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# Sprint's Technical Proposal for Florida Telecommunications Relay Service System

*August 8, 2014*

Docket Number: 140029

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# Sprint's Proposal for Florida Relay

***August 8, 2014***

Docket Number: 140029-TP

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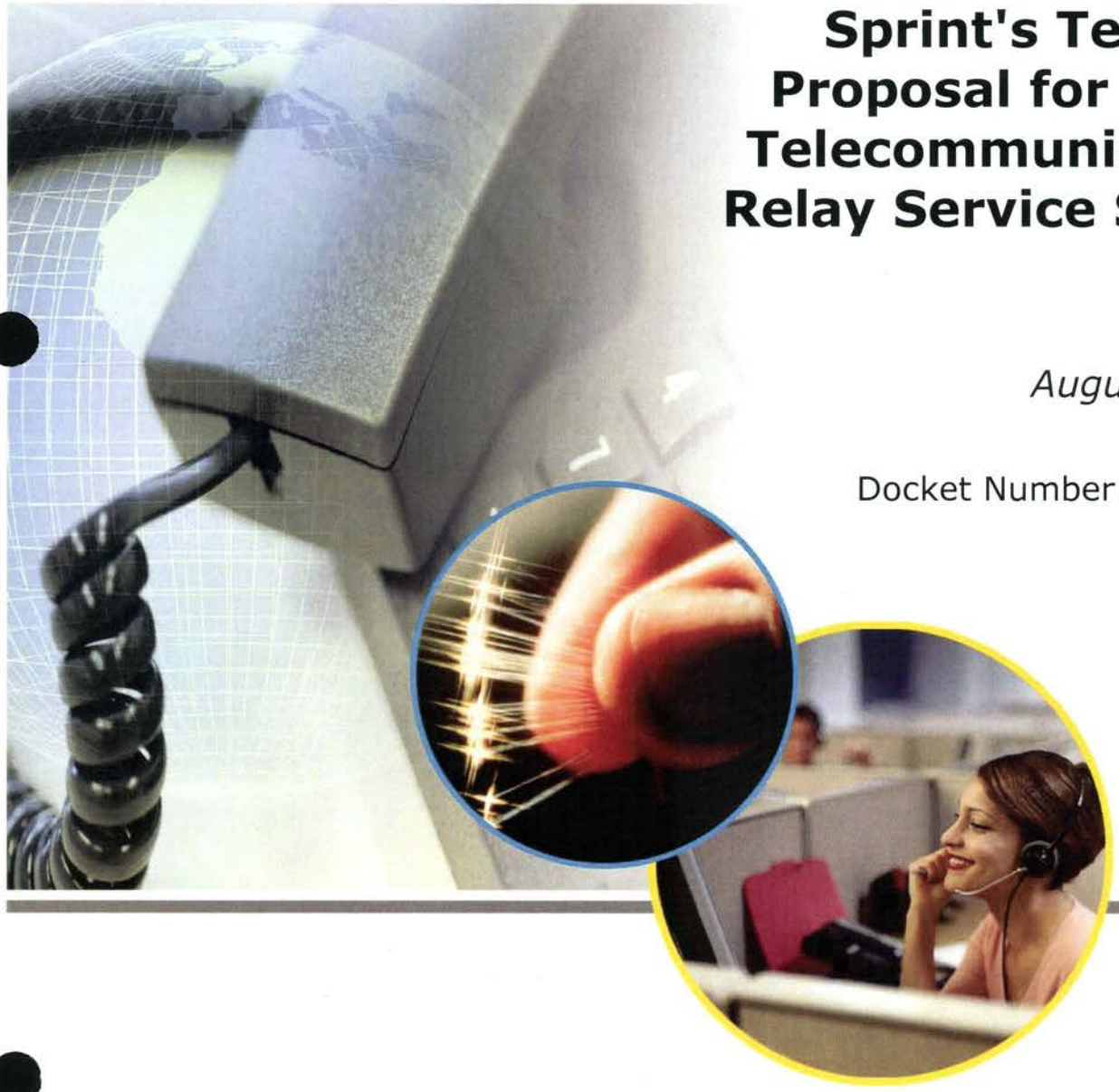
# Sprint's Technical Proposal for Florida Telecommunications Relay Service System

*August 8, 2014*

Docket Number: 140029-TF



1300 E Rochelle Blvd.
Irving, TX 75062

**August 6, 2014**

Curtis Williams
c/o Ms. Carlotta Stauffer, Director, Office of Commission Clerk, Commission
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

Re: State of Florida Public Service Commission Request for Proposals, Docket No. 140029-TP.

Dear Mr. Williams:

Sprint Communications Company, L.P. ("Sprint") appreciates the opportunity to submit a bid to the Florida Public Service Commission ("FPSC") for the Florida Telecommunication Relay Services Request for Proposals ("RFP.") Sprint has developed a comprehensive proposal that brings unmatched benefits to both the FPSC and Florida Relay users including an unbeatable combination of people and technology.

- **Most Experienced Workforce:** As you would expect from the relay industry's leader, Sprint offers the most experienced and skilled workforce. We employ fast and professional Communications Assistants (CAs) and a passionate management team that are all committed to delighting our customers.

- **Unmatched End-to-end Protection:** Sprint provides a turn-key relay solution capitalizing on the availability of the Sprint network combined with the specialized knowledge of the relay team. This brings numerous advantages to the State and end users including streamlined operations, increased reliability, and equal access to discounted telecommunication services for relay users.

- **Commitment to the Florida Community:** Sprint supports the communities in which we live and work. In 2013, Sprint brought over $1 billion dollars in economic benefit to the State of Florida, including $700,000 in relay advertisements. With the new contract, Sprint intends to continue this tradition by routing 75% of CapTel calls to an in-state call center, hiring a local Customer Relations Manager, investing annually into consumer input and outreach.

Sprint's proposal is submitted by the General Business Sales Group in the Enterprise Solutions Organization. I, Nancy Salisbury, as the Regional Vice President for the Western Division, have the authority to make decisions as to the prices quoted and the authority to contractually obligate and bind the company to the prices, terms, and conditions of the attached proposal. I attest that the information contained in Sprint's application is true, accurate and complete. My contact information is listed below.

Sprint
Nancy Salisbury, Regional Vice President
1300 E Rochelle Blvd.
Irving, TX 75062

Phone: 972-405-2526
Mobile: 214-924-4715
Fax: 404-649-9001
Nancy.salisbury@sprint.com

Sprint will comply with all requirements of the RFP.

As permitted by the RFP, several components of Sprint's proposal are Proprietary and Confidential. Sprint has filed the following material confidentially pursuant to Section 364.1 83( l), Florida Statutes, and Rule 25-22.006(5), Florida Administrative Code:

- Attachment B: Sprint's detailed and proprietary method of conducting TRS and Captioned Telephone (CapTel) monthly compliance testing
- Attachment H: Monthly call volume of Sprint's customers
- Page 335: TRS Call Center Capacity statistics

A redacted copy of the confidential information is supplied with this bid.

Senior Account Executive James (Jim) Skjeveland will serve as Sprint's sole point of contact during the RFP process and is authorized to answer questions and make decisions related to the proposal and any subsequent contract. Questions and official correspondence concerning Sprint's bid can be addressed to him at the following:


Sprint
James Skjeveland, Sr. Account Executive
8900 Keystone Crossing, Suite 200
Indianapolis, IN 46240

Phone: 317-660-2238
Mobile: 317-500-6200
Fax: 913-523-1637
James.skjeveland@sprint.com


We trust that when all submitted proposals for this award are evaluated, the merits of choosing Sprint to serve as the State's next provider of TRS and CapTel services will be evident. Please let us know if we can be of further assistance during this solicitation process.

Sincerely,

Nancy Salisbury

Nancy Salisbury
Regional Vice President

# Executive Summary

Sprint is honored to have the opportunity to reacquaint the Florida Public Service Commission (FPSC) with Sprint's Telecommunications Relay Services (TRS) and Captioned Telephone Services (CTS). We have prepared a custom proposal for the Florida Pubic Services Commission (FPSC) that reflects our understanding of your needs and our sincere commitment to earn your business once again.

## Sprint's Florida Relay Solution

As a previous Florida Relay Service (FRS) provider for 12 years, Sprint fully understands the FPSC's requirements in this RFP and agrees to meet all requirements. There will be no learning curve with Sprint; we understand your expectations and will meet them on day one of the contract.

Sprint would be happy to begin service prior to the scheduled June 1, 2015 Transition Date. Sprint will be prepared to work with the FPSC to coordinate an earlier transition timeline. Sprint requires a minimum of 60 days after a receiving an executed contract to implement service. If desired and with cooperation from the FPSC and the current provider, Sprint projects a start date of January 6, 2015.

As a part of the new contract, Sprint will:

- ✓ **Hire an in-state Customer Relations Manager** to ensure we meet all contractual requirements, lead the Consumer Input program, coordinate outreach efforts with Florida Telecommunications Relay, Inc. (FTRI) and quickly address any relay user issues
- ✓ **Designate a Florida Relay Quality Manager** to oversee all areas of training, quality assurance, monthly testing, and customer feedback
- ✓ **Conduct monthly TRS and CapTel quality compliance testing** using an experienced third-party evaluator using the same testing methodologies designed in coordination with the FPSC
- ✓ **Route at least 75% of CapTel calls to the Orlando CapTel** call center to promote jobs
- ✓ **Provide many features and enhancements** such as 15,000 free minutes of Relay Conference Captioning (RCC) service and $25,000 budget to support outreach and consumer input programs including 10 wireless tablets for FTRI.

## Feedback and Input

A relay service isn't just hardware, software, or an operator in a call center. It's our customers, employees, and our communities in touch and in sync working together for the betterment of the Florida Relay community.

### Consumer Input

Sprint will provide an in-state Customer Relations Manager to lead the Consumer Input program and coordinate outreach with FTRI. Sprint will also invest $25,000 each year on Consumer Input and outreach programs. The Customer Relations Manager will host or attend FTRI community events, expos, one-on-one meetings and other outreach activities for the purpose of soliciting feedback and answering questions on Sprint's provision of FRS.

In addition to the $25,000 annual budget, Sprint will sponsor an annual CapTel Public Service Awareness (PSA) campaign and attend or host 15-20 CapTel events annually including CapTel installations and one-on-one training throughout Florida. Sprint will notify FTRI prior to these events and will market these services as "CapTel" or "Sprint" to ensure that these events are not confused with FTRI marketing or outreach efforts. Our goal is to work cooperatively with FTRI, not competitively. Sprint will also educate relay users about industry trends such as text-to-911 and the transition to digital telephony.

Sprint has a solid history of working with the FPSC, FTRI, and the TASA Advisory Committee to solicit feedback and implement suggestions. Sprint will continue to work closely with Florida agencies to solicit feedback and ensure relay users are delighted with Sprint's services.

Sprint will evaluate all requested changes to relay operations. As issues are raised, Sprint follows standard procedures to understand and quickly address the problem, including understanding the issue, investigating potential solutions, working with the customer to determine final approach, and effectively communicating resolution.

Sprint will also be an active participant in industry events. For example, Sprint's Branch Manager of Program Management and Product Development is the Chair of the Rolka Loube (RL) TRS Advisory Council.

## Complaint Resolution

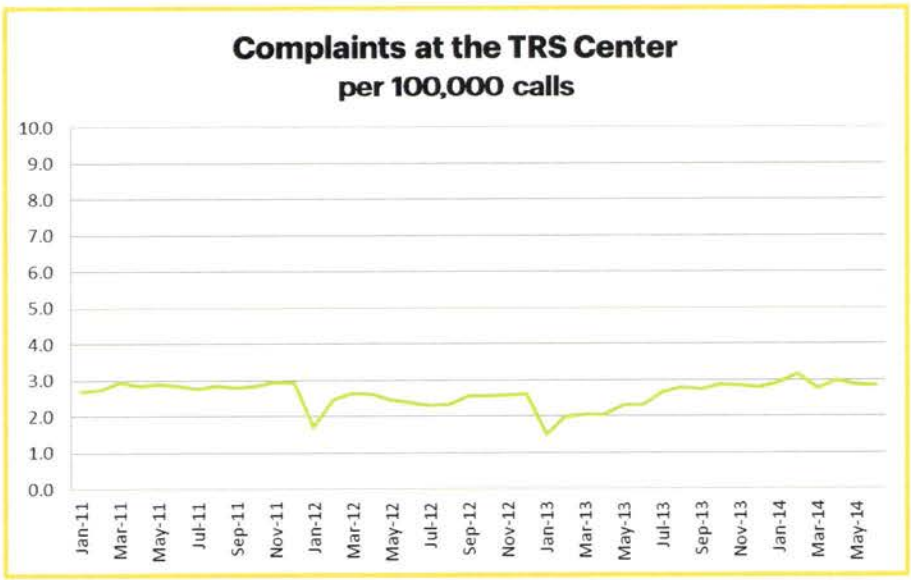
Sprint will ensure that Florida Relay users can ask questions, register compliments or complaints, or suggest improvements. Sprint has comprehensive customer contact reporting procedures in place. FRS users will have access to a supervisor while online without requiring the relay user to hang up and redial.

Sprint has a progressive customer contact online database (CCOD) which does much more than simply track customer complaints. CCOD assigns resources, generates automatic reminders, provides instant status, and offers detailed reporting that far exceed federal and state reporting guidelines.

Sprint will also provide 24/7/365 access to nationwide general access Customer Service to be announced as Florida Relay Customer Service, if desired. In addition, Sprint will provide access to Sprint's other national **specialized customer service and training lines for CapTel (by CTI), Spanish, STS, and VCO users**.

Sprint's Customer Service representatives are advocates for our customers. Unlike the competitor's job description that lists increasing usage and cold calling as part of the responsibilities of the job, Sprint CS staff has no sales quota or expectation of increasing usage. Rather our CS staff is there solely to respond to relay users' requests for information and to take customer feedback.

This approach has paid off. As is demonstrated in the chart below, **out of every 100,000 calls processed by our TRS call centers, approximately 3 complaints** are received on a monthly basis.



Sprint

## Florida Relay customers will be at the heart of our decision making.

Our customers are the catalyst for award-winning customer service, customer-driven products, and a full-service end-to-end approach.

FLORIDA PUBLIC SERVICE COMMISSION

### The Florida Public Service Commission (FPSC)

**The FPSC and Sprint together have defined quality in the relay industry.** We worked together to develop independent testing standards for TRS typing speeds that have been extended to the industry as a part of an annual Index. Sprint will take the same cooperative approach during the next contract to continue to support increased quality standards and fully-compliant FCC services.

FTRI

### Florida Telecommunications Relay, Inc. (FTRI)

FTRI is a valuable resource within the Florida government with a direct link to relay users. We will work closely with the FTRI to support our mutual goals of enabling equal access to communication equipment and education about relay services.

Florida Relay 711

### Florida Relay Service (FRS) Users

Relay users often drive new products and our call-processing processes. With the new contract, Sprint will work closely with the community to ensure we are responsive about both the quality of service and ideas for new products and services.

Florida Association of the Deaf Est. 1917

### Relay Organizations, Schools, and Agencies

As always, Sprint will work with many local, state, and national organizations that support our relay users to ensure that we are open and responsive to our customers.

Hearing Loss Association of America
Florida State Association

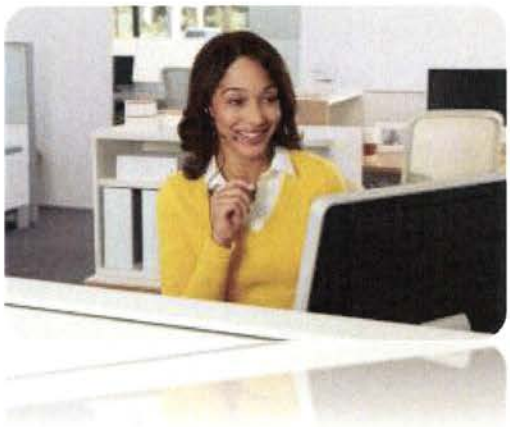
FSDB Florida School for the Deaf & the Blind
*Do More. Be More. Achieve More.*

UCP United Cerebral Palsy
*Life without limits for people with disabilities*

## Call Center Quality

Sprint provides Communication Assistants (CAs) and relay call center staff is experienced and passionate about serving relay users.

### Minimum CA Qualifications and Testing



Sprint not only meets, but often exceeds the minimum proficiency requirements for typing, grammar, spelling, written ASL-to-conversational English translation, familiarity with hearing and speech disability culture/language/etiquette, and clear and articulate voicing skills.

Loraine Overland, Sprint's Florida Quality Manager, will oversee all areas of FRS quality programs and work cooperatively to resolve any concerns.

**Sprint will route all FRS calls to its Gold Star CAs to ensure the FPSC and FRS users are delighted with the level of service**. Sprint's Gold Star CAs are high-performing CAs who will quickly and accurately type TTY relay messages ensuring faster service and fewer billable minutes on each call.

Sprint's Quality Assurance program will include monthly testing that will be completed by a neutral third-party. Training and testing have been designed to meet the specific needs and expectations of the FPSC.

### CA Training

**TRS Training Programs**

- ✓ 80 hours of initial training
- ✓ 20 hours of Diversified Culture training
- ✓ 53 hours annual ongoing training

Sprint's initial and ongoing training programs ensure that CAs have all of the tools and skills necessary to succeed. Sprint's training has been developed based on user group input in coordination with relay user organizations, schools, and individual users including many located within Florida.

Sprint offers specialized training for STS, Spanish, and Customer Service. Sprint will also provide Florida-specific training to our CAs. Sprint's CA software is automated and intuitive which means CAs spend less time in training learning how to navigate the system and more time on customer-focused areas like Customer Service and Diversified Culture.

## Staff Training

Sprint offers 20 hours of initial Diversified Culture training to all TRS call center staff that includes ASL, Deaf culture, the needs of hearing, speech and dual sensory impaired users, and ethics and confidentiality. In 2013, Sprint expanded its Diversified Culture and now offers an interactive "Beyond the Classroom" approach which encourages relay call center staff to learn more about our customers.

Sprint's Diversified Culture training has been developed in coordination with relay user groups including many Florida Relay user organizations. Sprint will continue this tradition over the next contract. With dozens of deaf and hard of hearing management level employees, Sprint has an unmatched number of internal and external resources who serve as invaluable resources in the development and delivery of Diversified Culture Training.

*For employees with disabilities and the coworkers who support them ...*

REAL DEAL

Sprint offers mandatory annual training for all Sprint staff on ethics, confidentiality, diversity, and inclusion. In addition, Sprint is proud to support an Employee Resource Group (ERG) called the REAL DEAL™ to support our employees with disabilities and co-workers who support them.

## Counseling for CAs and Relay Center Staff

Sprint recognizes that processing relay calls can be emotional and stressful for all relay call center employees. Sprint makes assistance available for all CAs and relay call center staff. Supervisors and relay call center management staff have been trained to assist CAs with the emotional aspects of processing relay calls in a manner that does not compromise customer confidentiality. Call center management is on-site to provide immediate assistance, as needed.

Sprint and its subcontractors also provide confidential Employee Assistance Programs with professional counselors who can provide more in-depth assistance while ensuring customer confidentiality. In addition, Sprint provides a host of additional company benefits to promote a healthy work/life balance and provide support to families of our employees.

Sprint has worked with each of its subcontractors to ensure that all CAs now have access to counseling. Programs for CSD and CTI call centers have been developed based on Sprint's best practices.

## Products and Features

Sprint believes that technology shouldn't raise barriers. It should knock them down. That's why Sprint will constantly work to anticipate the needs of our FRS users and make our award-winning services accessible to all, including those who are deaf, have a hearing loss, a speech disability or low vision. Sprint currently offers all of the following products and services:

TRS

Deaf-Blind Pacing

Spanish TRS Services

French TRS Services

CapTel

Sprint IP*

Voice Carry Over (VCO)

Hearing Carry Over (HCO)

IP CapTel Service*

Speech-to-Speech

WebCapTel*

Relay Conference Captioning

Wireless CapTel by Sprint*

Sprint IP Wireless*

Video-Assisted STS

CapTel on Telikin Senior Computers*

*These services are currently reimbursed through the FCC's Interstate TRS Fund and will be offered to the FPSC, if required by the FCC.

