Spanish Language Callers

DATE	LOCAL	INTRALATA	INTERLATA INTRASTATE	800	SUB-TOTAL	INTERSTATE	INTERNATL	900	DIRECTORY ASSISTANCE INTRA	INTER	CARRIER OF CHOICE INTRA	INTER	TOTAL OUTGOING
3/1/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/2/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/3/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/4/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/5/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/6/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/7/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/8/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/9/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/10/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/11/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/12/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/13/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/14/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/15/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/16/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/17/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/18/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/19/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/20/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/21/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/22/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/23/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/24/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/25/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/26/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/27/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/28/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/29/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/30/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/31/2003	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Total	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Daily Average:	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX	XXXX		
Monthly % of Total:	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%

MCI
<STATE> RELAY SERVICE
COMPLETED OUTGOING CALL TYPES - RELAY TIME
Speech To Speech Spanish

DATE	LOCAL	INTRALATA	INTERLATA INTRASTATE	800	SUB-TOTAL	INTERSTATE	INTERNATL	900	DIRECTORY ASSISTANCE INTRA	INTER	CARRIER OF CHOICE INTRA	INTER	TOTAL OUTGOING
3/1/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX					
3/2/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/3/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/4/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/5/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/6/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/7/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/8/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/9/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/10/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/11/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/12/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/13/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/14/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/15/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/16/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/17/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/18/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/19/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/20/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/21/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/22/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/23/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/24/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/25/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/26/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/27/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/28/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/29/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/30/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
3/31/2003	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Total	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Daily Average:	XXXX	XXXX	XXXX XXXX	XXXX	XXXX	XXXX XXXX	XXXX XXXX	XXXX XXXX	XXXX	XXXX	XXXX	XXXX	XXXX
Monthly % of Total:	X.XX%	X.XX%	X.XX% X.XX%	X.XX%	X.XX%	X.XX% X.XX%	X.XX% X.XX%	X.XX% X.XX%	X.XX%	X.XX%	X.XX%	X.XX%	X.XX%

YES! I'd like to see MCI become Florida's Relay Provider!

We, the undersigned, would like to see MCI become the FRS provider.

We feel that MCI's services will provide all Florida residents—deaf, hard of hearing, deaf-blind, late-deafened and hearing—with superior relay service features, from basic TTY relay to Spanish language relay to enhanced VCO and HCO.

We ask the Florida Public Service Commission to give serious consideration to MCI's bid proposal for the State of Florida.

Name & Address	Comments	Signature & Date
William G. Alexander 8818 SW 130 Court Miami Fl 33130	I ♡ MCI	W. A__ 10/5/04
Oriol Pavon Jr. 2901 SW 104 Ct. Miami, Fl. 33165	Please consider MCI	O__ 10/5/04
Jose Granda 8201 Byron Ave #401 Miami Beach, FLA	WANNA to HAVE MCI Relay Service again!!	J__ 10/5/04
Sylvia Rodriguez 50 Palermo Ave Coral Gables	set up - Miami relay Spanish	Sylvia R. 10-5-04
Rodney A. Peer 18420 SW 87 Avenue Miami, FL 33157	We really need this to happen! Please!	Rodney A. Peer October 5, 2004

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Name & Address	Comments	Signature & Date
MICHAEL CHARM 9816 W. McNAB RD #4 TAMARAC, FL 3321		Michael Charm
Robert McMahon SYLVIA WEINSTOCK Hyman Kramer		Hyman Kramer
Seymour Kleer Randa Mildred Kleinhandl Margaret Solomon		Seymour Kleinhandl Mildred Kleinhandler Margaret Solomon
Evelyn Kramer Shirley Gerlos IRWIN BRAND		Evelyn Kramer Shirley Gerlis
Aurora V. Solomon 12401 Summer Springs Dr Boynton Beach, FL 33437	It would be nice to come back to FL	Aurora V. Solomon 10/9/04
ROSEMARY NIKOLAUS 7380 NW. 18th ST #101 MARGATE, Fl. 33063	Looking forward to having you here in Fla. Good luck!	Rosemary Nikolaus 10/9/04

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Name & Address	Comments	Signature & Date
Richard Melanson 390 City View Dr Ft Laud. FL 33311	Sprint SUCKS	R Melanson 10-8-04
Craig Caruso 1850 S. Ocean Blvd #602 Lauderdale by the Sea, Fl 33062		Craig A Caruso
Thomas L. Smith 1617 N. Dixie Hwy. Ft. Lauderdale, Fl. 33305		Thomas L. Smith 10/8/04
Joseph Cartwright 115 South C St. #24 Lake Worth Fl 33460		
Jose Vega 1939 Jefferson St 101 Hollywood, FL 33020	Jose Vega 10/8/04	The present relay provider is very incompetent. I used it many times and I'm not satisfied something It has to change

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Name & Address	Comments	Signature & Date
HOWARD + Julia FELTZIN 7755 YARDLEY DR. #313-D TAMARAC, FL 33321		Howard Feltzin 10/9/04
Rose Finkelstein 9915 NW 48th Drive Coral Springs Fla 33076		Rose Finkelstein 10/9/04
ALEX FLEISCHMAN 260 NW 76 Ave Margate FL 33063		Alex Fleischman
Taras B. Denis 8071 Palmetto Palm Circle Tamarac, FL 33321		TB Denis
Anita Denis 8071 Palmetto Palm Cir. Tamarac, FL 33321		Anita R. Denis
M./M. Ralph Chaplan 370 N.W. 76 Ave Margate, Fl. 33063	Competition is healthy.	Edith Chaplan

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Name & Address	Comments	Signature & Date
Lilly R. Shirey 12152 Serafine St, Boynton Beach, FL 33437	Hope the service will be good as the Sprint!	Lilly R. Shirey 10/9/2004
Stella I. Banath 480 N.W. 76th ave Margate, Fla.	Good Idea Good luck	Stella I. Banath 10/9/2004
Janet Becker 7500 NW 5th court Margate, Fl 33063	good luck + Hope for the Best.	Janet G Becker 10-9-04
Norman Finkelstein 7516 N.W. 1st X Margate Fla 33063	Paul Honigstein 7320 Lake Circle Dr Margate, Fla 33063	Norman Finkelstein 10-9-04
Steve Argule 7561 NW 1st Margate, Fl 33063	good Luck!	Steve Argule 10-9-04
Pauline Butcher 7705 N.W 5ct Margate Fla 33063	Sharp	10-9-04

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Name & Address	Comments	Signature & Date
Beverly Gossell 9101 Lime Bay Blvd Tamarac, Fl 33321	Good Luck.	11-9-004 Gorrill
Walter + Polya Grant 7451 N.W. 1st MARGATE FLA 33063	Good Luck too	10/9/04
Simon & Cathy Gleicher 7341 NW. 18St #203 Margate, FL 33063	Real blessing to have relay service on Sidekick. Thanks a million	Cathy Gleicher 10/9/04
Regina F O'Donnell 7505 N.W. 5th Ct 30/04 MARGATE, FL. 33063		Regina F O'Donnell 10/09/04
John + Edwina Olsen 1759 NE 39th Ct unit 306 Pompano Bch, Fl 33064		Edwina Olsen 10/9/04
Ira Lerner 260 NW 76 Ave Margate Fl 33063		Ira Lerner 10/9/07

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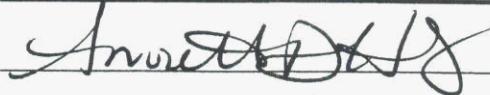
Name & Address	Comments	Signature & Date
Beverly Reisman 6095 Jabon Palm Blvd. Samasac, Fl. 33319	Best of Luck	October, 9, 2004
Ana Ewan 11732 NW 47th Dr Coral Springs, Fl 33076	Go for I. Great	Oct 9, 2004
Margie Gempers 888 Sun Acres Ln Boynton Beach Fla 33436	Good idea	Oct 9-04
Loretta Hamel 441 N.W. 76 Ave #104 Snorgate, Fl 33063	Best of Luck	Oct 9-04 Loretta Hamel
Meredith Tendrich 1401 N.E. Gardens Dr North Miami Bch, Fla Apt. E-297 33179		Meredith Tendrich Oct. 9-04
Donald Tendrich Same as Above		Donald Tendrich 10/9/04