## Procedures for Relaying Communication

Sprint provides a professional relay service operated by highly-trained CAs who relay the full context, content, and spirit of the caller. Sprint will follow all of the FPSC's standard processes for relaying communication, as outlined in Item 19 of the RFP. Sprint's sophisticated Phoenix CA software supports the FPSC's objective for relaying all call information by making it easy for CAs to provide real-time status updates, background noises, tone of voice, and other enhancements.

FRS users will be in complete control over their calling experience and can modify how each call is handled. Sprint CAs will follow all caller instructions. Sprint monitors compliance by remotely surveying CAs. Two (2) times each month CAs are evaluated on their ability to process relay calls according to the FPSC preferences while remaining responsive to relay users' needs.

Sprint also offers a Customer Profile to provide more flexibility and convenience for relay users. Using the Customer Profile, FRS users have access to customize their calling experience in ways not offered by the competition, such as up to 100 speed dial entries and toll carriers for each type of long distance call.

## Language Support

Sprint supports all mandatory languages including English, Spanish, and written American Sign Language. Sprint's support for these languages includes translation services. **Sprint will also provide French-language TRS services to support Florida's French-speaking population.**

For new relay users who may not be familiar with traditional TTY abbreviations, Sprint offers a language support option that automatically expands TTY abbreviations.

Sprint ensures that all CAs are trained to understand written ASL with 24/7/365 availability for ASL to Conversational English translation. Sprint also makes sure a Lead CA or Supervisor is available to assist, if needed.

Sprint's Phoenix CA software has been designed to be flexible and support multiple languages. All greetings, macros, and phrases are incorporated into the CA software to support the same high-quality services for our English-speaking users. This flexibility ensures that if future languages are required by the FCC, Sprint will have the functionality to support this demand.

## Call Release

Sprint has sophisticated technology and processes in place to support TTY-to-TTY Call Release that is in full compliance with Federal and State regulations. Sprint does not assume that all TTY users who reach another TTY wish to use TTY-to-TTY Call Release; Sprint has processes in place to ensure that the TTY user is in control of their call. Sprint also protects the confidentiality of TTY users. Once the CA releases the call, the communication between the two TTY users is immediately removed from the CA's screen.

## Speed Dialing

Sprint offers FRS users the option to register up to 100 speed dial entries via the Customer Profile **(twice as many as the competition)**.

Sprint also offers the ability for relay users to enter up to 30 emergency speed dial entries. Contacts such as primary caregivers, home health nurses, doctor's office, local or state poison control centers, and the local hospital are often used by relay users for this purpose.

## 3-Way Calling Functionality

Sprint will support basic LEC-based 3-way calling for FRS users who wish to host or join a call. Sprint has also upgraded its platform and processes to support **CA-initiated 3-way calling** which removes the challenge faced by many relay users in navigating audible prompts. Sprint ensures that billing to the State is based on CA work time for all 3-way calls or conference calls.

## Voice Mail and Interactive Menus

Sprint has offered software recording technology for its CAs since 1994 and continues to offer the **most flexible CA software recording solution**. Sprint's policies for processing voicemail, interactive menus, and answering machine calls are designed to allow each relay user control over how their call is processed, offering increased personal attention.

Sprint's efficient call processing of recordings and interactive menus translate to fewer billable minutes per call. FRS users will not be charged when redials are necessary to process calls involving voicemail or interactive menus. Sprint has stringent policies in place to protect customer information. All selections and access codes are automatically deleted at the end of each call.

## VCO and HCO

Sprint's Carry-Over services have been designed to be simple and easy-to use. Carry-Over users can register permanent branding or simply ask for the service at any point before or during a call.

Sprint offers many enhancements for its Carry-Over users including voice call progression, direct VCO toll-free number, custom greetings, and custom announcements. Users can also request to modify the process based on their individual preferences.

All calls to the FRS VCO toll free number (877-955-8260) will be routed to **specially-trained VCO CAs** that have proven to be the best at processing VCO calls.

Sprint protects the privacy of its Carry-Over users. The privacy feature allows FRS users to have a more private conversation where the CA only hears the portion of the call necessary to relay the call.

Sprint ensures that Carry-Over users can communicate with all other relay users. Sprint offers more communication options than many other providers.

## Speech-to-Speech (STS)

As the largest provider of STS in the world, Sprint serves a broad range of users with speech, cognitive, or mobility disabilities with patience and respect. A group of hand-picked CAs processes all of Sprint's STS calls. Sprint's STS relay is designed to be simple and easy-to-use with the ability to store **up to 100 speed dial entries**. STS CAs confirm the number to dial prior to dialing. This information will be transferred to new STS providers.

The customer-driven **E-Mail Call Set-Up** feature allows registered STS users to email call set-up instructions and preferences to the STS CA 2-24 hours before the call. E-mail call set-up saves both STS users and State time and money.

Sprint's customer-focused STS service complies with all State and Federal STS requirements including the FCC's 2013 increased standards.

Sprint offers many enhancements including items such as STS Customer Profile, E-Mail Call Set-Up, 711 Automated Call Routing. Sprint's enhancements speed up call processing providing a better call experience and fewer billable minutes.

Sprint's STS relay and STS enhancements are included in Sprint's basic TRS rate with the exception of the STS Customer Service (i.e., Training Line) which is provided at no per-minute fee.

## Faster Protocols

Since 1998, Sprint's TRS platform has supported full Turbo Code functionality including the ability for real-time text transmission and interrupt capability. While any provider who offers Turbo Code can connect with E-Turbo TTYs, Sprint has worked closely with Ultratec to make sure we offer our relay users the full benefits of E-Turbo. Sprint makes using ASCII easy by supporting TTY users using default settings. Sprint also supports ASCII for computer users. All of the faster protocols noted in this section, including Turbo Code, E-Turbo, and ASCII support are included at no additional charge over Sprint's basic relay price per minute.

Enhanced protocols make call processing faster which saves time for FRS users and results in fewer billable minutes to the State. Using these text protocols saves time (10% to 45%) per call.

## Pay Per Calls

Sprint uses the power of its resources as a telecom provider to deliver the most functionally-equivalent pay-per-call service for relay users utilizing toll free 900 dedicated numbers. Sprint doesn't mimic LEC functionality; we provide equal access. **Sprint's pay-per-call solution offers five levels of protection against unauthorized or high pay-per-call services bills**, including:

- ✓ 900 Access Number
- ✓ Customer Profile Restrictions
- ✓ General 900 Advisory
- ✓ Specific 900 Advisory
- ✓ Pay-per-call billing separation

Sprint provides the necessary network signals to support end user billing. Sprint's pay-per-call services, including interstate and intrastate pay-per-calls are rated and billed as if they were dialed directly from the originating user's telephone by the 900 service provider and 900-number carrier. This ensures functionally-equivalent service.

Sprint offers Customer Service for pay-per-call services for our relay users and educates relay users about their rights and responsibilities. Customer education around pay-per-calls is vital. Sprint will work closely with the FPSC and FTRI to ensure that all relay users understand how to access and use 900 pay-per-call services through FRS.

## Caller ID

As the first long distance carrier to implement SS7 in 1991, Sprint has a long and distinguished history in provisioning Caller ID services using SS7 technology. Sprint will bring that experience to relay users in the State of Florida. Using SS7 technology means faster call processing and fewer minutes billed to the State of Florida.

FRS users who have purchased Caller ID services from their phone company will be able to view the actual 10-digit number of the user when receiving a call. Likewise, FRS users will have the ability to block Caller ID in the same way as traditional phone users or use other Caller ID Enhancements which rely on SS7 Caller ID technology to function.

For TRS customers who need assistance with Caller ID blocking or unblocking, **Sprint CAs have the ability to block or un-block Caller ID directly**. This eliminates the need for TRS users to disconnect from relay and call back in when placing multiple calls.

## Last Number Redial

Sprint will offer a last number redial feature for all FRS users that allows any caller to dial 711 (or other access number) and ask to redial the last call. Anyone calling FRS can benefit from Sprint's last number redial feature. **Sprint doesn't limit its redial feature to only registered users**. Sprint stores redial functionality longer. FRS users will be able to access their last number called for a year (unregistered users) or 2 years for callers with a Customer Profile.

## Emergency Calls

Sprint encourages all TTY users to contact 911 directly for the fastest and most reliable emergency services. For customers who prefer to use relay, Sprint will provide automatic and immediate critical emergency call processing using proven practices. All emergency calls will be routed to an appropriate Public Safety Answering Point (PSAP) who can dispatch immediate assistance to the relay user. Even if a user hangs up before being connected to the PSAP, Sprint's CA will report the call to the PSAP and pass along the user's phone number.

Sprint has documented and a consistent emergency procedure for other types of emergency situations such as misdials to 711 when the caller intended to dial 911. Sprint will provide monthly detailed reporting on the types of 911 calls made through FRS, if desired.

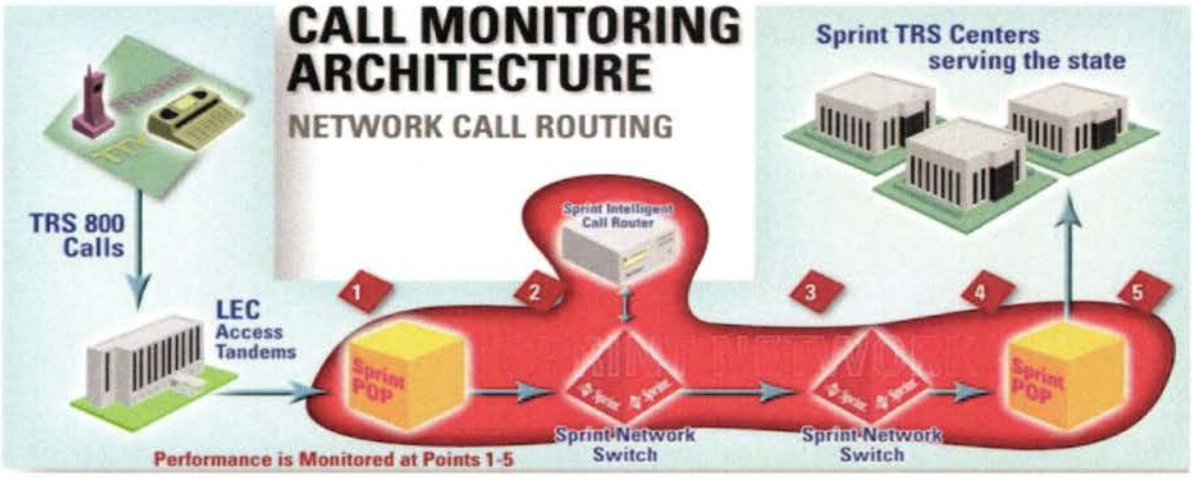
Sprint is knowledgeable and actively engaged in **Text-to-911 technology**.

## Platform Technology and Performance

Sprint offers reliable technology to help make the world a better place. We offer relay platforms and a network that will increase FRS users' safety and security and contribute to sustainable living in an increasingly connected society.

### Blockage

As an IXC, Sprint provides end-to-end blockage protection. This dual role allows Sprint to take preventive measures that fully support the FPSC's definition of blocked calls: "calls being blocked by the carrier's 800 number network."




Sprint's wireline SONET architecture is based on a **4-Fiber Bi-directional Line Switched Rings design** consisting of 2 pair of fibers (a pair for working traffic and a pair for protection). This reduces the number of potential failure points, increases reliability, and reduces the potential of blockage.

Sprint's TRS platform is supported by leading Avaya switch technology, a respected leader in call center technology. Sprint's digital advanced-technology switches provide unparalleled reliability and fault recovery including real-time alarming for capacity threshold limits to **prevent blockage before it happens**.

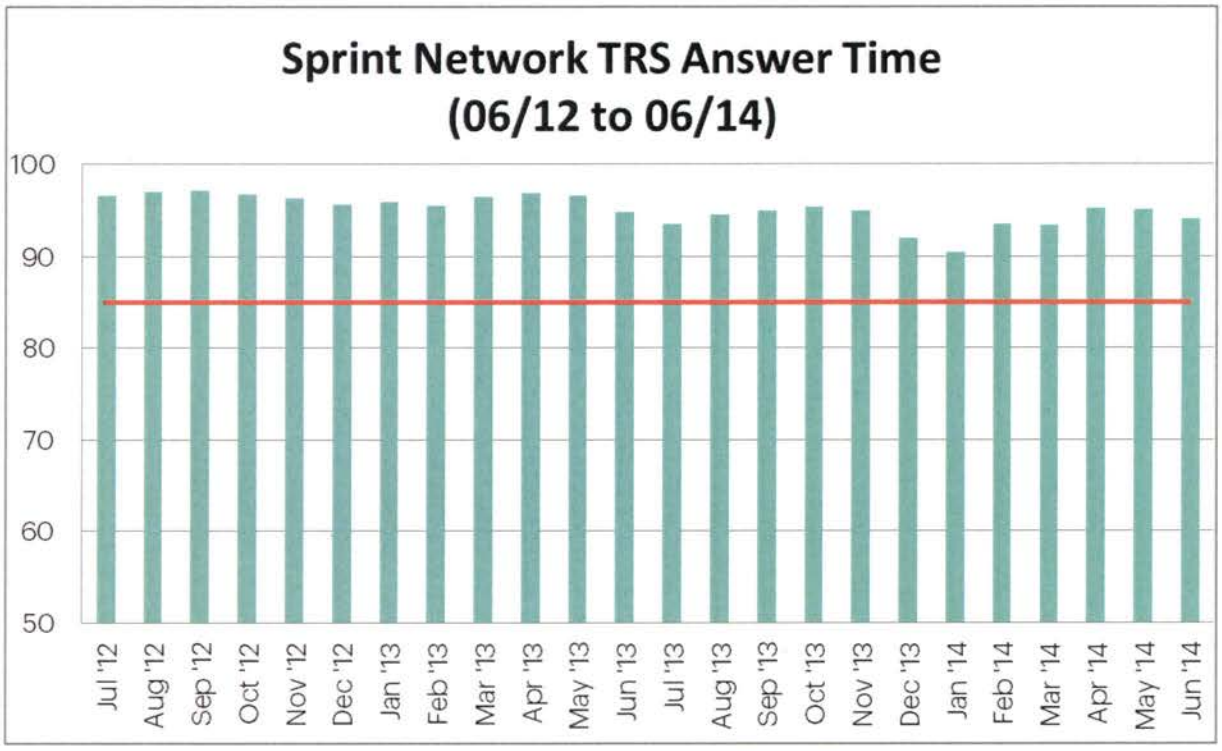
Sprint conducts routine, periodic short- and long-term analysis of all components of the Relay Service and wireline network. Currently, Sprint has 50% excess TRS circuit capacity. Usage studies of system components ensure optimum capacity while ensuring that we exceed the FPSC's expectations related to blockage.

Sprint also works closely with CTI to ensure that there are adequate CapTel network facilities so that under projected calling volume, the probability of a busy response due to loop trunk congestion is functionally equivalent to what a voice caller would experience.

Sprint

## Answer Time

Sprint has a history of exceeding answer time expectations. As the FRS provider for 12 years, Sprint proved its ability to quickly answer calls. That has not changed. Over the past 3 years, **95% of Sprint's TRS customers have been answered within 10 seconds or less** (7/11-6/14) and each month at least 90% of calls were answered in 10 seconds.




Sprint's unmatched technology and tools forecast the anticipated number of calls on a 15-minute basis (**4 times more detailed than the competition**). The forecast is developed based on both historical trends and current events.

Sprint provides personnel who are experienced and knowledgeable in call center management at all times including traffic analysts with **an average of over 25 years of experience** and a 24/7/365 (CCSA group) who monitors the service. Sprint is consistent in its ability to meet its contractual requirements. **In 2013 alone, Sprint met 99.4% of all answer speed requirements for its government TRS customers**. This includes force majeure events as Sprint is responsive when weather or other staffing events occur.

Sprint will meet or exceed the FPSC's expectation by providing state-specific speed of answer reports that do not include weighted averages or sampling. Sprint also takes numerous steps to reduce "Customer Wait Time" – even in areas not defined by the FCC's definition of Speed of Answer.

## Emergency Operations and Uninterruptible Power

Sprint's TRS platform offers uninterruptible power solutions at both the TRS switch sites and call centers. Sprint's TRS Avaya switches are located in telecom bunkers that offer additional security and reliability.

**Wireline Switch Sites**

Sprint's wireline network switch sites support relay users by delivering calls and **housing Sprint's 3 TRS switches and peripherals within its secure sites.**

**As an IXC, Sprint provides 24/7 monitoring of both the TRS platform and underlying network**. Sprint offers network alarms, platform alarms, and 24/7 monitoring to ensure that we aren't waiting for relay users to complain before we act.

Sprint's Business Continuity (BC) plans are **based on industry-leading standards**. Sprint's BC program supports the continued operations of critical services (such as TRS) and minimizes impact to the FPSC, relay users, and employees.

Sprint's platform has been designed with redundancy to minimize the impact of any issues. Redundant network connections, switches, call centers, and switches mean that when issues occur, relay users continue to be served.

Sprint will keep the Contract Administrator fully apprised of all situations impacting a portion of the State or lasting more than 5 minutes. The Customer Relations Manager or other Sprint representative will provide ongoing status updates and a comprehensive final report. If desired, Sprint can also implement temporary delay notifications for TRS users in voice and text.

## Intercept Messages

Sprint's fault-tolerant and redundant platform virtually eliminates the need for intercept messages. Sprint will provide appropriate intercept messages in both voice and TTY for callers who reach the TRS platform and experience a system failure.

At the FPSC's discretion, Sprint will provide a temporary delay message to be used for brief periods of time when callers may experience longer than average call wait times. CTI's CapTel platform also provides intercept messages.

### Service Expansion

As a standard business practice, Sprint offers a standard **25% capacity threshold for all service elements**. When thresholds are reached, Sprint begins expansion planning.

With AT&T's announcement to exit the TRS industry, **Sprint has built up additional capacity in the anticipation of migrating Florida and other former AT&T customers to the Sprint TRS system**. This will ensure that Florida Relay Service users receive service that meets or exceeds State and Federal requirements. If expansion is needed during the term of the contract, Sprint will provide expansion at no additional charge.

Sprint proactively tracks and forecasts trunking capacity, CA workstations, personnel, and equipment capacity. On a biannual basis, all functional teams refine and modify short- and long-term plans. Sprint will also work with CTI, FTRI, and the phone manufacturer to monitor the number of phones distributed, active users, and call volumes to forecast future demand and ensure adequate capacity.

### Reporting

Sprint will provide all of the FPSC's requested reports no later than 25th of each month. Sprint's reports are accurate with validation systems in place. Billable minutes are rounded at the end of the month to the nearest 100th of a minute.

Sprint will support the FPSC by providing billing support and analysis to the State with all FCC reporting requirements in a timely manner. During contract implementation, Sprint will work with the FPSC Contract Administrator to determine the types of reports preferred for the final report package.

After implementation, the FPSC can request a meeting to walk through the invoice package with the Customer Relations Manager and a TRS Billing Analyst. Sprint will also review all ad-hoc and formatting change requests on an individual basis. Sprint will make a reasonable effort to comply.

## End-User Billing for Intrastate, Interstate, and International Calls

With Sprint as the FRS provider, relay users will be able to place LD calls and use alternate billing arrangements including collect, person-to-person, third-party, and calling cards. Sprint will also ensure that FRS users can make calls to and from hotel rooms and pay phones.