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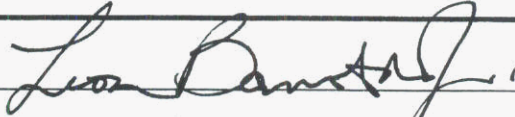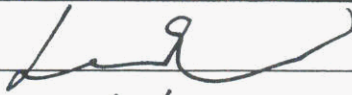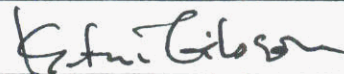
Name & Address	Comments	Signature & Date
Bodil C. Tvede 9812-A 62 Terr., S. Boynton Beach, Fl. 33437	Keep up - Improve - Imp	Bodil C. Tved Oct 9-04
Eleann Struble 3200 Holiday Spring Blvd. Margate FL 33063	Fine Service in past	Eleann Struble
Bernice Saccente 7370 N.W. 18 St Margate FP	Best + Good Luck	Bernice Saccente

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Name & Address	Comments	Signature & Date
R. Horrwitiner DARLEVE SouThey Person	1824 SW 14 Terr MTAMM FL 33145 8401 SW 107 Ave #275E MIAMI 33173	N. Lot 10-6-04 Doulen Sovithy 10/10/04
Pierson Hedgath 8570 SW 128 E Miami Fl. 33106		10-06-04
Philip Thomas 1881 Washington Ave 5B M. Beach FL 33139		10/6/04
D. Castro 8650 SW 133 Ave. Rd. Miami Fl.		Daniel Castro
OMAR BOZ. 8650. SW. 133 Ave R. Miami Fl.		Omar Boz
Joe Gomero. 3 Box 140x32 C6. Fla 33114		

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Name & Address	Comments	Signature & Date
JOHN KENNEDY 12981 SW 208 LN MIAMI FL 33177		John Kennedy 10/5/2004
Tom Koyzis 18420 SW 87 Ave Miami, FL 33157		10/6/2004
Rick Kuglen 7940 SW 173 TERR. Palmetto Bay, FL 33157		10/6/2004
Martin Buel 6831 SW 69 Ter. Miami, Fl. 33143		Martin Buel
Bill DeWald 1413 Cantoria Ave Coral Gables, Fl 33146		10/5/2004 Wm DeWald
Diana Udel 2334 Ponce de Leon Blv #200 Coral Gables Fl 33134		Diana Udel 10/6/04

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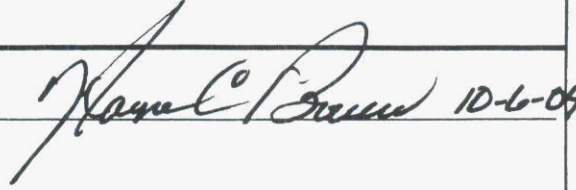
Name & Address	Comments	Signature & Date
Dennis Hoffman 3691 S. Douglas Rd. Coconut Grove, FL. 33133		Dennis Hoffman 10/6/04
Jim KEMBlowski DDD 3691 S Douglas Pd Coc. Grove Fla 33133		Jim Kemblowski MD
M.J. Witking SLP FIU School of Health Miami, FL 33139		
JOE MARINACCIO Coconut Grove, FL.		PM 10-6-04
Michael McMill 5101 Collins Ave #6N Miami Beach FL		M J McMill 10/6/04
WILLIAM WALKER 3 GROVE ISLE DR MIAMI 33133		10/6/04

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Name & Address	Comments	Signature & Date
Amorette Hinds 2334 Ponce de Leon Blvd. #200 Coral Gables, FL 33134		Amorette Hinds 10/6/04
Leon Banister 2310 Tigertail Court Coconut Grove, FL 3313		Leon Banister Jr. 10/6/04
Keith Larcher 1112 N. 13th Ave. Hollywood, CA 33019		10/6/04
Kathi Gibson 1019 NW 11th CT Miami FLA 33136		Kathi Gibson
Chris Limento 1019 NW 11 CT Miami FL 33136		C. Lb 10/6/04
HAYES C. BOWEN 18735 SW 84 AVE Miami, Fl. 33157		Hayes C. Bowen 10-6-04