Most importantly, **Sprint's role as both a relay provider and long distance company equals better support to relay users**. We offer competitive rates, full access to the same billing arrangements that are available to traditional phone users, and direct access to Sprint Relay Customer Service for billing questions or issues. With Sprint, FRS users will enjoy the following:

- ✓ Free Intrastate 1+ Long Distance Service
- ✓ Free intrastate Directory Assistance
- ✓ 50% discount off of 1+ standard interstate MTS rates
- ✓ No charges to relay users while the CA is "explaining relay" with the free intrastate LD
- ✓ Ability to choose other Sprint LD Special Promotion Plans

Sprint's billing process for relay users are functionally-equivalent to traditional phone users with the Sprint LD network controlling the timing of all LD billing for users who select Sprint or default to Sprint LD.

Sprint has processes in place to avoid billing issues before they happen. We inform customers when toll calls are being made and the number being dialed. Sprint can also request immediate credits to avoid bills being sent to the customer.

### Carrier of Choice

Sprint has interconnection agreements with **over 250 carriers**. For FRS users who wish to use a different LD carrier, preferences can be given to the CA or as a part of the Customer Profile for each type of long distance toll call (e.g., intrastate, interstate, international). Sprint provides the necessary interconnection and signaling required for carriers to accurately rate and bill toll calls including but not limited to: collect calls, international calls, person-to-person calls, third-party calls, and calling cards. FRS users selecting another carrier will receive bills directly from the carrier according to their standard processes.

## Unsolicited Features

Sprint provides feature-rich relay services with hundreds of enhancements. As a part of Sprint's bid, Sprint will provide all standard enhancements and the following additional options:

- ✓ **Customer Relations Manager (CRM):** Although an in-state account manager is not required, Sprint believes it offers the FPSC additional value. The CRM will lead the Consumer Input program and ensure that the FPSC, FTRI, TASA Advisory Council, and relay users are delighted with Sprint's services.

- ✓ **15,000 minutes of Relay Conference Captioning (RCC):** Sprint is offering access to up to 15,000 minutes of RCC service for free as a part of its bid. Sprint understands that relay users have expressed a desire at a recent TASA meeting for this service. RCC supports transcription speeds of up to 225 words per minute.

- ✓ **Text Pacing:** Sprint makes it possible for any TTY user to slow down transcription, if desired. This has proven especially helpful for deaf-blind relay users as well as others with cognitive disorders or those who simply need additional time to read the CA's message.

- ✓ **Correctional Facility Fraud Protection:** Sprint was the first Relay Provider to create a nationwide solution to prevent prisoner inmates using Relay inappropriately. Sprint Relay identified that some prison inmates around the nation were inappropriately accessing Relay services to avoid paying for local voice phone calls. Sprint Relay created a solution that utilized the telecommunication industry standards for identifying incoming calls from all correctional facilities. By identify originating calls as correctional facility calls; Sprint's Relay Call Center can process the inbound call as a collect call. This solution eliminated the incentive to misuse Relay services for free local calling, and complied with the Americans with Disabilities Act. Sprint has communicated this solution with the FCC, ILECs, LECs, and other relay providers.

## Florida Call Center

Sprint will provide an in-state call center located in Orlando, FL. By August 1, 2015, the Florida call center will handle a minimum of 75% of Florida CapTel relay traffic (except when emergency conditions exist at the Florida center). A compliance report showing the percentage of CapTel calls routed to the Florida call center versus the rest of the network will be provided quarterly. Sprint understands that the FPSC greatly values the economic benefit of an in-state call center.

With Sprint's approach, more jobs will be provided as CapTel call volume greatly exceeds traditional TRS call volumes. As noted in the RFP, approximately 63.72% of the total Florida billable minutes are generated by CapTel, versus other calls.

## CapTel

Sprint will provide CapTel and 2-Line CapTel services using CTI technology that is compatible with the existing CapTel telephones. Sprint's Florida CapTel service takes full advantage of the power of CTI's technology and the knowledge of Sprint personnel.

All CapTel providers use CTI technology, yet Sprint offers more value:

| | |
|---|---|
| **Quality** | Sprint will offer CapTel quality that is second-to-none. During the first quarter of 2014, 3rd party testing showed an average of **156.2 wpm** on live Sprint CapTel calls – well above the industry standard. |
| **Economic Benefit** | Sprint's CapTel solution will support jobs in Florida. The Orlando call center will process at least 75% of Florida's CapTel calls. |
| **Experienced Team** | **The Sprint team who launched CapTel will support the new contract.** Loraine Overland, Dennis Selznick, Maggie Schoolar, and Angie Officer will all support the new CapTel program. |
| **Support FTRI** | **Sprint will support FTRI in its outreach efforts.** Sprint will offer free (subsidized) CapTel phones to FTRI and end-users, an annual Public Service Announcement campaign, and 15-20 outreach events annually with installations and one-on-one training. These items will be provided in cooperation with FTRI. |
| **Additional Programs** | **Sprint's other CapTel programs will save FPSC the money.** Sprint currently offers Federal CapTel Relay, IP CTS, and Wireless CapTel and does not bill the State for any associated costs. |

### CapTel Quality

Sprint will provide CapTel initial training, internal quality assurance testing, and ongoing training programs that comply with the standards set for all CapTel providers by CTI.

Sprint will also go a step further and hire a third-party evaluator to conduct monthly testing on the Florida CapTel service. Sprint's CapTel Quality program will be overseen by the Florida Quality Manager.

**Did you know?**
Independent testing is currently available for wireline CapTel services. The only industry IP CTS audit performed uses the same CAs, call centers, and technology for all Captel providers. Sprint understands that providers using CapTel technology significantly exceeded other IP captioning providers.

## CapTel Economic Benefit

Sprint will route at least 75% of CapTel calls to the Orlando call center to support local employment. The remaining calls will be sent to Sprint's other CapTel call centers, including CapTel-dedicated call centers in Madison, WI and Milwaukee, WI, and TRS/CTS co-located call centers in Lubbock, TX and Syracuse, NY.

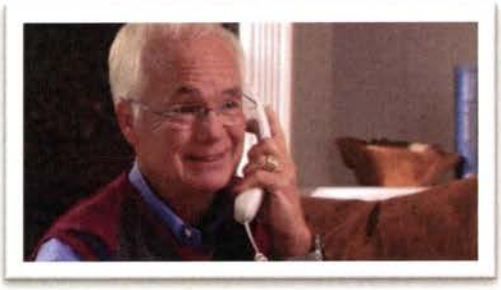
## Experienced CapTel Team

Sprint's CapTel services will be supported by the same passionate team that launched CapTel in Florida in 2006 including Florida Quality Manager Loraine Overland, CapTel Product Manager Dennis Selznick, Branch Manager of Relay Sales Maggie Schoolar, and Senior Program Manager of Implementation Angie Officer.

## CapTel Outreach and Consumer Input Support

With the new contract, Sprint will support FTRI with outreach and marketing related to CapTel. Since CapTel was introduced in Florida, Sprint has remained steady in its efforts to promote CapTel services. Sprint looks forward to working with FTRI, the FPSC, and Weitbrecht, Inc. (CapTel phone distributor) to identify potential opportunities to collaborate. As a part of its bid, Sprint is committed to providing support for the following:

### Public Service Announcements



Public Service Announcements (PSAs) create public awareness and are successful in educating residents about CTS and IP CTS. In 2013, Sprint spent $700,000 on IP CapTel PSAs in Florida. With the new contract, **Sprint will provide a CapTel PSA campaign each year**. Sprint will consult with FTRI on the scripts and clearly explain to television stations that this is separate from other FTRI efforts to avoid confusion.

### Outreach Events

Sprint will conduct or attend 15 to 20 CapTel outreach events annually in the State of Florida at no additional charge. These events may include **presentations to service providers, exhibits, conventions, tradeshows, one-on-one training sessions, town hall meetings, and consumer social events**.

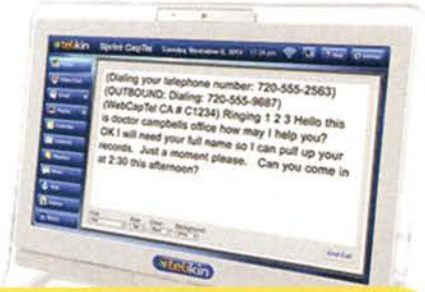
## Other Sprint CapTel Programs

Sprint offers programs that **reduce the overall program costs to the State**. Sprint will work with the FPSC, FTRI, and the community to increase CapTel access through innovative programs. Please see Item 59 for more information.

Sprint provides **wireless applications and special wireless programs** for CapTel users making access to the service available anytime, anywhere.

As the Federal Relay provider, Sprint can provide **CapTel phones and services** to certain federal employees including veterans. This program can save the FPSC money.

Sprint has a history of working with service providers to make **CapTel phones more affordable and accessible**. Last year, Sprint supported CSD's Project Endeavor grant.




Sprint **partners with end-user equipment suppliers** to introduce new access options. Sprint is the exclusive CapTel provider for Telikin computers which are designed for seniors.

## Basic CapTel Features

Sprint provides the following CTI standard call features.

| Call Feature | Explanation |
|---|---|
| Answering Machines | CapTel users can place calls to or retrieve messages from answering machines and voicemail systems. CapTel users can also retrieve captions for answer machine messages from their same physical location. CapTel 840 model phones have a built-in answering machine that can currently store up to 60 messages at a maximum of 2 minutes per message. When a caller leaves a message on the CapTel phone, the captions are recorded once. **The user can play back the captions and audio as many times as they would like without incurring additional answering machine retrieval charges to the State.** |
| Call Waiting | When a 2-line CapTel user hears (or reads a "beep" in the captions to inform the user that a call is waiting), the CapTel user simply presses the "flash" button to switch to speak to the 2nd caller with captions. When finished, the CapTel user can switch back to the first caller by pressing the "flash" button again. |
| Caller ID | Caller ID is available through CapTel for both CapTel and voice users who subscribe to the Caller ID feature from their LEC. The 10-digit number of the person calling is provided (rather than relay number). Callers are also able to use other LEC features that rely on SS7 caller ID technology such as call blocking. |
| Default Amplification Settings | Sprint has worked with CTI to upgrade the CapTel platform to allow each state to determine its default amplification settings on CapTel devices. With this new change, the 40 decibel minimum can be turned on or off based on the FPSC's needs. |
| Recordings | Sprint provides full access to all types of recordings. CapTel CAs have the ability to pause or slow down the conversation in order to fully capture a recording or conversation and provide accurate captions to the CapTel user. **CapTel users can make selections directly** by pressing buttons on the CapTel phone (i.e., touch-tone capability). |
| Speed Dialing | CapTel users can store up to 3 speed dial numbers in the CapTel phone. To place a call using a speed dial number, the CapTel user simply ensures that captioning is turned on and then presses the number of the Speed Dial entry. Additional numbers can be stored as contacts. |
| 3-way Calling | Sprint provides 3-way calling for CapTel users that is in full compliance with FCC requirements. 2-line CapTel users are able to host, join, or be added to any 3-way call in the same manner as traditional telephone users. 1-line CapTel users are able to join any three-way call in progress. In order to be added on, the host of the 3-way call would simply dial the national CapTel number and enter the CapTel user's telephone number. |

## Types of CapTel Calls Supported

Sprint and CTI provide access to all types of calls, except those waived by the FCC. The following chart highlights types of calls to be provided by Sprint.

| Call Feature | Explanation |
|---|---|
| Directory Assistance (DA) | CapTel users will have access to DA via their carrier of choice who bills for interlata and intralata DA calls at its tariffed rate. |
| Emergency Calling (2-Line CapTel) | 2-Line CapTel users can place a 911 call where one line is routed directly to the appropriate 911 center and the second line is routed to the captioning center. This allows the user to receive captions on one line and hear the conversation on the other line. |
| Emergency Calling (Standard 1-Line CapTel) | When calling 911 in emergency situations, the standard (1-line) CapTel user's call is automatically routed to the appropriate 911 center directly and does not go through the captioning service. The CapTel phone functions as a VCO phone which ensures there are no delays reaching emergency personnel who also have access to the caller's phone number and location information. |
| Interstate and International | CapTel users will have access to interstate and international calling. Voice access from international locations is also available. All minutes associated with these calls are billed to the Interstate TRS fund. |
| Local | CapTel users have unlimited access to local calling. |
| Long Distance | CapTel users have the same access to long distance calls as all other relay users, including Sprint's expansive list of carriers, free 1+ intrastate LD calls, and billing options. (Please note that LD calls for 2-Line CapTel users are billed and rated directly on the voice line as the captioning line is separate).<br>Sprint encourages 1-Line CapTel users and voice callers to register a preferred COC directly with Customer Service or through a card that is distributed with the CapTel phone. Voice callers are also notified on the CapTel recording that LD charges may apply.<br>CapTel users are able to use any billing method or operator service made available by the requested carrier; including collect, third-party calling and pre-paid cards. |
| Pay-per-Calls | CapTel users can place 900 calls after removing the Customer Profile block. The CapTel center does not receive 900 block information from the LEC. |
| Regional numbers | CapTel users can place regionally-directed or regionally-restricted toll-free calls. Sprint also provides access to N11 numbers (e.g., 211) |
| Toll-free | CapTel users can place calls to all toll-free numbers. |

# Sprint Corporate Information

## Experience and Customer References

Sprint is the most experienced TRS provider in the nation in terms of the number of calls processed and government contracts held. Sprint has processed over 2 billion TRS minutes and holds 33 total relay contracts.

**Sprint is the only bidder with experience serving Florida relay users.** For 12 years, Sprint worked closely with the FPSC, FTRI, TASA, Florida relay users, and organizations in Florida. During that time, Sprint built close relationships with relay users and organizations serving them in the community. Sprint respectfully requests that the evaluators consider the desires of Florida residents and solicit feedback from the community.

Several States in the industry try out the services of new providers. Many of these States return to Sprint after experiencing first-hand the difference among providers. As a testament to the level of service provided by Sprint, many state customers have granted multiple contract awards to Sprint. In fact, **the average State customer has been served by Sprint for approximately 14 years**.

### Customer Think Tank

Sprint fosters a "think tank" atmosphere between its State customers that is unique in the industry. Sprint encourages its customers to communicate with each other to discuss best practices, resolve industry issues, and share ideas. Sprint's programs such as the State Telecommunication Administrators of Relay by Sprint (STARS) convention is ideal for this purpose and is tentatively scheduled to occur in Florida each year.

Additionally, Sprint offers an online marketing portal for STARS customers to encourage State customers to share successful marketing materials.

Sprint's current customers include the following:

- Alabama
- Alaska
- Arkansas
- Connecticut
- Delaware
- Federal Govt.
- Hawaii
- Illinois
- Indiana
- Kentucky
- Minnesota
- Mississippi
- Missouri
- New Hampshire
- New Jersey
- New York
- North Carolina
- North Dakota
- New Zealand
- Ohio
- Oklahoma
- Puerto Rico
- South Carolina
- South Dakota
- Texas
- U.S. Virgin Islands
- Vermont
- Washington
- West Virginia
- Wisconsin
- Wyoming

## Financial Information

Sprint is one of the most stable and financially secure Relay providers in the industry. Unlike other relay vendors, who have had to sell or discontinue their TRS portfolios, Sprint has significant diversity in our product offerings and is in the position to weather down-turns or unexpected market trends in the industry.

Sprint has demonstrated its commitment by continuing to lead the market in investing in new technology and fulfilling government commitments. Incurring costs in the fulfillment of this contract will not endanger Sprint or its subcontractors' financial stability.

## Subcontractors

All of Sprint's subcontractors used in the provision of Florida Relay are experienced in supporting State Relay programs. In fact, **all of Sprint's subcontractors have previously provided services directly to the State of Florida** and are experts in their respective fields.

Sprint takes an active role in the management of subcontractors. Systems and procedures are in place to ensure that subcontractors meet the same service expectations as Sprint employees. Sprint will be fully responsible for the quality and performance for all of its subcontractors.

Sprint has identified all subcontractors below who will perform services in the direct provision of the Florida Relay Service, along with the scope of each subcontractor's role.[1]

| Subcontractor | Key Responsibilities | Partner Since |
|---|---|---|
| Caption Telephone, Inc. | CTS technology and operations | 2002[2] |
| Caption Colorado | RCC technology and operations | 2003 |
| Communication Service for the Deaf | TRS and CTS operations | 1993 |
| Cositics | Independent quality testing | 2004[3] |

As an interexchange carrier (IXC), Sprint performs many of the core responsibilities of a relay provider and of this RFP including management of the 800 network, long distance calling, directory assistance, and operator services.

[1] Sprint has not included General Supply & Support Agreements that were entered into for the purpose of providing Products and Services to Sprint customers generally (as opposed to specifically for this State).

[2] Sprint worked with Ultratec (as a General Supplier) since Sprint began offering relay services.

[3] Formerly known as The Paisley Group, Ltd

Sprint's Florida Relay Service Key Personnel

The FPSC and FRS users will be fully supported by Sprint's passionate and experienced relay team. As mentioned above, Sprint will hire an in-state Customer Relations Manager. Florida Relay will also be supported by the following **3 key personnel each with over 20 years of experience in the industry**. Each of the key personnel relies on relay services as a daily part of life and is committed to providing the highest quality service possible.

***Loraine Overland, FRS Quality Manager***

Loraine Overland, a Florida resident, is a Certified Technical Trainer with 24 years of experience in the telecom industry. She will again lead the Quality Assurance Program for the Florida Relay Service. Loraine will work closely with call center staff, Sprint Trainers, Sprint's Customer Relations Manager, and the FPSC Contract Administrator to ensure FRS users are delighted with Sprint CAs.

***James Skjeveland, Senior Account Executive***

James (Jim) Skjeveland, one of three Senior Account Executives, has 21 years of experience in the relay industry with Sprint and Communication Service for the Deaf. Jim, who is hearing, has a deaf twin and many deaf family members. He is fluent in American Sign Language and is active in the community. He has a Bachelor of Science degree from the University of Mankato State University.

***Angie Officer, Implementation Senior Program Manager***

Angela (Angie) Officer began her career with Sprint Relay in 1992. The National Business and Disability Council has recognized Angie as its Silver Employee of the Year Award for exemplifying the council's philosophy that qualified people with disabilities make significant contributions to their employers. She was also named RIT's 2000 Distinguished Alumni for NTID and the 2013 RIT Volunteer of the Year Award. Angie served as a chairperson for NTID Alumni Association Board of Directors and has recently led the Sprint Relay "Beyond the Classroom" Diversified Culture training update. She has a Bachelor of Fine Arts degree in Graphic Design and Marketing from the Rochester Institute of Technology.

**Sprint is confident that the FPSC, FRS users, and Florida Telecommunications Relay, Inc. (FTRI) be truly delighted with this energetic and experienced team.**

## Summary

**As the Florida Relay Service provider, Sprint will be an advocate and champion in the Florida community.** We use our resources – people, technology, and funds -- to enrich communities where we do business and where our employees live and work.

### People

**Sprint will route at least 75% of all Florida CapTel calls to the local Orlando CapTel call center to help boost local jobs.** Sprint will also hire a local Customer Relations Manager to support Sprint's Consumer Input Program and to work with FTRI.

### Resources

As an IXC, Sprint will use its company resources to support the Florida Relay Service community's needs for affordable and accessible telecommunication services. This includes discounts for long distance services and access to directory and operator assistance.

### Funds

Sprint brings significant support to the local economy. In 2013 alone, Sprint brought over $1 billion to the Florida economy.

| Category | Spend |
|---|---|
| 2013 Payroll | $135,264,913 |
| 2013 Taxes | $209,675,687 |
| 2013 Employee Volunteer Hours | $210,684 |
| 2013 Grants and Matching Gifts | $12,474 |
| 2013 In-Kind Phone Loan | $13,160 |
| 2013 IP CapTel Advertising in Florida | $700,000 |
| 2013 Florida Advertising (non-TRS) | $15,000,000 |
| 2013 Florida Suppliers | $992,155,351 |
| **Sprint's Total Florida Investment** | **$1,353,032,269** |

With Sprint, the FPSC can have the peace of mind in knowing that we fully understand your requirements and will be very responsive to the FPSC, FTRI, TASA, and relay users' needs.