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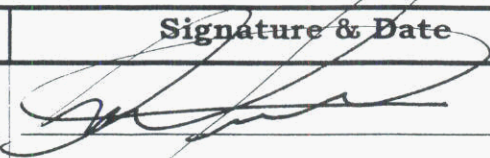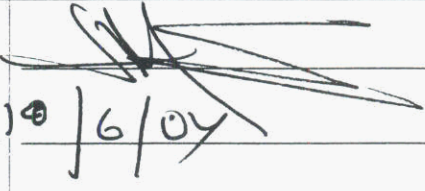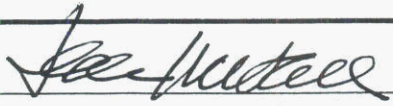
Name & Address	Comments	Signature & Date
James Pobek 7980 SW 146 St Miami 33158		James Pobek 18
Robert Weills 18301 SW 87 Ave mia FL 33137		Robert M. Wills 10-6-04
David Kugler 14954 SW 3032t Leisure City, Fl 33033		Dan Kugler 10-6-04
S Deoese 3418 Franklin Circle C Youn Fl 33133		10-6-04
Sandra Toussaint 13707 SW 91 Ct #A Miami Fl 33176		Audrine Toussaint
Miguel Rodriguez 4105 NW 7 st Mia Fl 33126		M. Rodriguez

YES! I'd like to see MCI become Florida's Relay Provider!

We, the undersigned, would like to see MCI become the FRS provider.

We feel that MCI's services will provide all Florida residents—deaf, hard of hearing, deaf-blind, late-deafened and hearing—with superior relay service features, from basic TTY relay to Spanish language relay to enhanced VCO and HCO.

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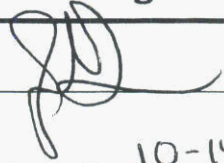
Name & Address	Comments	Signature & Date
DOUG SANTONI 4100 EL PRADO BLVD MIAMI, FL 33133		Douglas R Santoni 10/6/04
Robert Wilkerson 4100 El Prado Blvd Miami, FL 33133		10/6/04
Eugene Sulzberger 1550 Brickell Ave. #204B Miami, FL 33129		10/6/04
DANIEL CARTER 400 Alton Ro #1108 Miami Beach FL 33139		10/6/04
TRAL WILLIAMSON 7815 SW 104 ST MIAMI FL 33156		10/6/04
Michelle Anderson 7915 Crespi Blvd. #1 Mia. Bch. FL 33141		10/6/4

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We ask the Florida Public Service Commission to give serious consideration to MCI's bid proposal for the State of Florida.

Name & Address	Comments	Signature & Date
SAM WHITFORD 3775 SW 28 ST MIAMI 33134	Great Work	Sam M. Whitford Jr 10/6/2004
Brad Wohler 1630 SW 1st Ave Apt 8A Miami FL 33129		10/6/04
LUCIA AKBARI	Torent!	L. Akbari 10/06/04
Maggy Qu.	Very Good!	MQu 10/06/04.
MARILUCE DE SOUZA 1351 NE MIAMI GARDENS DR - APT 1529E, N.M. BEACH, FL		10/06/04
DOUG DERBY 3801 IRVINGTON AVE MIAMI FL	WHAT?	10/06/04
Jose A. Loo 1947 SW 22e Miami FL 33145		10/6/04

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Name & Address	Comments	Signature & Date
Marco A. Martinez 917 NE 199 ST # 202 Miami Fla 33179		Oct. 6-2004
Jorge M. Sori 1411 Blue Rd. Coral Gables Fl 33146		6/04
Chuck Jones 221 Antiquera Ave Coral Gables, Fl 33134		10/6/04
JEAN M. HALL 7915 CRESPI BLV MIA BCH FL 33141		10/6/04

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Name & Address	Comments	Signature & Date
Lewis Goodman 5246 ne 6th Ave Apt 32e Fort Lauderdale, FL 33334		Lewis Goodman 10/9/04
Rick Dieconincke 5750 ne 19 Ave Ft L, FL 33308		Richard Rel___ 10-9-04

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We ask the Florida Public Service Commission to give serious consideration to MCI's bid proposal for the State of Florida.