As demonstrated throughout Sprint's proposal, we are committed to providing the best technology and reliability and will continue to make equal access a priority for the community.

Exciting challenges and opportunities await the FRS program during the term of this next contract. Sprint embraces the opportunity and stands ready to work with the FPSC to ensure that all communication needs are fully met within Florida's diverse population, now and in the future.

### Sprint: A Proven Partner

- ✓ 12 years of experience providing Florida Relay Service
- ✓ 23 years of experience providing Relay services
- ✓ 33 government contracts to provide TRS and CapTel
- ✓ Over 100 years of telecom experience
- ✓ 25 years' experience providing long distance services
- ✓ 15 years' experience as a wireless provider

**Sprint and the FPSC: A partnership for today and the future**

# Item 3. Checklist

| Check List Item No. | Initials of Bidder's Contact Person | Brief Title | Page No. of Bidder's Proposal | Pass/Fail Or Maximum Points |
|---|---|---|---|---|
| 1. | NS | Format (RFP ref. Section C-1 and D) | N/A | N/A |
| 2. | NS | Transmittal Letter, Address, contact Person, Tel. and Fax No., Legal Name of Bidder, and Statement of Compliance with with or lack of Compliance with RFP requirements (RFP ref. C-2) | 1 | P/F |
| 3. | NS | Check List (RFP ref. C-8 and E) | 31 | P/F |
| 4. | NA | FCC Authority to Provide Relay Services (RFP ref. A-5) | Signature of Acceptance Nancy Salisbury | |
| 5. | NA | Public Bidder Meetings and Proprietary/Confidential Information (RFP ref. A-22) | Signature of Acceptance Nancy Salisbury | |
| 6. | NA | Conflict of Interest (RFP ref. A-25) – State Name(s) or None Below<br>Names Disclosed: None | Signature of Acceptance Nancy Salisbury | |
| 7. | NA | Dispute Resolution (RFP ref. A-27) | Signature of Acceptance Nancy Salisbury | |
| 8. | NA | Waiver (RFP ref. A-28) | Signature of Acceptance Nancy Salisbury | |
| 9. | NA | Severability (RFP ref. A-29) | Signature of Acceptance Nancy Salisbury | |
| 10. | NS | Commencement Date (RFP ref. B-2) | 37 | 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 |
|---|---|---|---|---|
| 11. | NA | Term of Contract (RFP ref. B-3) | Signature of Acceptance Nancy Salisbury | |
| 12. | NA | Scope of Service (RFP ref. B-4) | Signature of Acceptance Nancy Salisbury | |
| 13. | NA | Access Numbers (RFP ref. B-5) | Signature of Acceptance Nancy Salisbury | |
| 14. | NA | Availability of System to Users (RFP ref. B-6) | Signature of Acceptance Nancy Salisbury | |
| 15. | NS | Minimum CA Qualifications and Testing (RFP ref. B-7) | 45 | 100 |
| 16. | NS | CA Training (RFP ref. B-8) | 71 | 100 |
| 17. | NS | Staff Training (RFP ref. B-9) | 99 | 100 |
| 18. | NS | Counseling of CAs and Staff (RFP ref. B-10) | 121 | 25 |
| 19. | NS | Procedures for Relaying Communications (RFP ref. B-11) | 133 | 100 |
| 20. | NA | Languages Served (RFP ref. B-12) | Signature of Acceptance Nancy Salisbury | |
| 21. | NS | Additional Languages Served (RFP ref. B-13) | 165 | 25 |
| 22. | NA | Shift Advisor/ Consultant (RFP ref. B-14) | Signature of Acceptance Nancy Salisbury | |
| 23. | NA | Confidentiality of Calls (RFP ref. B-15) | Signature of Acceptance Nancy Salisbury | |

| Check List Item No. | Initials of Bidder's Contact Person | Brief Title | Page No. of Bidder's Proposal | Pass/Fail Or Maximum Points |
|---|---|---|---|---|
| 24. | NA | Types of Calls to be Provided (RFP ref. B-16) | Signature of Acceptance Nancy Salisbury | |
| 25 | NS | Call Release Functionality (RFP ref. B-17) | 171 | 50 |
| 26. | NS | Speed Dialing (RFP ref. B-18) | 177 | 50 |
| 27. | NS | Three-Way Calling Functionality (RFP ref. B-19) | 183 | 50 |
| 28. | NS | Voice Mail and Interactive Menus (RFP ref. B-20) | 187 | 50 |
| 29. | NS | Voice and Hearing Carry-Over (RFP ref. B-21) | 199 | 100 |
| 30. | NS | Captioned Telephone Voice Carry-Over (RFP ref. B-22) | 217 | 100 |
| 31. | NS | Turbocode™ (RFP ref. B-23) | 241 | 100 |
| 32. | NS | Speech to Speech (RFP ref. B-24) | 247 | 100 |
| 33. | NS | Access to Pay Per Call Services (RFP ref. B-25) | 265 | 100 |
| 34. | NS | Caller ID (RFP ref. B-26) | 271 | 100 |
| 35. | NS | Last Number Redial (RFP ref. B-27) | 277 | 25 |
| 36. | NS | Obscenity Directed at the Operator (RFP ref. B-28) | 279 | 25 |
| 37. | NS | Emergency Calls (RFP ref. B-29) | 285 | 100 |
| 38. | NS | Blockage (RFP ref. B-30) | 293 | 200 |
| 39. | NS | Answer Time (RFP ref. B-31) | 301 | 200 |
| 40. | NA | Equipment Compatibility (RFP ref. B-32) | Signature of Acceptance Nancy Salisbury | |

| Check List Item No. | Initials of Bidder's Contact Person | Brief Title | Page No. of Bidder's Proposal | Pass/Fail Or Maximum Points |
|---|---|---|---|---|
| 41. | NA | Transmission Levels (RFP ref. B-33) | Signature of Acceptance Nancy Salisbury | |
| 42. | NA | Measuring Equipment Accuracy (RFP ref. B-34) | Signature of Acceptance Nancy Salisbury | |
| 43. | NS | Emergency Operations and Uninterruptible Power (RFP ref. B-35) | 311 | 100 |
| 44. | NA | Force Majeure, Notice of Delay, and No Damages for Delay (RFP ref. B-36) | Signature of Acceptance Nancy Salisbury | |
| 45. | NS | Intercept Messages (RFP ref. B-37) | 329 | P/F |
| 46. | NS | Service Expansion (RFP ref. B-38) | 333 | 50 |
| 47. | NA | New Technology (RFP ref. B-39) | Signature of Acceptance Nancy Salisbury | |
| 48. | NS | Consumer Input and Participation in Advisory Committee and FPSC Proceedings (RFP ref. B-40) | 339 | 100 |
| 49. | NS | Complaint Resolution (RFP ref. B-41) | 355 | 200 |
| 50. | NA | Charges for Incoming Calls (RFP ref. B-42) | Signature of Acceptance Nancy Salisbury | |
| 51. | NS | Billing Arrangements (RFP ref. B-43) | 373 | 50 |
| 52. | NS | End User Billing for Intrastate Calls (RFP ref. B-44) | 385 | 50 |
| 53. | NS | Relaying Interstate and International Calls (RFP ref. B-45) | 389 | 50 |
| 54. | NS | End User Selection of Carrier (RFP ref. B-46) | 393 | 50 |

| Check List Item No. | Initials of Bidder's Contact Person | Brief Title | Page No. of Bidder's Proposal | Pass/Fail Or Maximum Points |
|---|---|---|---|---|
| 55. | NA | Recipient of toll revenues (RFP ref. B-47) | Signature of Acceptance | |
| 56. | | Long Distance Call Billing (RFP ref. B-48) | 397 | 50 |
| 57. | | Special Needs (RFP ref. B-49) | 403 | 25 |
| 58. | | Unsolicited Features in Basic Relay Service (RFP ref. B-50) | 411 | 200 |
| 59. | | IP and Video Relay Service (RFP ref. B-51) | 421 | Optional 0 Points |
| 60. | | Redundancy (RFP ref. B-52) | 427 | Optional 0 Points |
| 61. | NA | Performance Bond (RFP ref. B-53) | Signature of Acceptance | |
| 62. | NA | Submission of Monthly Invoice (RFP ref. B-54) | Signature of Acceptance | |
| 63. | NA | Travel (RFP ref. B-55) | Signature of Acceptance | |
| 64. | | Reporting Requirements (RFP ref. B-56) | 437 | 50 |
| 65. | NA | Liquidated Damages (RFP ref. B-57) | Signature of Acceptance | |
| 66. | NA | Transfer to New Provider (RFP ref. B-58) | Signature of Acceptance | |

| Check List Item No. | Initials of Bidder's Contact Person | Brief Title | Page No. of Bidder's Proposal | Pass/Fail Or Maximum Points |
|---|---|---|---|---|
| 67. | NA | Insurance Coverage (RFP ref. B-59) | Signature of Acceptance | |
| 68. | | Optional Florida Call Center (RFP ref. B-60) | 451 | 100 |
| 69. | NA | Public Entity Crimes (RFP ref. C-3) | Signature of Acceptance | |
| 70. | | Financial Information (RFP ref. C-4) | 453 | P/F |
| 71. | | Experience and Customer References (RFP ref. C-5) | 457 | 200 |
| 72. | | Subcontractors (RFP ref. C-6) | 495 | 50 |
| 73. | | Bid Security Deposit (RFP ref. C-7) | 509 | P/F |
| 74. | | 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." | Attached in Sealed Envelope | See RFP Sec. D & E. |
| **75.** | | **MAXIMUM TOTAL POINTS** | | **3,125** |

# Item 10. Commencement Date (RFP ref. B-2)

**The commencement date for the service is no later than June 1, 2015. 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 on or before June 1, 2015. Bidders should provide a projected date when they will be able to switch service from the existing provider.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Transition no later than June 1, 2015
- ✓ At least 60 days for implementation
- ✓ Proven Approach with Milestones
- ✓ Experienced Implementation Manager
- ✓ Combined Experience and Resources

Sprint will implement the Florida Relay Service prior to June 1, 2015 ("Transition Date") and understands that it will be subject to liquidated damages as detailed in RFP Section B-57 including breach of contract if service does not begin by the Transition Date.

Sprint would also be happy to begin service prior to the scheduled Transition Date. If awarded the contract, Sprint will be prepared to work with the FPSC to coordinate an earlier transition timeline. Sprint requires a minimum of **60 days after receiving an executed contract** to implement service. If desired and with cooperation from the FPSC and the current provider, Sprint's targeted implementation date is January 6, 2015.

Sprint is comfortable making these statements because of our previous working relationship with the FPSC as the Florida Relay Service TRS provider from June 1, 2000 through May 31, 2012. Sprint fully understands the requirements and expectations of the FPSC.

## Proven Project Approach

Sprint has a very successful track record of transitioning both new or returning States to the Sprint network with no disruption to users.

Since 1992, Sprint has transitioned and implemented dozens of state-wide relay services, including supporting relay provider changes for the Florida Relay Service from MCI to Sprint in 2000 and from Sprint to AT&T in 2012. Sprint will

work cooperatively with the current provider to ensure a successful transition for Florida Relay.

### Implementation Phases

We are excited to welcome Florida Relay back to long list of Sprint Relay's customers. Our goal is to **delight you during each phase** of our implementation and service. Sprint's phased approach is described below.

**Phase 1: Setting the Stage**

Sprint hosts a call to introduce our team and determine how the FPSC would like to receive status updates.

**Phase 2: Connecting with Others**

Sprint works with the FPSC, FTRI, TASA Advisory Council, the incumbent provider, the local community, and carriers to prepare for the transition.

**Phase 3: Getting to the Details**

Sprint develops a detailed, tactical plan for the transition of TRS and CapTel services. This plan is shared with the Contract Administrator for approval.

**Phase 4: Transitioning Service**

Sprint uses its vast resources and proven approach to ensure all areas of service are ready on day one of service.

**Phase 5: Delighting You**

Sprint will continue to delight you after the service transition with a high-level of support including Sprint's exclusive Care Support

Sprint

## Implementation Milestones

Please see the sample list of implementation milestones below that detail the tasks that Sprint will perform to transition service. This plan assumes Sprint is awarded the contract on October 2, 2014. If the FPSC chooses the cut-over date of January 6, 2015, below is the high level of the implementation milestones. As this date may change, the plan will be updated as necessary and is subject to the Contract Administrator's approval.

| Milestone List | Estimated Date |
|---|---|
| Contract awarded to Sprint | October 2, 2014 |
| Contract Negotiations and Execution | No later than October 31, 2014 |
| Performance Bond due | Contract execution |
| **Phase 1 – Setting the Stage** | |
| Post advertisement for in-state Customer Relations Manager job | October 6, 2014 |
| Introductions to Project Team | November 3, 2014 |
| Create Florida TRS and CapTel Implementation Guide | November 5, 2014 |
| Provide a list of all macros, used or planned to be used to FPSC | November 12, , 2014 |
| Determine preferred communication methods and level of involvement by FPSC | November 13, 2014 |
| Develop draft Consumer Input and Outreach plan (with FTRI) | November 17, 2014 |
| **Phase 2 – Connecting with Others** | |
| Obtain customer profile information from incumbent TRS provider | November 21, 2014 |
| Provide Carrier of Choice documentation to FPSC to assists new toll providers (COC from Sprint's last contract are still connected). | November 21, 2014 |
| Submit a contract order to CapTel, Inc for Florida CapTel Service. | November 24, 2014 |
| Submit a contract order to Caption Colorado for RCC Service. | November 24, 2014 |
| Order new toll free numbers (if applicable) | November 24, 2014 |
| Begin transition process of toll free numbers supporting FRS | December 10, 2014 |
| **Phase 3 – Getting to the Details** | |
| Finalized Transition Plan | November 29, 2014 |
| Finalize Consumer Input and Outreach Plan | December 10, 2014 |
| Finalize Florida TRS and CapTel Implementation Guides | December 12, 2014 |
| Hire an in-state Customer Relations Manager | December 15, 2014 |
| Develop and deliver training to call center staff (including CAs, Customer Service, and Supervisors). | December 15, 2014 |
| **Phase 4 – Transitioning Service** | |
| Network Based environment (e.g., 911, N11 calling, Reg. 800) | In Place |
| Acceptance Testing by FPSC | January 5, 2014 |

| | |
|---|---|
| Launch of Sprint's Consumer Input and Outreach program | January 6, 2015 |
| Launch of Typing/Transcription Monthly Test Call Program | January 6, 2015 |
| Launch of new services (e.g., RCC, French TRS, Video-Assisted STS, etc.) | January 6, 2015 |
| **Transition of TRS, CapTel, and Customer Service traffic** | **January 6, 2015** |
| Launch In-state CapTel Call Center solution | August 1, 2015 |
| **Phase 5 – Delighting You** | |
| First Invoice and reports delivered to FPSC | February 25, 2015 |
| Schedule meeting to walk through invoice package | February 27, 2015 |
| Finalize ongoing communication methods | Ongoing |
| Annual STARS Convention (scheduled to be held in Florida) | March 1, 2015 |
| Distribute Directory Assistance and LEC Bill Inserts | Ongoing |
| Provide FCC-required documentation to the FPSC in adequate time to prepare for all mandatory federal filing requirements (e.g., Customer Complaint Logs, MARS rate information, and recertification applications) | Ongoing |
| Provide additional updates (as applicable) | Ongoing |

### Project Plan and Documentation

Sprint's FRS final project plan will be delivered to the FPSC Contract Administrator for approval during Phase 3. This plan will clearly lay out responsibilities and timeframes for each task, while allowing flexibility for FRS unique requirements.

Sprint's goal is to meet or exceed the expectations of the FPSC and Contract Administrator and it starts with the Phased Approach plan and its level of detail. Sprint will revise its process to meet the needs of the FPSC.

As a part of the process, the FPSC and Contract Administrator can determine the frequency of implementation status updates and the preferred method for updates. Sprint can host bi-weekly conference calls or simply provide written status reports, if desired.

In the end, our goal is to ensure that you are delighted and receive the level of information you desire at all phases.

## People Who Make it Happen

Sprint's Senior Implementation Program Manager Angie Officer is one of the **most experienced implementation managers in the TRS industry.** Her vast knowledge of Florida Relay and passion for the industry will make the transition back to Sprint seamless and hassle-free.

Angie brings to the Florida Relay Service the following qualifications:

- Over 22 years in TRS industry
- Over 12 years supporting Florida Relay Service
- Experience as a relay user who fully understands the needs of FRS users
- Established cooperative relationships with the incumbent relay provider
- The National Business and Disability Council's "Silver Employee of the Year" Award
- Chairperson for National Technical Institute of the Deaf (NTID) Alumni Association Board of Directors

Angie will lead the same Life-Cycle team of Sprint resources using a comprehensive, time-proven project plan clearly laying out responsibilities and timeframes while allowing the flexibility for your unique requirements.

Each of these groups has worked together on a variety of projects. They bring a wealth of experience, knowledge, and integrity to any endeavor.

For a more detailed explanation of each group's contribution to the transition process see the chart on the following page and see Attachment A for information on the people who power Sprint's relay services.

| Group | Responsibility |
|---|---|
| Carrier Command Center<br><br>*Only from* Sprint | A key differentiator of Sprint Relay is the ability to act as the Responsible Organization (Resp. Org) for all toll-free numbers. Only a few telecom providers have been granted direct access to the federal telecom database that tells carriers how to handle toll-free numbers. With Sprint as the Resp. Org., we can ensure that the FRS toll-free numbers are provisioned correctly, redirected at the appropriate time, and quickly address any issues. Sprint's Carrier Command Center is open 24/7. |
| Contract Management | The Manager of Contract Management will administer the Telecommunications Relay Service contract between the FPSC and Sprint. |
| Enhanced Services Sales Support (ESSS)<br><br>*Only from* Sprint | Sprint's ESSS team will provide a new toll-free 900 number for FRS and assist with any technical issues related to the provisioning of the number. |
| Sprint Legal and Regulatory Departments | Sprint's Legal and Regulatory ensure that Sprint remains fully compliant with all applicable laws and regulations including the filing of tariffs, as applicable. |
| Sprint Long Distance Division<br><br>*Only from* Sprint | Sprint will work with the long distance division to ensure that rate discounts for FRS users selecting Sprint long distance are implemented in internal systems prior to implementation. |
| Sprint Network Planning<br><br>*Only from* Sprint | Sprint's Network Planning team ensures that adequate capacity is available for FRS calls to ensure that calls are not blocked. |
| Supply Chain Management (SCM) | Sprint's SCM team will ensure that Sprint has arrangements in place with subcontractors (as identified in Item #72) to fully meet or exceed all requirements of the RFP. |
| TRS Billing | Sprint's TRS Billing group will ensure that the FPSC is established as a customer in the billing records and will prepare and submit the monthly invoice and reports. |

| Group | Responsibility |
|---|---|
| TRS Call Center Information Technology (IT) Group | The TRS Call Center IT group is responsible for designing and developing new enhancements and technologies for the TRS platform, testing and implementation, systems network and capacity management. |
| TRS Customer Relations Team | The Customer Relations team manages the outreach and marketing for the FRS, performs one-on-one customer support, participates in local organizations, and establishes ongoing support for the FPSC based on their preferences. |
| TRS Customer Service | Customer Service provides 24/7 access for FRS users and accepts commendations, complaints, and questions regarding service and technical issues for end users including information about the FRS and TTY equipment (including the FTRI Equipment Distribution Program). |
| TRS Maintenance | This group is responsible for maintaining hardware and providing first and second level technical support for the TRS platform. |
| TRS Operations and Quality Assurance | Sprint's Quality Assurance Manager for FRS plans and designs FRS CA training and Quality Assurance programs. This includes Implementing, evaluating, and monitoring all relay Quality Assurance programs. |
| TRS Project and Program Management teams | The Project and Program Management teams are responsible for all product development and implementation of new innovations for the Telecommunications Relay Service, CapTel, IP Relay, RCC and VRS platforms. This team also serves as Sprint's primary interface with the TRS Industry, the FCC, & RLSA. |
| TRS Reporting | The TRS reporting team is the organization which is responsible for developing reports that meet the requirements of the RFP and evaluates all requests for ad hoc reports, |
| TRS Traffic Management Control Center (TMCC)<br><br>*Only from* Sprint | The centralized TMCC group provides workforce management, scheduling, reporting, and traffic routing to ensure that Sprint meets all of its contract requirements and operates as efficiently as possible to deliver the highest quality at an affordable price. TMCC is currently staffed from 7 am to 8 pm CT and is on call 24/7. |

## Top 5 Reasons for Sprint's Commencement Date

1) Sprint will ensure that service will be fully transitioned by June 1, 2015. If an earlier transition is preferred, Sprint would be happy to begin service prior to the scheduled Transition Date. If desired and with cooperation from the FPSC and the current provider, Sprint's target implementation date is **January 6, 2015** based on a minimum of 60 days' notice after receiving the executed contract.

2) Sprint fully understands and is prepared to meet the FPSC's requirements based on **12 years of experience in Florida alone**. This experience means we will hit the ground running and the FPSC can avoid a lengthy process of establishing benchmarks and performance expectations.

3) Sprint will use a **methodical project approach** that has proven effective in many states, including the State of Florida. The plan will clearly lay out responsibilities and timeframes, while allowing flexibility for FRS unique requirements.

4) Sprint's transition will be led by one of the **industry's most experienced Implementation Managers**, Angie Officer. Her direct experience with the Florida Relay Service will equate to a seamless transition from the current provider to Sprint.

5) Sprint's **combined experience and resources** are unmatched in the industry and will ensure that the FRS users once again experience the high level of quality and support offered.

# Item 15. Minimum CA Qualifications and Testing (RFP ref. B-7)

**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.**

**Bidders shall specify how they plan to demonstrate that CAs meet all necessary proficiency requirements. CAs shall be able to quickly and accurately type TDD relay messages.**

**The provider shall use valid, unbiased tests for CAs on subjects including, but not limited to:**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Quality Assurance Manager
- ✓ "Gold Star" CAs
- ✓ Written and Performance Based Testing
- ✓ 3rd party Monthly Testing
- ✓ Remote Monitoring

The FPSC and the FRS consumers deserve consistent high-quality services delivered by competent, courteous, and efficient employees who are able to quickly and accurately relay messages.

Thanks to a close working relationship with the FPSC and the Florida community, Sprint has an in-depth understanding of the expectations of the FPSC and will meet or exceed those expectations. Sprint leads the industry in typing speeds.

## People Who Make it Happen

**Loraine Overland** will again lead the Quality Assurance Program for the Florida Relay Service. Loraine will work closely with call center staff, Sprint Trainers, Sprint's Customer Relations Manager, and the FPSC Contract Administrator to ensure FRS users are delighted with Sprint CAs.

Loraine offers the following qualifications:

- Florida resident
- Certified Technical Trainer
- 24 years in telecom industry
- Over 9 years with Sprint Relay

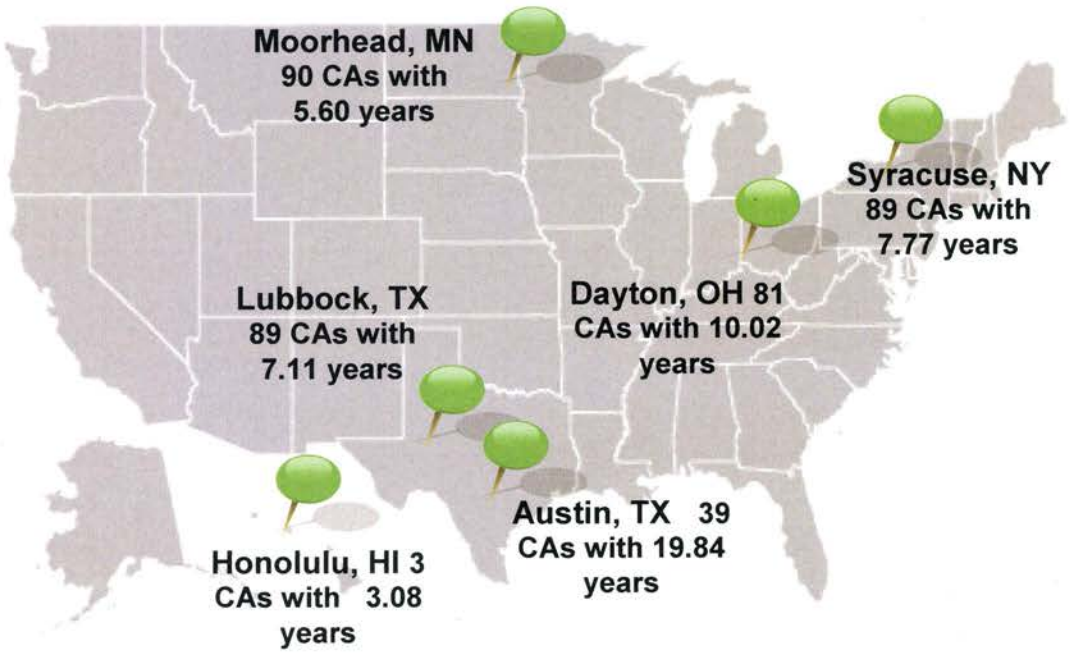
**Communication Assistants (CAs)**

Sprint's goal is to attract and retain the best and the brightest talent. Sprint has a point system in place to recognize and reward quality service based on the core responsibilities of the CA position. This performance-based approach recognizes and rewards CAs based on the quality of service provided on the job.

All Florida Relay (TRS) calls will be routed to CAs who have been designated as Sprint's Gold Star CAs based on the following categories:

- Quality Audits
- Typing Speed
- Typing Accuracy
- Adherence to Scheduled hours
- Attendance

The average tenure of Sprint's TRS CAs cannot be matched by other providers who may hire new CAs to handle FRS calls. Please see the map below.



## Performance Management Overview

Sprint ensures that all CAs meet all performance specifications using a complex Quality Assurance Program that has been developed based on **direct input from the FPSC**. The Quality Assurance program encompasses all stages of employee development including hiring, training, ongoing performance evaluations, and individual development planning.

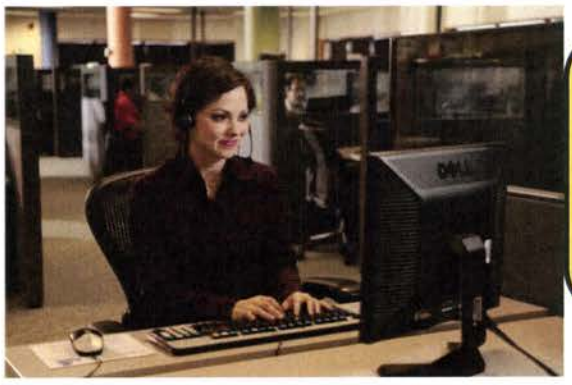
Performance Management at Sprint is an ongoing series of open and honest conversations that drive high performance. Frequent dialogue between employees and managers is expected. Our Performance-Management expectations focus on four key areas:

- Ensuring clear expectations have been set
- Defining priorities tying them to business goals
- Giving coaching and feedback about work performance
- Providing attention to skill development and career aspirations

We provide an array of resources and tools to help employees develop along with frequent informal and formal coaching and feedback about work performance that helps employees do their jobs better.

Employees and managers use a simple online performance plan to monitor and track their performance and development against mutually agreed upon objectives. Managers meet regularly with employees to ensure understanding of the value they bring to the team, what they are doing well, and what they could do better. These conversations are then summarized by both employee and manager into a formal year-end review within the performance plan.

Sprint's expectation is for **100% participation** for all CAs processing FRS calls in the quality assurance program.



**Unbiased Tests**

- Written Tests
- Auditory Typing Tests
- Remote Monitoring of Live Calls
- Internal Test Call Program

## Written Tests

Sprint training has been developed using effective Adult Learning theories. After initial or ongoing training is delivered, CAs are tested on their understanding of the information. All CA trainees must successfully pass 5 written tests prior to graduating training and must complete all ongoing training through a "Check for Understanding" program. The mandatory ongoing monthly refresher training and testing has been designed to reinforce correct processes and encourage CAs to increase their knowledge and proficiency. A sample excerpt of the "Check for Understanding" proficiency test is provided below.

Check for Understanding
March 2014 QUIZ KEY
Please submit no later than March 15, 2014

Name _____ Supervisor Name _____

1. According to the confidentiality agreements we all sign, agents must relay verbatim:
   a. Only when the voice person is speaking slow enough.
   **b. Everything said, typed, or heard.**
   c. Everything except for background sounds when they don't seem important to the call.

2. Leaving anything out or making decisions about what can be left out is considered **TAMPERING** with the call and has serious implications.

3. Greetings cannot be **SHORTENED**, paraphrased, or changed unless the caller asks specifically not to type the voice person's greeting.

4. If you miss the greeting it is acceptable to ask the outbound to repeat the greeting before determining familiarity and explaining the service.

   TRUE **FALSE**

5. Relaying verbatim is one of the most important responsibilities an agent has so that:
   a. Callers receive every part of the relayed message as it was intended.
   b. We can maintain our relay contracts.
   c. Our customers get the quality of service they expect.
   **d. All of the above.**

6. If you miss the greeting at the beginning of the call; it's acceptable to omit it.

   TRUE **FALSE**

7. If the voice customer speaks too fast, the agent should pace the customer with a brief phrase such as, **One moment please** .

8. Closings must always be typed verbatim unless:
   a. The voice person hangs up before the agent is able to type the full message
   b. The agent's fingers are tired.
   c. The close is directed towards the agent.
   **d. Both A and C.**

9. If the TTY customer requests that the agent not type profanity that's voiced during a call, we cannot follow that request.

   **TRUE** FALSE

10. If a customer asks the agent to repeat conversation that took place several minutes before the agent should:
    a. Repeat the information to the customer.
    b. Leave control of the call with the customer.
    c. Inform the customer that relay is not allowed to repeat information after the go ahead.
    d. Relay the request to the other party.
    **e. B, C & D**

Sample Check for Understanding Written Test

## Remote Monitoring of Live Calls

CA's performance is remotely monitored and evaluated through individualized surveys at least twice a month. Supervisors use a Sprint CA Performance Survey while observing CAs process actual relay calls. The Performance Survey is a comprehensive assessment tool designed to evaluate CA performance on over 40 aspects of relay call processing. The Performance Survey addresses, among many aspects of quality relay performance, appropriate grammar, spelling, voice clarity and articulation, typing speed and accuracy, TTY-ASL interpretation, etiquette, language and cultural understanding.

**Correct Number Dialed***
1. Y N Was the correct number dialed within 5 seconds or appropriate message and seconds used when dialing number?

**Billing procedures***
2. Y N Were billing instructions followed?
3. Y N Was branding information provided?

**Greeting / Announcement***
4. Y N Was the voice greeting typed verbatim?
5. Y N Was a prompt state-specific announcement/greeting used and was the agent's ID provided?
6. Y N Was familiarity of service determined?

**Call Processing Procedures***
7. Y N Was the call processed according to procedures?
8. Y N Were call procedures changed as directed by customer?
9. Y N Was gender identification used when appropriate?
10. Y N Was the call closed according to procedures?

**Person Request / Identification***
11. Y N Was the customer prompted for a live person when reaching a recording.
12. Y N Were TTY requests confirmed in parenthesis?
13. Y N Was the Caller's name used in the announcement?
14. Y N Was the Called-to name used in the announcement?

**Service Explanation***
15. Y N Was explanation used appropriate to call type?
16. Y N Was explanation adjusted after standard explanation?

**Progress of Call / Customer informed***
17. Y N Were the call steps relayed at time of occurrence?
18. Y N Were call changes relayed at time of occurrence?
19. Y N Were all appropriate macros used throughout the call?

**Technical / Information / Referral**
20. Y N Were complex system messages explained effectively?
21. Y N Were complex directions followed?
22. Y N Were appropriate referral / contact number offered?

**Accuracy / Spelling***
23. Y N Was the message typed verbatim?
24. Y N Were words spelled correctly?
25. Y N Were standard abbreviations used?
26. Y N Was the recorded message typed verbatim?

**Descriptive / Spirit / Background***
27. Y N Were impacting and/or enhancing sounds and background info typed?
28. Y N Were descriptive words used?
29. Y N Was the typing style adapted to convey emotion (TTY)?

**Flow / Complete Message***
30. Y N Was the complete message read?
31. Y N Was a conversational flow maintained?

**Conversational English Translation***
32. Y N Was ASL translated to grammatically correct English?
33. Y N Was the message read verbatim if necessary?

**Spirit / Expression – Clarity / Enunciation**
34. Y N Was natural voice inflection used reading TTY message?
35. Y N Was the voice clear and with accurate pronunciation?

**Caller Control***
36. Y N Was transparency maintained?
37. Y N Was an appropriate attempt made to redirect?

**Define Agent Role / Pacing**
38. Y N Were appropriate phrases used to redirect?
39. Y N Were appropriate phrases used to educate caller?
40. Y N Were appropriate phrases used to pace the customer?
41. Y N Were the caller's last thoughts conveyed as necessary?

**Operator Mode Composure/Etiquette**
42. Y N Was patience and flexibility demonstrated?
43. Y N Was politeness, professionalism and friendly natural approach demonstrated?
44. Y N Was responsiveness and focus maintained?

CA Performance Survey used for Remote Monitoring

The CA Performance Survey provides a detailed perspective on individual performance, and is used as a basis for feedback to the employee; to identify strengths and weaknesses, and for employment and compensation decisions. CAs are required to meet expectations in all areas of the Performance Survey. If a CA does not meet a specific expectation, additional training and an opportunity for improvement are offered. In order to meet expectations on the Performance Survey, **CAs must score at least 90%.**

Specialty CAs (e.g., Speech-to-Speech and foreign language CAs) are also monitored twice monthly with at least one survey targeted at observing them in their specialty skill. (Please note this may not be possible with French due to the limited number of French calls).

Performing well on the CA Performance Surveys is one of the key components of the CA level program and being eligible to process Florida Relay Service calls.

## Monthly Internal Test Call Program

The Internal Test Call Program is conducted by center representatives across the nation. Specific scripts and survey forms are used to focus on the topic being tested. Trainers compile the information and supporting data. The information is sent to the Sprint Operations team where it is analyzed and feedback is given to the CA. The trainers will decide if additional action is required such as re-training. Sprint will accept input from the FPSC and TASA Advisory Council on monthly test call topics. The figure below highlights recent topics.

| Month | 2013 Internal Test Call Topics |
|---|---|
| Jul 2013 | Operator mode: Voice tone/ Professional/Friendly |
| Aug 2013 | Voice to VCO call set-up procedure |
| Sep 2013 | Transfer to CapTel |
| Oct 2013 | Correct Number Dialed – out dial time |
| Nov 2013 | Follows Customer Note instructions – call set up |
| Dec 2013 | Greeting and Close |
| Jan 2014 | Correct Number Dialed – out dial time |
| Feb 2014 | Follows Customer Note instructions – call set up |
| Mar 2014 | Relaying Verbatim |
| Apr 2014 | Conversational Voicing |
| May 2014 | CapTel Transfers |
| Jun 2014 | ASL to Conversational English Translation |

Figure 1 – 2013 Test Call Topics

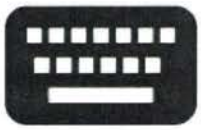
### Quarterly Independent Testing

Sprint currently engages a neutral third-party company each quarter to evaluate each TRS call center's performance through a scripted test call program. The auditors dial into relay centers using TTY devices or ASCII simulators using pre-approved scripts. Sprint CAs have no inside knowledge of either the script or when test calls will be placed. CAs are evaluated on several areas of performance, including the following:

- Typing Speed
- Announcing the Call
- Providing CA ID number
- Typing Verbatim
- Voice Inflection
- Closing Call Appropriately
- Voicing Verbatim
- Spelling
- Elimination of Typos

## Industry Audit

For almost 10 years, Sprint has commissioned and/or participated in third-party, industry audits to compare its services to those offered by other relay providers. During the past 4 years, this study has been made available to all relay providers and states. The following are highlights of Sprint's performance as a top provider in the industry.



### Typing Speed

Sprint's TRS CAs exceed minimum typing speeds with average speeds that far surpass industry standards. **Sprint CAs were ranked first or tied each testing period.**[1]

### Typing Accuracy

Sprint CAs type verbatim. **Sprint's TRS CAs were ranked first or were tied for first place in typing accuracy** during each testing period.[1]

### Spoken Accuracy

Sprint CAs read the typed message verbatim. **Sprint's TRS CAs were ranked first or tied for first place in spoken accuracy** during each testing period.[1]

### Overall Speed

Sprint processes calls quickly so callers get helped faster and the State gets billed fewer minutes. **Sprint was recognized as a top provider for processing calls more quickly in 3 out of 4 testing periods for TRS.**[1]

[1] In some areas, multiple providers are recognized as top providers when factoring in the margin of error.

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

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**
- ✓ Pre-Employment Screening
- ✓ Written Testing
- ✓ Internal Test Programs
- ✓ Validation using Third-Party Testing

All Sprint CAs have been screened and tested to ensure that they meet all minimum qualifications including skills in typing, grammar, spelling, and clear, articulate voice communications. CAs also must demonstrate the ability to interpret typewritten ASL and familiarity with hearing and speech disability cultures, language, and etiquette.

### Typing

The FPSC and FRS users expect each TRS call to be processed at a minimum speed of 60 wpm. Sprint can do it. Please see the figure below for current typing programs and the current and planned performance results.

**Internal Typing Test** — 79.4 wpm
- Quarterly
- Auditory (listen and type) Test
- 60 wpm with 95% accuracy
- Live environment inbound call

**FRS Monthly Testing**
- Monthly
- Live, scripted calls
- 60 wpm
- Technical aids used

**Secret Shopper Calls** — 76.1 wpm
- Quarterly
- Live, scripted calls
- 60 wpm with 95% accurately
- Independent, third party

**Industry Audit** — Top Provider
- Annual
- Live, scripted test calls
- Top provider for TRS average typing speed and accuracy for 4 consecutive years [1]

[1] In some areas, multiple providers are recognized as top providers when factoring in the margin of error.

## Sprint's Calculation for Scoring Typing Tests

The typing test is administered orally using a wide range of prepared scripts.
The test administrator calculates the typing speed by:

1. Identifying the number of characters typed
2. Dividing by the time (in seconds) between the time the agent begins and stops typing
3. Multiplying by 60 (the seconds in 1 minute) to get characters per minute
4. Dividing by 5 (the number of keystrokes considered to be the standard in 1 word) to get words per minute

### TYPING SPEED FORMULA

___characters / ___ seconds = ___ x 60 seconds = ___ / 5 = ___ WPM

***Example***

1,216 characters typed
÷ 173 seconds between typing start and stop
7.02
× 60 seconds in 1 minute
421 characters per minute
÷ 5 keystrokes
**84 WPM**

The test administrator calculates agent accuracy percentage by:

1. Identifying the number of errors typed
2. Dividing the characters typed by 5 (the number of keystrokes considered to be the standard in 1 word) to get the total words typed
3. Dividing the number of errors by the total number of words typed to get the error rate
4. Subtracting the error rate from 1 to calculate the accuracy rate
5. Multiplying the accuracy rate by 100 to get the accuracy percentage

### TYPING ACCURACY FORMULA

___ characters / 5 = ___ words typed ___ errors / ___ words typed = ___ error rate

1 – ___ accuracy rate = ___ x 100 = ___ % ACCURACY

***Example***

1,216 characters typed
÷ 5 keystrokes
243 words typed

10 errors
÷ 243 words typed
.04 error rate

1.00
– .04
.96
× 100
**96% ACCURACY**

## Grammar

***Pre-Employment Screening***
Sprint's CA applicants are screened and evaluated for English comprehension, grammar, and communication skills, including grammar, diction, and speech clarity through in-person and telephone contact. Applicants with unsatisfactory communication skills are not considered for employment.