Name & Address	Comments	Signature & Date
June Backer 157 Isobel Rd O. Boca Raton 33486		10-14-04
Carol Strickland 1142 Landings Loop Tallahassee, Fl 32311		Carol J. Strickland 10/14/04
Tricia Colwell 3622 SE 12th Pl Ocala, FL 34471	Sprint Service Sucks!	Tricia Colwell
LaShonda Yarbrough P.O. BOX 381051 MIAMI FL 33238		LaShonda Yarbrough 10-15-04
Rose Dawes 625 W. Evanston Cir Ft. Laud, FL 33312		Rosely J Dawes 10/15/04

Document A310

Bid Bond

KNOW ALL MEN BY THESE PRESENTS, that we

MCI WORLDCOM Communications, Inc.

1133 19th Street, NW, Washington, DC 20036

as Principal, hereinafter called the Principal, and

The Insurance Company of the State of Pennsylvania

80 Pine Street, New York, NY 10005

a corporation duly organized under the laws of the State of **Pennsylvania**

as Surety, hereinafter called the Surety, are held and firmly bound unto

Florida Telecommunications Relay, Inc.
c/o Florida Public Service Commission
Tallahassee, FL 32399-0850

as Obligee, hereinafter called the Obligee, in the sum of

Five-Hundred Thousand and 00/100 - - - - - - - - - -

Dollars ($500,000.00 - - -),

for the payment of which sum well and truly to be made, the said Principal and the said Surety, bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal has submitted a bid for
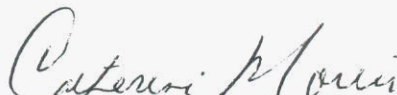
Telecommunications Relay Service System
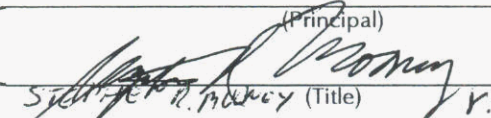
This bid bond shall be valid through February 28, 2005
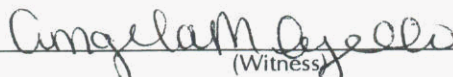
NOW, THEREFORE, if the Obligee shall accept the bid of the Principal and the Principal shall enter into a Contract with the Obligee in accordance with the terms of such bid, and give such bond or bonds as may be specified in the bidding or Contract Documents with good and sufficient surety for the faithful performance of such Contract and for the prompt payment of labor and material furnished in the prosecution thereof, or in the event of the failure of the Principal to enter such Contract and give such bond or bonds, if the Principal shall pay to the Obligee the difference not to exceed the penalty hereof between the amount specified in said bid and such larger amount for which the Obligee may in good faith contract with another party to perform the Work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect.

Signed and sealed this   18   day of   November   2004
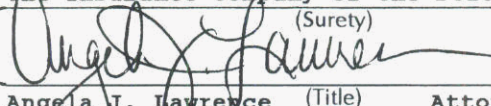
	MCI WORLDCOM Communications, Inc.
(signature) (Witness)	_(signature)_ (Principal) (Seal) (no seal required)
	(signature) (Title) V. P.
	The Insurance Company of the State of Pennsylvania
(signature) (Witness)	_(signature)_ (Surety) (Seal)
	Angela J. Lawrence (Title) Attorney-in-Fact

The Insurance Company of the State of Pennsylvania

Principal Bond Office: 70 Pine Street, New York, N.Y. 10270

POWER OF ATTORNEY

No. 01-B-50152

KNOW ALL MEN BY THESE PRESENTS:

That The Insurance Company of the State of Pennsylvania, a Pennsylvania corporation, does hereby appoint
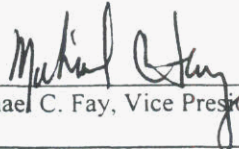
---Mareco U. Edwards, Angela J. Lawrence, Melaine R. Miller: of Hunt Valley, Maryland---

its true and lawful Attorney(s)-in-Fact, with full authority to execute on its behalf bonds, undertakings, recognizances and other contracts of indemnity and writings obligatory in the nature thereof, issued in the course of its business, and to bind the company thereby.