***Written Tests***
While some relay providers give reading tests as proof of grammar proficiency, Sprint goes a step further in ensuring that each candidate passes an entry-level college English comprehension and grammar test before being considered for employment.

We know that many grammatical errors may occur within written ASL that need to be corrected when translated to conversational English. In these situations, it is important the CA has proficient grammar proficiency.

***Performance Based Testing***
Sprint CAs are evaluated and tested throughout training and employment on their English Grammar skills through monthly CA Performance Surveys.

## Spelling

***New Hire Written Test(s)***
Sprint requires all prospective CAs to pass a written spelling test with at least 90% accuracy prior to graduating training. No technical aids assist the CA during this test.

***CA Performance Surveys***
Spelling is one of the categories that CAs are evaluated on twice each month as a part of the CA Performance Survey. During these evaluations, CAs are able to take advantage of Sprint's sophisticated CA software that includes error correction and single word edit feature.

***Secret Shopper Test Calls***

As a part of the quarterly third-party test calls conducted, CAs are evaluated on their ability to spell quickly and accurately. In recent testing, CAs spelled correctly 98.0% percent of the time.

## Interpretation of typewritten American Sign Language (ASL)

Sprint Relay is committed to providing quality services to all customers including those who type in ASL. Sprint trains all of its TRS CAs and Supervisors to serve as ASL translators/interpreters to process relay calls. Sprint's approach of training all CAs to perform ASL-to-conversational English translation ensures that ASL translation/interpretation is available to callers at all times.

### *Training and Written Test*

CAs are provided initial and ongoing training on accurately interpreting written ASL, also referred to as ASL Gloss, for relay users whose primary language is ASL. CAs are tested on ASL gloss interpretation/translation skills prior to completing training. CA trainees are required to pass a valid and unbiased written test to demonstrate that they can correctly interpret typewritten ASL phrases.

After initial training, each CA is provided with an ASL workbook. This workbook is completed by the CA and returned to the Supervisor. The Supervisor and CA review the workbook and the CA's ability to translate ASL to conversational English together. The CA keeps this manual for future reference. Throughout employment, CAs continue to expand their skills and improve their knowledge of ASL gloss and deaf culture.

### *CA Performance Surveys*

Translation of ASL Gloss is one of the categories that CAs are evaluated on twice each month as a part of the CA Performance Survey. On a monthly basis, each CA is observed remotely processing live calls. This skill is continually monitored for quality assurance and any areas of deficiency are immediately addressed.

## Familiarity with the Hearing and Speech Disability Community's Culture, Language, and Etiquette

Hiring preference for CAs, managerial and administrative support positions is given to applicants with experience serving individuals who are deaf, hard of hearing, or with a speech disability. Hiring preference is also given to individuals with knowledge of these communities and knowledge of ASL. All Sprint Relay Center employees, including management, participate in Diversified Culture training during the initial training period. Representatives from the local organizations or Sprint staff with experience deliver this portion of training. Sprint utilizes videos, role-play, group activities, and discussion groups to educate its employees on the needs of our customers.

## Clear and Articulate Voice Communications

Sprint understands the importance of accurately portraying a written communication verbally with appropriate spirit and intention in order to achieve functional equivalence. Sprint stresses the basic components of voice quality including articulation, inflection and pacing. During all evaluations (initial hiring, training, monitoring) CAs are evaluated on voice communication skills including having a **neutral accent**.

Please see the figure below for information on the types of testing used to assess CA voice inflection skill along with the current performance results of all Sprint CAs (not just Gold Star CAs).

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ High School Diploma or GED
- ✓ Pre-employment English comprehension and Grammar Test

Sprint requires CAs to possess either a high school diploma or a grade equivalent diploma. Sprint screens and evaluates CA applicants for English comprehension, grammar, and communication skills before considering applicants for employment and regularly monitors CA performance to ensure that they appropriately use their skills in the performance of their jobs.

While some providers give reading tests as proof of grammar proficiency, Sprint goes a step further in ensuring that each candidate passes an **English comprehension and grammar test** before being considered for employment. We know that many grammatical errors may negatively impact callers while the CA is translating written ASL to conversational English.

**Did you know?**

Sprint's TRS call centers are located in cities with major universities which allow us to recruit college students.

**GRAMMAR TEST**

**Name** _____ **Date** _____

**Homonyms and Other Confusing Word Pairs** – Circle the correct word choice in each of the sentences below.

1. He can **except** **accept** a compliment fairly well.
2. She loves every dance **except** **accept** the polka.
3. The **affect** **effect** of the drug was apparent immediately.
4. The drug could **affect** **effect** her breathing.
5. I could **of** **have** died.

Sample Excerpt of Grammar Test

c. **A minimum typing speed of 60 words per minute (wpm) on live traditional relay calls. Technological aids may be used to reach the required typing speed. The provider shall conduct monthly test calls on live calls using a statistically valid sample of their Florida TRS calls, with test results being submitted to the contract administrator on a monthly basis. The provider shall use prepared scripts that reflect a typical conversation and calling through the relay system the same as other live calls. The purpose of these calls will be to ensure all federal and state requirements for relay service are met. The provider shall explain as part of its proposal how it will conduct the test calls to determine the adequacy of service provided by the relay service.**

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**
- ✓ Gold Star CAs
- ✓ Experienced Evaluator
- ✓ Comprehensive Approach
- ✓ Sprint's Proven Record

The FPSC and FRS users expect live relay calls to be processed at a minimum speed of 60 wpm.

Another relay provider involved in this proceeding has requested at the pre-bidder's conference and in comments to the draft RFP that all compliance evaluations be conducted in a test environment, rather than on live calls.

Sprint will use a proven approach based on 23 years serving States and 12 years of experience serving Florida. It was Staff in Florida who worked with Sprint to change the evaluation and assessment process that was implemented across the Sprint Relay network.

Sprint's Gold Star CAs will continue the tradition of meeting or exceeding Federal and State requirements.

## Experienced Evaluator

Sprint will hire a 3rd party to conduct monthly test calls on live calls using a statistically valid sample of Florida TRS calls. Sprint acknowledges that, while independent 3rd party testing is not required, Sprint believes it is the best way to accomplish an accurate non-biased testing system. Sprint is willing to invest the additional costs into ensuring that the FPSC is delighted with our service.

Prepared scripts will mimic other live calls and be used to ensure that federal and state requirements are met including the 60 wpm typing requirement.

### High Level Approach

Sprint will engage a neutral 3rd party who is experienced in validating the performance of TRS services to perform Florida-specific testing. A quote from the CEO is listed below.

*"Cositics (formerly The Paisley Group, LTD) is excited to provide an independent monthly test call program as Sprint's subcontractor for Florida Relay Services. Cositics will use its vast experience in evaluating relay services using prepared scripts that reflect an actual relay user's experience. Cositics will place 150 test calls to TRS and 150 test calls to CapTel using statistically-valid sampling on a monthly basis," said Jeff Rudolph, President/CEO.* ***"In our experience, Sprint's typing speeds and efficiency lead the industry."***

Please see **Attachment B** for Sprint's detailed and proprietary method of conducting TRS monthly compliance testing, including:

- Statistical methodology
- Performance areas observed
- Number of test calls per month
- Number of scripts to be developed and tested each year
- Testing timeframes

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

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Corporate Code of Conduct
- ✓ Whistleblower Protection
- ✓ Annual Training and Compliance
- ✓ Ethics Helpline

Sprint's reputation as an ethical company is the key to enabling us to be the preferred communications company – a place that delivers the best experiences for employees, end users, and state customers. Throughout initial and on-going training, CAs receive information and guidelines on professional conduct with an emphasis on ethics and confidentiality, based on Sprint's "Relay Center Code of Ethical Conduct" and "Principles of Business Conduct." CAs are presented with possible situations involving ethical issues and are taught how to apply the conduct guidelines to each situation.

**Sprint Code of Conduct**

The Sprint Code of Conduct describes the ethical and legal responsibilities of employees of Sprint and anyone we authorize to act on Sprint's behalf. **Sprint and all TRS employees (including CSD staff) are required to annually certify that they understand and will comply with the established code of conduct**. The certification tool and process, known as i-Comply, requires employees to affirm their understanding and compliance of Code of Conduct expectations regarding Ethics, Inclusion and Diversity, Information Security, Insider Trading, Privacy, Records Management, Safety and Preparedness, and Time Reporting. The section on Ethics includes a Helpline for employee resources allowing them to confidentially and safely seek advice or report compliance violations.

The Sprint Code of Conduct covers all the serious concerns of a whistleblower policy, which is intended to encourage and enable employees and others to raise questions/concerns and seek resolution. It is explicitly stated in the Sprint Code of Conduct that all employees and others are obligated to report violations or suspected violations. Additionally, Sprint has an explicit retaliation policy in which an employee who retaliates against someone who has reported in good faith or assists in an investigation may be subject to corrective action up to and including termination. This information is also contained within Sprint's i-Comply program that all employees are required to complete annually.

There is a **TRS whistleblower protection notification** posted at Sprint TRS call centers in accordance with FCC rules. CSD also obtains a signed acknowledgement of the receipt of the Whistleblower Policy from all employees upon hire, and annually thereafter.

### Training on Ethics

Sprint Relay employees receive training on the appropriate protocol to protect relay users' privacy and how to prevent the unintentional disclosure of relay communications. When trainees observe calls and ask questions once back in the training room, trainers lead a discussion on the appropriate method to seek clarifications without divulging confidential information. CAs may also role-play various scenarios which demonstrate the correct way to request assistance from a Supervisor without divulging call-specifics. Examples of ethical issues and challenging circumstances are reviewed and discussed with CAs.

During initial training, CAs are required to pass a series of written and skills-demonstration tests, which include their understanding of the Relay Center Code of Ethics and how to apply the Code to hypothetical situations. CA trainees who do not pass these tests are not utilized as CAs.

### Sprint Ethics and Compliance Department

The Ethics and Compliance Department assists in maintaining compliance within the framework of the Code of Conduct (Code), which describes the ethical and legal responsibilities that are shared by the members of the Board of Directors, all employees and those who represent Sprint's good name.

The Ethics and Compliance Department provides:

- The Code of Conduct in print and online form. The Code provides a clear statement of the behavior Sprint expects when conducting business on behalf of Sprint.
- The Ethics Helpline for employees and other stakeholders with access to resources allowing them to confidentially and safely seek guidance or report compliance violations.
- Training and communications regarding the Code, ethical decision-making and reporting ethical or legal concerns.

#### *i-Comply*

i-Comply is an annual certification through which Sprint employees demonstrate their understanding of and compliance with Sprint's policies, procedures, obligations and expectations. CSD also hosts a similar certification that has been approved by Sprint's Office of Privacy. i-Comply was recognized by Training magazine as a **2012 Best Practice Award winner**.

***Ethics Helpline***

All Sprint employees share the responsibility of Leading with Integrity when conducting business on behalf of Sprint. Anytime employees have questions about the meaning of the Code of Conduct or about particular situations, the employee can seek guidance from his supervisor, another member of his management chain, Human Resources representative, or may contact the Ethics Helpline.

The Ethics Helpline is an information and reporting resource that allows supervisors and employees to work directly with the Ethics and Compliance group on tough issues. Reporting matters through the Ethics Helpline ensure that the matter will receive appropriate attention, review, and be resolved as quickly as possible.

***Leading with Integrity***

Our reputation as an ethical company is a valuable asset. Sprint's Code of Conduct (Code) is intended to help us understand our responsibilities and to guide us in making the right choices. We take great pride in the Sprint Imperatives that define our cultural values.

- Do it now
- Compete like winners
- Delegate and empower
- Develop
- Be accountable
- Innovate
- Focus on customers
- Act with integrity
- Demonstrate teamwork and camaraderie
- Have fun

As we look to the future, our high-performance culture focuses on accountability, first and foremost, along with open communication and innovation. Within these traits, integrity and ethics are critical success factors. Amidst unprecedented change and technological advancement, acting with integrity is not just the right thing to do; it is the unwavering foundation for Sprint.

## e. Confidentiality.

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Relay Code of Ethics
- ✓ Annual training and compliance
- ✓ Detailed Confidentiality Policy
- ✓ 24/7 Corporate Security

Sprint believes that measures to ensure confidentiality are crucial to the success of TRS operations and has implemented procedural and environmental measures to safeguard customer and call information.

Sprint has policies in place to protect users' confidentiality: These policies establish high standards for ethical behavior and employees are subject to disciplinary action, including termination of employment, for violating ethical and confidentiality standards.

Sprint Relay employees receive training on confidentiality and ethics. Employees are trained to understand why confidentiality is important, how to protect confidentiality, the appropriate protocol to protect relay users' privacy, how to prevent the unintentional disclosure of relay communications and the consequences of not following all confidentiality requirements. CAs are taught using various scenarios which demonstrate the correct way to request assistance from a Supervisor without divulging call-specifics.

Annually, all TRS call center staff receives re-training i-comply training which includes items such as confidentiality, ethics, and inclusion and diversity. All CAs annually sign a confidentiality agreement to maintain confidentiality.

Confidentiality is reinforced through the CAs' participation in an interactive training program focusing on scenarios that they are likely to encounter when relaying calls.

| CORRECT WAYS TO PROTECT CONFIDENTIALITY | EXAMPLES OF BREACHES OF CONFIDENTIALITY |
|---|---|
| To make a generic comment about calls: "Boy – long calls really wear me out." | Talking about the specific length of a call. For example, saying to another agent, "You know that call I took over for you? It lasted 84 minutes!" |
| To share general observations about calls: Example, "I'm noticing a lot of HCO calls lately." | Talking about specific callers. Example, "I relayed a call for Miss Deaf America." Or "I had that VCO user from Missouri again this morning." |
| It is appropriate to respond to a customer's comments with a brief "thank you" or something to that effect without elaboration. Maintain a professional and friendly image with customers. | The agent should never say to a customer: "I remember you from a previous call – how are you doing?" Phone lines do not talk to voice telephone users; it is the same with relay customers. |
| It is appropriate to discuss with a member of management technical or procedural components of a call. For example, to say you had problems placing a calling card call from a pay phone. | It is not appropriate to discuss call content or conversations with others, ever. |
| It is appropriate to call for a Supervisor to look at your screen for assistance with the call. | It is not appropriate to request assistance from the agent sitting next to you. |

Scenarios of Confidentiality

All CAs and other relay center personnel are required to sign and abide by the Sprint Relay policy for confidentiality. These confidentiality expectations are strictly enforced and employees are expected to comply with this policy during and after their period of employment.

The relay center Code of Ethics requires the following of CAs:

- Keep all TRS call-related information strictly confidential.
- Keep no records of customer information or content of any TRS call.
- Refrain from editing or omitting anything from the content of the conversation or the spirit of the speaker.
- Refrain from adding or injecting into the content of the conversation or the spirit of the speaker.
- Assure maximum customer control.
- Strive to further skills and knowledge through training, workshops, and reading literature available in the field.

Sprint

Sprint Relay

## Code of Ethics

The Sprint Relay Service provides a transparent link of communication between typed and voiced messages. As part of the relay services organization all employees or contractors are bound to the following rules and regulations:

1. All dual-party call related information is to be strictly confidential.

2. Nothing is to be edited or omitted from the content of the conversation or the spirit of the speaker.

3. Nothing is to be added or interjected into the content of the conversation or the spirit of the speaker.

4. To assure maximum user control, the employee will be flexible in adapting to the consumer's needs.

5. Employees will strive to further competency in skill and knowledge through continued training, workshops, and reading of the current literature in the field.

## EMPLOYEE ROLE

1. The employee or contractor shall not reveal any information about the call, including the fact that the call is being performed. Information learned from a call cannot be used for personal gain. All call related questions or problems are to be discussed with management.

2. The employee shall transmit exactly what is said in the way that it is said in the way that it is intended, including profanity, in the language of the consumer's choice.

3. The employee shall not advise, counsel, or interject personal opinions, even when asked to do so by the consumer.

The items above were covered with me. I understand that failure to comply may result in corrective action.

_____ _____

Employee signature Date

_____ _____

Supervisor signature Date

## Confidentiality Policy

Sprint strictly enforces confidentiality policies in the Center, which include the following:

- Prospective CAs are screened during the interview process on issues regarding ethics and confidentiality.
- Stress can be a factor in maintaining confidentiality. CAs receive training on healthy detachment.
- Each CA must sign the Pledge of Confidentiality Agreement form
- Breach of confidentiality may result in termination of employment.
- All Sprint Relay Centers have security key access.
- Visitors are not allowed in CA work areas.
- All employees attend annual confidentiality meetings wherein the confidentiality agreement is reviewed and re-signed.
- Supervisors are present in the work area to observe behavior.

In accordance with the FCC, all information utilized for call set up, including customer database and preferred call type information remains confidential and cannot be used for anything but the call. Once the inbound party disconnects, all information pertaining to that call disappears from the CAs terminal. The required confidentiality and security of the customer preference data is covered during training of all employees and reinforced throughout employment.

Sprint takes the following steps to ensure that Customer Profile information remains secure:

- Sprint does not modify a customer's record based on experience.
- All Customer Profile database entries contain time and date stamps and note the identification number of the Customer Service representative or CA who processed the request.
- Relay users register a username and password (also known as PIN). In addition, Sprint asks customers to register a security question and answer that is only known to them in case the username and password is lost or forgotten.
- Sprint's Customer Profile information is encrypted and protected from outside access by firewalls.

**Sprint Corporate Security**

Recognizing the importance of security to our customers, **Sprint has a dedicated Corporate Security organization with a continuous (24x7), managed security operations center** and includes firewall engineers, incident response engineers, dedicated security consultants and risk managers for each business unit, a vulnerability assessment team, software security consultants, and various other functional security staff. Sprint maintains one of the largest staffs of Certified Information Systems Security Professionals in the security industry.

Sprint Corporate Security establishes and enforces policies relative to:

- Operational/Procedural Security: Overseeing managerial policy decisions through reporting hierarchies
- Personnel Security: Assisting in the hiring of employees with background screening; conducting training and security briefings; and monitoring separation of duties and employee separations
- System Security: User access and authentication controls, assignment of privileges, hardening, backups, maintaining file and file system integrity, monitoring processes, log keeping, and auditing
- Network Security: Protects network and telecommunications equipment, safeguards network servers and transmissions, combats eavesdropping, controls access from un-trusted networks, firewalls and detects intrusions
- Product Development: Sprint Corporate Security reviews all new products and services. This ensures security is built-in from the ground up, not as an afterthought. Since Sprint has strategic alliances and third-party vendors, security considerations are made at the contract level. Contracts include the right to audit any of our vendors or partners for compliance with security policies
- Administration: Sprint Corporate Security reviews and updates information security policies on an annual basis.

## Awards and Recognition

Sprint has received industry recognition for its companywide security program. Specifically, Sprint was the only telecommunication company to be identified as employing **"Best Practice in Security Governance"** by the Aberdeen Group, a research and benchmarking firm serving global business and technology executives.

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

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ CAs must pass all tests
- ✓ Routing to Gold Star CAs

While other relay providers allow inexperienced trainees to process calls, Sprint only allows CAs who have passed all of the performance tests to be utilized as a CA and will route FRS calls to Gold Star CAs. Sprint's expectation is for 100% participation for all CAs processing Florida Relay calls in the quality assurance program including the annual performance-review process; the only exception should be if an employee leaves the company before the annual performance cycle is complete.