IN WITNESS WHEREOF, The Insurance Company of the State of Pennsylvania has executed these presents
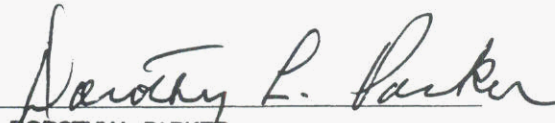
this 27th day of October, 2003.

Michael C. Fay, Vice President

STATE OF NEW YORK }
COUNTY OF NEW YORK }ss.

On this 27th day of October, 2003 before me came the above named officer of The Insurance Company of the State of Pennsylvania, to me personally known to be the individual and officer described herein, and acknowledged that he executed the foregoing instrument and affixed the seal of said corporation thereto by authority of his office.

DOROTHY L. PARKER
Notary Public, State of New York
No. 01PA6060631
Qualified in Richmond County
Commission Expires June 25, 2007

CERTIFICATE

Excerpts of Resolution adopted by the Board of Directors of The Insurance Company of the State of Pennsylvania, on May 18, 1976:

"**RESOLVED**, that the Chairman of the Board, the President, or any Vice President be, and hereby is, authorized to appoint Attorneys-in-Fact to represent and act for and on behalf of the Company to execute bonds, undertakings, recognizances and other contracts of indemnity and writings obligatory in the nature thereof, and to attach thereto the corporate seal of the Company, in the transaction of its surety business;

"**RESOLVED**, that the signatures and attestations of such officers and the seal of the Company may be affixed to any such Power of Attorney or to any certificate relating thereto by facsimile, and any such Power of Attorney or certificate bearing such facsimile signatures or facsimile seal shall be valid and binding upon the Company when so affixed with respect to any bond, undertaking, recognizance or other contract of indemnity or writing obligatory in the nature thereof;
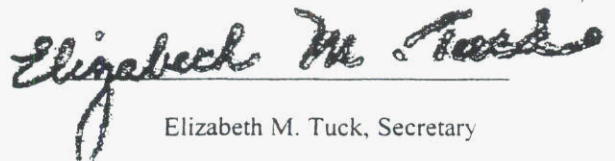
"**RESOLVED**, that any such Attorney-in-Fact delivering a secretarial certification that the foregoing resolutions still be in effect may insert in such certification the date thereof, said date to be not later than the date of delivery thereof by such Attorney-in-Fact."

I, Elizabeth M. Tuck, Secretary of The Insurance Company of the State of Pennsylvania, do hereby certify that the foregoing excerpts of Resolution adopted by the Board of Directors of this corporation, and the Power of Attorney issued pursuant thereto, are true and correct, and that both the Resolution and the Power of Attorney are in full force and effect.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the facsimile seal of the corporation

this 18 day of November, 2004

Elizabeth M. Tuck, Secretary

23238 (4/99)

BOND OVERVIEW

Willis

BOND NUMBER: BID BOND

PRINCIPAL NAME: MCI WORLDCOM Communications, Inc.

===

BID DATE: 11/18/2004

BOND AMOUNT: $ $500,000.00 or   %

ESTIMATED CONTRACT AMOUNT: $.00

ORIGINAL CONTRACT TERM: **OPTION YEARS:**

AT WHOSE OPTION?

OBLIGEE NAME/ADDRESS:

Florida Telecommunications Relay, Inc.
c/o Florida Public Service Commission
Tallahassee, FL 32399-0850

BOND DESCRIPTION: **BOND TYPE:** Bid Bond

Telecommunications Relay Service System

This bid bond shall be valid through February 28, 2005

===

REQUESTOR NAME: Purvi Metha