## Top 5 Reasons for Sprint's CA Skills and Testing

1) **Sprint's experienced and dedicated Quality Assurance Manager** Loraine Overland resides in Florida and will oversee all FRS quality programs and work cooperatively to resolve any concerns.

2) Sprint not only meets but often exceeds the minimum proficiency requirements including typing, grammar, spelling, written ASL-to-conversational English translation, familiarity with hearing and speech disability culture/language/etiquette, and clear and articulate voicing skills. Sprint will route all FRS calls to its **Gold Star CAs** to ensure the FPSC and FRS users are delighted with the level of service.

3) Sprint's Gold Star CAs will quickly and accurately type TTY relay messages ensuring **faster service and fewer billable minutes** on each call.

4) Sprint's Quality Assurance program – including the monthly independent typing test – have been designed based on our **past experience and detailed understanding** of the FPSC and FRS needs and expectations. We will ensure that our CAs achieve the performance standards.

5) Sprint's resources, such as independent testing providers, Sprint's Ethics and Compliance Department, and Sprint's Corporate Security Department provide **additional oversight and protection** that may not be available through other providers.

### Unsolicited Customer Testimonial

> *TRS CA was marvelous! He was kind, courteous, wonderful, with excellent typing. Very, very wonderful! High as possible... top notch!"*

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# Item 16. CA Training (RFP ref. B-8)

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ 80 hours of initial CA training
- ✓ Involvement of User Organizations
- ✓ STS, Spanish, and Customer Service training
- ✓ Significant ongoing training
- ✓ Automated CA software

Sprint knows that a well-trained CA will have the skills and tools to provide the best customer experience. The education and continued development of all CAs is an investment.

Sprint's training has evolved over 23 years in the relay industry. However, Sprint's commitment to quality service has never wavered.

Sprint's reputation as a TRS provider within the deaf, hard of hearing, deaf-blind speech-disabled communities, and the general public comes from our CAs' commitment to providing quality service.

**Sprint will provide a Florida Quality Assurance Manager and state-specific training** to our CAs on state-specific information including the names of local organizations, cities, and other common terms specific to Florida.

Relay calls for such a wide variety of customers can be challenging and Sprint's CA training tackles the challenge using an initial comprehensive training program, including classroom-based, computer-based, discovery-based, and experiential learning methods. CAs learn about relay users' cultures, the

evolution of relay products, regulations, policies, procedures and - most importantly - customer conversation and satisfaction skills.

Training has been developed in coordination and cooperation with the relay user communities. CA trainees must complete a series of scenario-based assessments, culminating in an on-the-job final assessment before graduating from initial training and handling relay calls.

Training does not stop after CAs have started processing calls.

CAs continue to receive regular ongoing training to improve their skills and knowledge. Ongoing training and quality assurance programs are used as incentives to encourage competition between CAs and call centers and encourage continued industry-leading quality.

**Training rooms allow CAs to experience all types of mock relay calls from the CA and relay user's perspective.**

**These positions can also be configured to take live calls in the event of a disaster for additional capacity.**

## Gold Star CAs

As noted in the previous sections, Sprint's intention is to route all FRS calls to our Gold Star CAs. While this training section summaries our overall training programs provided to all of our CAs, it is important to note that Gold Star CAs are not inexperienced CAs; it normally takes several years of training and experience for CAs to reach Gold Star status after initial training.

Our unmatched training and quality assurance programs are designed to develop more high-performing employees and to encourage the high-performing employees to maintain their status.

## Florida-specific Training

When Sprint begins offering TRS service for a new or returning State relay customer such as FRS, we provide training to our CAs on state-specific information including the names of local organizations, cities, and other common terms specific to the State.

Sprint welcomes feedback from the FPSC, FTRI, and other organizations on this Florida-specific training that will be given to all TRS CAs including the Gold Star CAs.

## Initial Training

Sprint has a comprehensive training program that has been designed to provide CA applicants with the tools and skills necessary to successfully facilitate TRS calls. Sprint's CA application is intuitive and contains on-screen prompts. This means less time is needed by CA trainees to learn to navigate the system and more time can be spent on customer-focused activities such as deaf culture, translating ASL to English, ethics, confidentiality, and overall customer care – as outlined in the figure below.

| **Administration and Testing (5.5 hours)** |
|---|
| From the first day of training, Sprint wants all CAs to know what is expected of them including ethics and confidentiality. This time is spent reinforcing all relay call center policies, as well as ensuring that each CA has mastered all objectives to process calls in accordance with contractual guidelines. |
| **Call Processing (30.5 hours)** |
| CAs fully understand the operation of the call processing terminal. This allows them to quickly and efficiently meet customer requests. Additionally, training focuses on teaching CAs to use correct procedures to process each call-type, billing methods, stress management, and how to handle emergency and hotline procedures. |
| **Role-play and Practice (24 hours)** |
| In order to become more proficient in the CA role, Sprint dedicates training time for trainees to receive both simulated and on-line call processing experience. |
| **Diversified Culture (20 hours)** |
| Sprint's Diversified Culture training module represents a commitment to ensuring that employees develop a sensitivity and understanding to relay customers. Sprint's Diversified Culture training was researched and written by a deaf college intern, utilizing a number of organizations and individual contributors. The Diversified Culture training module includes information about the needs of relay users. |

All of Sprint's training programs are developed using adult learning theories. Sprint incorporates various instructional methods to enhance the CA's ability to learn such as:

- Lectures
- Visual graphics
- Flow charts
- Videos
- Role-play scenarios
- Simulated on-line call handling
- Observation of live-call handling

Please see the following comprehensive outline of topics covered during Sprint's CA training.

| TRAINING TOPICS | | |
|---|---|---|
| **Orientation** | ○ Welcome and Introductions<br>○ Introduction to Each Other<br>○ Sprint Corp (or Vendor Company)<br>○ Sprint ahead<br>○ Values<br>○ Sprint Corp Overview<br>○ History of Sprint Corporation<br>○ Founders<br>○ Long Distance<br>○ Local Telecommunications<br>○ PCS | ○ Internet Services<br>○ Product Distribution<br>○ The Sprint Campus<br>○ Telecommunications Relay Service<br>○ What is Relay?<br>○ Relay Agent Training<br>○ Relay - Connect to Your Future Video<br>○ Observation Guidelines<br>○ How a Call Reaches Sprint Relay |
| **Connecting to Relay** | ○ The Role of a Relay Agent<br>○ Connecting to Relay<br>○ 711<br>○ Dedicated Toll-Free Numbers<br>○ Equipment<br>○ TTY<br>○ TTY Basics<br>○ TTY Etiquette<br>○ Closing a Conversation<br>○ Agent Responsibility<br>○ Call Set Up<br>○ Call Closing<br>○ TTY to Voice Closing a Conversation<br>○ Operator Role Closure<br>○ Operator Close Protocol Guide:<br>○ Disallowed Calls | ○ Sprint IP User Connects to Agent but wants Customer Service<br>○ Sprint IP Two Line VCO<br>○ Fed IP Relay<br>○ Fed IP Relay call processing<br>○ Fed IP Relay Reporting<br>○ Fed IP Relay variations<br>○ Sprint/Fed IP Relay International Calling<br>○ Sprint/Fed IP Variations<br>○ Sprint/Fed IP Fast Busy<br>○ Sprint/Fed IP 2-Line VCO<br>○ Sprint/Fed IP Conversation Lag Time<br>○ Sprint/Fed IP Interrupts<br>○ VM Greeting<br>○ Cellular and Wireless Phones<br>○ Video Relay Service |

| TRAINING TOPICS | | |
|---|---|---|
| | ○ Glossary of Abbreviations and Terms<br>○ TTY Practice Session<br>○ Auto-Corrected Abbreviations<br>○ Standard Abbreviations<br>○ Typing Variations<br>○ Internet Characters<br>○ Non-Baudot Supported Characters<br>○ Verbatim - Style<br>○ Contraction Spelling<br>○ Punctuation<br>○ Agent/Operator Role<br>○ SKSK<br>○ Background Noises While TTY user is Typing<br>○ Typing Monetary Units<br>○ 711<br>○ TTY Garble During Typing<br>○ XXX to Correct Typing Error<br>○ Other Communication Devices<br>○ Data Transmission Speed<br>○ Turbo Code<br>○ Turbo Code Interrupt<br>○ Enhanced Turbo Dial Through - (E-Turbo)<br>○ Disable Turbo Code Mode<br>○ ASCII - American Standard Code Information Interchange<br>○ ASCII Interrupts<br>○ Sprint IP - Internet Relay<br>○ Sprint IP call processing<br>○ Internet Relay variations<br>○ Sprint IP RELAY: Internet & IM access<br>○ 'GA' is optional<br>○ Sprint IP Standard Service Explanation<br>○ Text Flow<br>○ Interruptions without garble<br>○ Conversational flow<br>○ ASL Emoticons – Smileys – Text Message Abbreviations<br>○ IP Acronyms<br>○ Sprint IP Variations<br>○ 911 Emergency Calls<br>○ Spanish and French Language Service<br>○ International calling restrictions<br>○ Sprint IP | ○ Blackberry Devices and Pagers<br>○ TTY Public Payphone<br>○ Sprint National Relay<br>○ Sprint International (SI)<br>○ Inbound international calling<br>○ Sprint International Variations<br>○ Non-Standard TTY<br>○ Outbound International calling<br>○ Transfer Menu<br>○ Reseller call processing<br>○ CapTel<br>○ Relay to CapTel<br>○ CapTel to Relay<br>○ CapTel Transfers<br>○ Dedicated State CapTel Transfer<br>○ Alternate Languages<br>○ Spanish Language Customer Service<br>○ Relay Caller ID<br>○ True Caller ID<br>○ Per Call Block<br>○ Per Line Block<br>○ Permanent Call Blocking<br>○ Caller ID Blocking - True Caller ID – SS7<br>○ Connecting Variations<br>○ Misdialed Relay Phrase<br>○ Dialed 711 Instead of 911<br>○ 711 Spanish<br>○ Request for Relay Numbers<br>○ Cellular/Wireless problem reaching 711<br>○ 611/811 (LEC Service Access)<br>○ 700<br>○ 900 Numbers and Call Processing<br>○ Correctional Facility/Prison Calls<br>○ FAQS on the Use of Relay through Correctional Facilities:<br>○ Correctional Facility Call Processing<br>○ Relay Abuse |

| TRAINING TOPICS | | |
|---|---|---|
| | ○ Correctional facilities/Jails<br>○ Info Digit list | |
| **Overview of System and Equipment** | ○ System Overview<br>○ Login/Logout<br>○ Agent Profile<br>○ The Mouse<br>○ Clicking the Mouse<br>○ Dragging/Dropping<br>○ Copy/Paste<br>○ Drop Down Boxes<br>○ Lists<br>○ Radio Button<br>○ Scroll Bars<br>○ Sliders<br>○ Tables<br>○ Accessing a Program<br>○ Screen Displays<br>○ Call Handling Screen<br>○ Title Bar<br>○ Banner<br>○ Conversation Area<br>○ Disconnect Message Status<br>○ Color Scheme<br>○ Agent Text Transmission<br>○ Cancel Key<br>○ Information Bar<br>○ Profile<br>○ Help<br>○ Call Type | ○ Dial Window<br>○ Scratch Pad<br>○ Transfer Panel<br>○ Headset Panel<br>○ Status Bar<br>○ Record Feature<br>○ Function Keys<br>○ Block<br>○ Ctrl-Switch<br>○ Switch<br>○ The Keyboard<br>○ Alpha Keys<br>○ Call Handling Keys<br>○ Numeric Keys<br>○ Cursor Movement Keys<br>○ Arrow Keys<br>○ Backspace<br>○ Error Correction Function<br>○ Single Word Edit Function<br>○ Word Substitution Feature<br>○ Macros Table<br>○ Ctrl-Function Keys<br>○ Glossary of Telephony Terms<br>○ Background Noises<br>○ Voice Tones/Descriptive Words<br>○ Standard Abbreviations |
| **Phone Image (Tone of Voice)** | ○ Professional Phone Image<br>○ How phone image is created<br>○ Provide warm and friendly greeting<br>○ Conversational Tone<br>○ Voice Inflection<br>○ Audibility and breath control<br>○ Pitch<br>○ Quality<br>○ Operator Role<br>○ Relay Role<br>○ Relay Skills<br>○ Conversational Flow<br>○ Staying focused<br>○ Listening skills<br>○ Customer service skill<br>○ Coping skills<br>○ Phrases | ○ Voice Person Speaking in 3rd Person<br>○ Pacing the Voice Customer<br>○ Brief pacing phrases<br>○ Repeating information<br>○ Voice Customer does not say "GA"<br>○ Handling Interruptions<br>○ Voice Tone<br>○ How Phone Image is Created<br>○ Provide a Warm Greeting<br>○ Why Conversational Tone?<br>○ Transparency, Caller Control & Confidentiality<br>○ Rudeness, Types of<br>○ Create an Exceptional Customer Experience<br>○ Greeting<br>○ Announce<br>○ Closing |

| TRAINING TOPICS | | |
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| | ○ Background Noises<br>○ Voice Tones/Descriptive Words<br>○ Transparency and Caller Control | ○ Suggested Redirect Phrases |
| **TTY to Voice and Voice to TTY** | ○ TTY to Voice Introduction<br>○ Connecting to the outbound customer<br>○ Announcement<br>○ Explanation of service<br>○ Deaf or hard of hearing Explanation<br>○ International Announcement<br>○ TTY to Voice Procedures<br>○ TTY to Voice Specific Person Request<br>○ Variations Specific Person Request<br>○ TTY to Voice Answered TTY<br>○ Voice Person Not Available<br>○ TTY to TTY Call Release<br>○ TTY to Voice Ans. TTY (TTY to TTY)<br>○ TTY to TTY Specific Person Request<br>○ TTY to Voice No Answer<br>○ Types of Busy Signals<br>○ Redialing | ○ TTY to Voice Busy Signals<br>○ Regional 800<br>○ Voice to TTY<br>○ Voice to TTY Introduction<br>○ Connecting to the outbound customer<br>○ Voice Greeting<br>○ Vice call progress<br>○ Announcement<br>○ Voice to TTY call (Hearing Person Answer)<br>○ Explanation of service<br>○ Voice to TTY Procedures<br>○ Voice to TTY Specific Person Request<br>○ Voice to TTY Answered Voice<br>○ Voice to TTY No Answer<br>○ Voice to TTY Busy Signal |
| **Branding** | ○ Inbound Answer Type Branding<br>○ Database Branding | ○ Branding procedures<br>○ |
| **Recordings, Answering Machines, Pagers and AMR** | ○ Introduction<br>○ Recording Feature<br>○ Information Line Recording (TTY/Voice)<br>○ Touch Tone Dialing<br>○ Using Touch Tones (TTY/Voice)<br>○ Audio text interaction<br>○ Variations for Recordings<br>○ Record Feature Tips<br>○ TTY-Voice Recordings<br>○ TTY-Voice Recording Information<br>○ TTY-Voice Answering Machine<br>○ Variations: Ans Mach/Recording/Pagers<br>○ Voice Mail Retrieval | ○ AMR (Answering Machine Retrieval)<br>○ TTY-Voice Pager/Beeper (known)<br>○ TTY-Voice Pager/Beeper (unknown)<br>○ Voice to TTY Pager<br>○ Voice to TTY Answering Machine<br>○ Other Recording Variations<br>○ Voice Mail System<br>○ Privacy Manager/Call Intercept<br>○ Automatic Redial System Recordings<br>○ Switchboards<br>○ Redialing Voicemail thru Switchboard<br>○ TTY-Voice Asking for Specific Person<br>○ Live person On Ans Mach Redial |
| **VCO (Voice Carry Over)** | ○ VCO Introduction<br>○ VCO Announcement<br>○ VCO Service Explanation<br>○ VCO Equipment<br>○ Non-Branded VCO<br>○ Branded VCO<br>○ VCO No Answer<br>○ VCO Busy | ○ Reverse Two-Line VCO Intro<br>○ Reverse Two-Line VCO Procedure<br>○ VCO Variations<br>○ VCO comes in Voice Line<br>○ 2LVCO Conference Calls<br>○ VCO Requests Relay to give Relay #<br>○ VCO Privacy while leaving message<br>○ VCO Voice Mail Retrieval |

| TRAINING TOPICS | | |
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| | ○ VCO Privacy<br>○ VCO Answering Machine<br>○ Voice to VCO Answered TTY<br>○ Voice to VCO Answered VCO<br>○ Two-Line VCO (2LVCO) Intro<br>○ Two-Line VCO (2LVCO) Procedure | ○ 2LVCO Voice Mail Retrieval<br>○ VCO Types and Voices<br>○ Inbound Customer Requests VCO/HCO<br>○ VCO Requests CA gives name in notes |
| **Billing** | ○ Introduction<br>○ Local call description<br>○ Paid by Inbound Over Sprint Network<br>○ Toll Free Calls<br>○ Calls that Cannot Be Processed<br>○ COC (Carrier of Choice)<br>○ Paid by Inbound<br>○ Paid by Inbound Alternate Carrier of Choice<br>○ Alternate Billing (Intro)<br>○ Billing Options<br>○ Collect<br>○ FONCard (Sprint) Description<br>○ LEC calling card<br>○ Other long distance calling card<br>○ Paid by Inbound<br>○ Third Party<br>○ Carrier of Choice<br>○ Pre-paid calling cards<br>○ Billing Procedures<br>○ Calling Cards<br>○ Paid Billing with COC (TTY-Voice)<br>○ Paid Billing with COC (Voice-TTY)<br>○ TTY/Voice Pre-Paid Calling Card/800 Card<br>○ Voice/TTY Pre-Paid Calling Card/800 Card<br>○ Voice-TTY Collect<br>○ Specific Person Request | ○ Calling Card -- TTY Originated<br>○ Calling Card -- Voice Originated<br>○ Collect Calls<br>○ Collect Call Intro<br>○ TTY-Voice Collect<br>○ Specific Person Requested<br>○ Person-to-Person Call<br>○ Person-to-Person Call Processing<br>○ Collect Call -- TTY-Voice<br>○ Collect Call -- Voice/TTY<br>○ Third Party Billing<br>○ Third Party Billing Intro<br>○ 3rd Party TTY-Voice Billing Voice Number<br>○ 3rd Party TTY-Voice Billing TTY Number<br>○ 3rd Party Voice-TTY Billing TTY Number<br>○ Immediate Credit<br>○ Inbound tells wrong #<br>○ Agent dials wrong #<br>○ Marine<br>○ Roaming Feature<br>○ Restricted Roaming<br>○ Unrestricted Roaming<br>○ Billing Variations |
| **HCO (Hearing Carry Over)** | ○ HCO Intro<br>○ HCO Announcement<br>○ HCO Service Explanation<br>○ Speech Disabled "S"<br>○ Non-Branded HCO<br>○ Branded HCO<br>○ HCO with Privacy<br>○ HCO No Answer<br>○ HCO Busy<br>○ HCO-Voice Answering Machine | ○ Voice-HCO Answered<br>○ Voice-HCO Answered TTY (1) (2)<br>○ Voice-HCO recorded message answers<br>○ Two-Line HCO (2LHCO) Intro<br>○ Two-Line HCO Procedure<br>○ Reverse Two-Line HCO<br>○ HCO Variations<br>○ Inbound requests VCO/HCO<br>○ HCO User Requests to Speak |
| **Customer Database** | ○ Enhanced Customer Database Profile<br>○ Household Profile | ○ Customer Profile Introduction<br>○ Use/Edit/New/Delete Customer |

| TRAINING TOPICS | | |
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| | ○ Edit Household Profile<br>○ Navigating Customer Database<br>○ Household Profile Panels<br>○ Notes<br>○ Frequently Dialed Numbers<br>○ Personal Information<br>○ Preferences<br>○ COC<br>○ Restrictions<br>○ Blocked<br>○ Emergency #s<br>○ Speech to Speech<br>○ STS Messages | Profile<br>○ Verify Customer Password for Agent<br>○ Verify Customer Password -- CSR Only<br>○ Customer Profile Panels<br>○ Personal Info<br>○ Notes<br>○ Frequently Dialed #s<br>○ Preferences<br>○ Emergency #s<br>○ Speech to Speech<br>○ STS Messages<br>○ Database Profile Macros |
| **Directory Assistance** | ○ DA Intro<br>○ Interstate Directory Assistance<br>○ Intrastate Directory Assistance<br>○ Automated DA<br>○ DA City& State Given; Area Code Unknown<br>○ DA Variations<br>○ Sprint International<br>○ International Transfer Menu<br>○ Call Processing -- Calling to International Number | ○ Call Processing -- Calling from International Number<br>○ Sprint International Variations<br>○ Non-Standard TTY<br>○ Answered Foreign Language<br>○ Transfer Menu<br>○ 900 # Call Processing<br>○ 211/311/511 Requests |
| **Device to Device Calls** | ○ Device to Device Intro<br>○ Function Keys and Banner Messages<br>○ VCO to TTY and TTY to VCO<br>○ VCO to VCO<br>○ TTY to HCO and HCO to TTY | ○ VCO to HCO and HCO to VCO<br>○ HCO to HCO<br>○ Device to Device Variations<br>○ Alternate Call Type reaches recording |
| **Call Processing Variations** | ○ CA information<br>○ Area Code Only In From Number<br>○ Conversational Flow<br>○ Static or Poor Connection<br>○ Profanity towards Agent<br>○ Redialing<br>○ Young Children<br>○ Inbound Does Not Connect<br>○ Inbound ASCII<br>○ Charges Refused 800 Number<br>○ Tone Judgments<br>○ Repeating Information<br>○ Restricted Calls<br>○ Two calling from numbers<br>○ LEC Service Office<br>○ 611/811<br>○ Double Letters<br>○ Call Waiting Feature | ○ Request for Length of Call<br>○ Request Long Distance Information<br>○ T-V Call and V Requests Supervisor Call Backs for TTYs<br>○ Multiple Calls<br>○ Sensitive Topics<br>○ Suicide<br>○ Abuse<br>○ Illegal Calls<br>○ Answering Machines<br>○ Hangs Up Before Message Left<br>○ Do Not Type Recorded Messages<br>○ Answering Machine Full<br>○ Change Answering Machine Message<br>○ VCO Requests Leave Message 1st out dial<br>○ Leaving a Message V-TTY Ans V<br>○ Retrieving Messages from TTY V Ans |

| TRAINING TOPICS | | |
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| | ○ Conference Calls<br>○ Party Line Calls<br>○ Three-Way Calling<br>○ Hard of hearing Customer Ans TTY Line<br>○ Spanish Calls to TX Sp Speaking Agents<br>○ Request for Alternate Language<br>○ Caller Types in Alternate Language<br>○ Voice Customer Hangs Up During a Call<br>○ Variable Time Stamp<br>○ Customer Misdialed Phrase<br>○ TTY Customer Hangs Up During a Call<br>○ Non Standard TTY Capability<br>○ Relaying Internet Characters<br>○ TTY User Does Not Type GA<br>○ Dispatch Calls – Pizza, Taxi, Carry-out<br>○ Customer Referral Guidelines<br>○ V-T Calls answered by Fax<br>○ Customer Requests<br>○ Holding for Inbound prior to out dial<br>○ Request for Company Information<br>○ Request for Information<br>○ Request for M or F Agent<br>○ Request Specific Agent<br>○ Agent Knows Customer<br>○ Request for Relay Number<br>○ Customer Requests to Call Relay Service<br>○ Request for Calling From Number<br>○ Request Telephone Number Referral<br>○ Request for Date/Time<br>○ User Requests Agent to Modify Call | Mach<br>○ TTY Screener<br>○ Request to Leave TTY Message on Ans Mach<br>○ Recordings<br>○ Regional 800<br>○ TTY Requests "Dial That Number"<br>○ Recording with Relay Option<br>○ Alternate Call Recording Reached<br>○ English/Spanish<br>○ Pound<br>○ Touch Tone Phone<br>○ Advertisements<br>○ Do Not Type Recordings<br>○ Get Live Person/Rep<br>○ Conversation Being Recorded<br>○ Dial Number from Recorded Announcement<br>○ VCO<br>○ Conference Calls<br>○ Leave Relay Number<br>○ Voice Mail Retrieval<br>○ VCO Types and Voices<br>○ Prompting<br>○ Data Transmission Box<br>○ Prompting VCO on Hold<br>○ Requests VCO/HCO<br>○ HCO<br>○ Requests VCO/HCO<br>○ Alternate Call Type Recording<br>○ Bridge Left Open |
| **Call Take Over Procedures** | ○ FCC Rule<br>○ Protocol and process flow<br>○ TTY-Voice and Voice-TTY<br>○ ASCII | ○ VCO<br>○ VCO to VCO<br>○ HCO<br>○ VCO-TTY and TTY-VCO |
| **Customer Service** | ○ Functions<br>○ Language Services | ○ Procedures |
| **OSD** | ○ Operator Services for the Deaf (OSD) Functions | ○ OSD to TRS<br>○ TRS to OSD |
| **Transparency** | ○ Non-Emergency Calls<br>○ Emergency Center Evacuation | ○ Network Failure |
| **Emergency Call** | ○ Emergency Calls Intro | ○ TTY-Emergency TTY Call Release |

| TRAINING TOPICS | | |
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| **Procedures** | ○ Emergency Services<br>○ FCC Requirements<br>○ Emergency Call Processing<br>○ Emergency Reporting<br>○ TTY-Emergency<br>○ Voice-Emergency | ○ Internet-Emergency<br>○ Internet (IP) Emergency<br>○ Instant Messenger (IM) Emergency<br>○ Emergency Call Processing Variations<br>○ Emergency Form |
| **Federal Relay Service** | ○ FedRelay Intro<br>○ FedRelay Announcement<br>○ FedRelay Service Explanation<br>○ FedRelay Procedures<br>○ FedRelay call types | ○ FedRelay Confidentiality Policy<br>○ FedRelay Customer Information Requests<br>○ FedRelay Customer Contacts<br>○ FedRelay Reporting |
| **STS (Speech-to-Speech)** | ○ Speech To Speech Training Outline<br>○ STS Introduction and History<br>○ STS Description<br>○ Disabilities<br>○ Characteristics of STS users<br>○ Stereotypes<br>○ Clarifying Phrases<br>○ Phrases to Avoid<br>○ STS Phone Image<br>○ STS Agent Tools<br>○ Consistency<br>○ Patience<br>○ Ask Yes or No Questions<br>○ No Personal Conversation<br>○ Phrases You Can Use<br>○ Speech to Speech Alphabet<br>○ Transparency/Call Control/Confidentiality | ○ Ways to Reduce/Streamline Notes<br>○ Standard Abbreviations (STS)<br>○ STS-Voice<br>○ Voice-STS<br>○ STS VCO-Voice<br>○ Voice to STS VCO (TTY answer)<br>○ Voice to STS VCO (VCO answer)<br>○ STS VCO -- 2 Line VCO<br>○ TTY-STS<br>○ STS-TTY<br>○ Non-branded HCO to STS<br>○ STS-HCO<br>○ STS Hold Message<br>○ STS Call Takeover<br>○ Confidentiality and Transparency<br>○ Personal Conversations requests<br>○ Speech to Speech Variations |
| **Healthy Detachment** | ○ Healthy Detachment Intro<br>○ Objectives<br>○ Survival Skills<br>○ Relay Traps | ○ Perception<br>○ Ways to Reduce Stress<br>○ Hospitality<br>○ Phrases |
| **Healthy Relay** | ○ A healthy approach toward Relay<br>○ Introduction<br>○ Objectives<br>○ Ergonomics<br>○ Stretching Exercises<br>○ Agent Reinforcement<br>○ Ergonomic Review | ○ Setting up Workstation<br>○ GUAM - Get Up and Move<br>○ Ergonomic Relief<br>○ Slowing the Customer Down<br>○ Overtime<br>○ Relaxation<br>○ |
| **Adult Learner** | ○ Understanding the Needs of the Adult Learner<br>○ The Learning Continuum<br>○ Use of Different Modalities<br>○ Adult Learning - Edgar Dale's Cone of Experience | ○ Modeling<br>○ Checking For Understanding<br>○ Guided Practice<br>○ Independent Practice<br>○ Summary<br>○ Evaluation |

| TRAINING TOPICS | | |
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| | ○ Elements of Lesson Design<br>○ Focus<br>○ The Adult Learner<br>○ Objective and Purpose<br>○ Input | ○ How to Give Effective Instruction<br>○ Questioning Guidelines<br>○ Feedback - Training and Coaching Technique<br>○ Trust in Management |
| **Assessing Performance** | ○ The Assessment Process in Training<br>○ Assessment Time - What is involved?<br>○ Practice Time<br>○ Spelling Test<br>○ Written tests<br>○ Side by side evaluations<br>○ Typing | ○ Acceptable Time Frame<br>○ Acceptable Is Relative<br>○ Ways to "Coach"<br>○ Feedback<br>○ Maintain Self-esteem and Motivate<br>○ Pass/Fail Guidelines<br>○ Introduce Assessment Form<br>○ Form Set-Up |
| **Introduction to Diversified Culture** | ○ Introduction to Diversified Culture<br>○ Objectives<br>○ Diversification<br>○ Who Uses Relay<br>○ Understanding Our Customer<br>○ Special Communication Needs<br>○ Pathological vs. Cultural View of Deafness<br>○ Characteristics of Deafness<br>○ The Deaf Community | ○ Why is there Deaf Culture?<br>○ Attachments:<br>○ What Do You Know About Deafness (Q)<br>○ What Do You Know About Deafness (A)<br>○ Myths About Deafness<br>○ Two Views of Deafness<br>○ Loudness Levels |
| **Deaf Heritage** | ○ History in Europe<br>○ History in North America<br>○ Alexander Graham Bell | ○ Edward Miner Gallaudet<br>○ Oral / Combined Debate<br>○ Timeline of Deaf History |
| **The Deaf Community** | ○ Introduction to the Deaf Community<br>○ National Association of the Deaf<br>○ Contributions to Society<br>○ Mainstreamed Schools | ○ American Athletic Assn. of Deaf<br>○ National Theatre of the Deaf<br>○ Assistive Devices<br>○ Gaining Acceptance in the Deaf Community |
| **The Deaf Community** | ○ Sign Language Interpreters<br>○ Different Communication Systems<br>○ Exposure to English<br>○ DEAF President Now<br>○ Attitude Changes toward the Deaf Community | ○ Changes in the Deaf Community<br>○ Working with a Sign Language Interpreter<br>○ Interpreting Standards<br>○ Equal Access<br>○ Cochlear Implant Controversy<br>○ |
| **American Sign Language Pt. 1** | ○ What is ASL?<br>○ History of ASL<br>○ ASL Recognized as Language | ○ Rules of ASL<br>○ Five Parameters of ASL<br>○ English vs. ASL Idioms |
| **American Sign Language Pt. 2** | ○ Evolution of ASL<br>○ ASL Syntax | ○ Translate ASL to English and Vice Versa<br>○ |
| **TTYPhony and TTY** | ○ First Teletypewriter | ○ TTY Courtesy |

| TRAINING TOPICS | | |
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| **Courtesy** | ○ Evolution and History of the TTY<br>○ Telecommunications Laws of Accessibility | ○ Development of Relay Service Market<br>○ |
| **Deaf Customers** | ○ Statistics from NIDCD | ○ Relaying for Deaf Customers |
| **Hard of hearing and Late Deafened Customers** | ○ Hard of Hearing and Late Deafened Customers<br>○ Characteristics of Deaf Customers<br>○ Assistive Devices for Deaf Customers | ○ Establishment of Self Help for Hard of Hearing People (SHHH)(Now the 'Hearing Loss Association of America' (HLAA)) |
| **Characteristics of late-deafened Customers** | ○ Establishment of Association of late-Deafened Adults (ALDA)<br>○ Relaying for late-deafened Customers | ○ Deaf Seniors<br>○ Military Veterans |
| **Characteristics of Deaf-Blind Customers** | ○ What Does Deaf Blind Mean<br>○ Assistive Devices for Deaf-Blind Customers<br>○ Relaying for Deaf-Blind Customers | ○ Deaf-Blind Pacing – allows the CA to slow down the transmission to the Braille machine |
| **Characteristics of Relaying for Speech/Cognitively Disable Customers** | ○ Speech-Challenged Customers<br>○ Assistive Devices<br>○ Physically and or Cognitively challenged Customers | ○ Traumatic Brain Injury<br>○ Stroke<br>○ Communication Related Effects |
| **Language Support** | ○ Spanish Language Support | ○ French Language support |
| **Characteristics of Relaying for Hearing Customers** | ○ Statistics | ○ Relaying for Hearing Customers |
| **Ethics and Confidentiality** | ○ Interpreting Standards<br>○ The ADA and FCC regulations for the Provision of TRS<br>○ Regulations pertaining to call content | ○ TRS Rules – Operator Standards<br>○ Relay Center Agreement Regarding Confidential Customer Information. |

Topics Covered During Training

## People Who Make It Possible

### Quality Assurance Staff

Sprint Relay Quality Assurance Managers, including Loraine Overland, coordinate all training curriculum and policies with the call center supervisors and trainers to ensure that consistent quality is maintained throughout the TRS network of relay centers. The Sprint Quality Assurance Managers and the call center training teams meet weekly to receive updates, discuss changes, and discuss concerns and how to address them. The training team is located in 10 locations across the country, and supports TRS, Captioned Telephone Service, and Customer Service. This team along with the support of the Location Managers, Supervisors, and CAs has just one goal: to provide excellent service to our customers.

### Direct Input from Users

Sprint listens to customers' feedback and takes proactive steps to implement changes to address suggestions and feedback. Sprint Relay does not develop training and consumer education programs for the Telecommunications Relay Service in isolation.

Sprint Relay contracts with members of the deaf, hard of hearing, and deaf-blind communities as well as individuals with a speech disability to jointly develop and present training for Telecommunications Relay Service. This is an important Sprint advantage.

Please see **Item 17** for a full list of organizations assisting in the development of Sprint training, including multiple organizations in Florida.

### Customer Testimonial

Recently, a Minnesota Relay customer offered the following observation as part of a letter of support for Sprint to be selected as the State's relay provider.

> *"Not only am I a member of the Moorhead City Council, but also a teacher. The well-trained customer service proffered by Sprint Relay is exceptional, to the point that I have suggested training our City staff with the same outstanding methods and style, with the total emphasis on customer satisfaction." Mari Dailey, Moorhead City Council, Minnesota*

## Initial Training Schedule

Initial training for Sprint CAs consists of 80 hours of curriculum, workshops, and exercises to train CAs to effectively meet the specialized communications needs of relay users who are deaf, hard of hearing, late-deafened, and those who have a speech disability.

| TRS TRAINING SCHEDULE | | |
|---|---|---|
| **DAY 1** | ▪ Welcome Packet/Important Numbers/Confidentiality Forms<br>▪ Building Tour, Lockers, Keycard check, Login Numbers<br>▪ Training Goals and Expectations<br>▪ What is Relay?<br>▪ Video: Making the Right Connection<br>▪ How We Got Here – Orientation - Why we're here.<br>▪ Contract Information<br>▪ Introduction of Training Workbooks<br>▪ TTY Overview/Abbreviations, Descriptive Words/Background Noises | ▪ ASL Introduction – ASL Workbooks<br>▪ Overview of System and Equipment<br>▪ Skills i.e. Typing, talking, listening, reading<br>▪ Enter Tour Preferences: Admin Presentation<br>▪ Connecting to Relay<br>▪ Intro to Diversified Culture<br>▪ Deaf Culture<br>▪ Deaf Heritage<br>▪ Headset Orientation<br>▪ Basic Call Processing Procedures (TTY - Voice)<br>▪ Observe Calls<br>▪ *Typing Practice/Tests if necessary |
| **DAY 2** | ▪ (TTY – Voice) – continued<br>▪ Role Play Introduction<br>▪ Review (TTY - Voice)<br>▪ TTY - VOICE PRACTICE<br>▪ Phone Image/Rudeness<br>▪ Detachment<br>▪ Expressive Typing<br>▪ Variations<br>▪ Diversified Culture: The Deaf Community<br>▪ Diversified Culture: Gaining Acceptance in the Deaf Community<br>▪ Deaf Culture: Quiz about Deafness | ▪ Observe Calls<br>▪ Continue Call Processing (Voice - TTY)<br>▪ Diversified Culture: Hearing Customers<br>▪ VOICE - TTY PRACTICE<br>▪ HR – Orientation presentation<br>▪ Review for Test #1<br>▪ Desensitization<br>▪ *Typing Practice/Tests if necessary |
| **DAY 3** | ▪ Review – Variations<br>▪ Branding<br>▪ Recording Feature<br>▪ Answering Machines/Answering Machine Retrieval (AMR)<br>▪ Control D Feature/ Pagers<br>▪ Voice Mail | ▪ Pagers/Beepers<br>▪ Practice Role Plays<br>▪ Observe<br>▪ Administer Test #1<br>▪ Diversified Culture: American Sign Language<br>▪ Diversified Culture: ASL Worksheets<br>▪ *Typing Practice/Tests if necessary |
| **DAY 4** | ▪ VCO - Non-Branded<br>▪ VCO - Branded | ▪ Diversified Culture: Hard of Hearing Customer and Late |

| TRS TRAINING SCHEDULE | | |
|---|---|---|
| | ▪ Practice Role Plays<br>▪ Privacy Feature (VCO)<br>▪ VCO Answering Machines<br>▪ Voice to VCO<br>▪ Two Line VCO<br>▪ Variations<br>▪ Diversified Culture: TTYphony & TTY History | Deafened Adults<br>▪ Practice Role Plays<br>▪ Observe<br>▪ Review for Test #2<br>▪ Typing Practice/Tests if necessary |
| **DAY 5** | ▪ Review<br>▪ Surveys (TTY - Voice and Voice- TTY)/ Observe<br>▪ Billing/ Immediate Credit<br>▪ Prepaid Calling Cards<br>▪ Roaming | ▪ Deaf Culture: ASL Worksheets<br>▪ ASL Workbook<br>▪ Practice Role Plays<br>▪ Administer Test #2<br>▪ *Typing Practice/Tests if necessary |
| **DAY 6** | ▪ Review<br>▪ Changing CAs - Video and Call Takeover Process<br>▪ Directory Assistance<br>▪ Sprint International/ 900 calls<br>▪ HCO - Non Branded<br>▪ HCO - Branded<br>▪ Voice - HCO<br>▪ HCO Answering Machines | ▪ Practice Role Plays<br>▪ ASL Translation – Presentation by staff interpreter or individual with experience<br>▪ Observe - Type<br>▪ Review for Test #3<br>▪ HR - Benefits<br>▪ *Typing Practice/Tests if necessary |
| **Day 7** | ▪ Review<br>▪ Practice Role Plays<br>▪ Customer Service<br>▪ Operator Services for the Deaf (OSD) | ▪ Device to Device<br>▪ Administer Test #3<br>▪ Observe - Talk<br>▪ *Typing Practice/Tests if necessary |
| **DAY 8** | ▪ Review<br>▪ Practice Role Plays - VCO<br>▪ Final - VCO Surveys/ Observe<br>▪ ASL Translation<br>▪ Customer Database (CDB) Features | ▪ Emergency/ Threats<br>▪ Help Screen Review<br>▪ Take Calls - assisted<br>▪ Review for Test #4<br>▪ *Typing Practice/Tests if necessary |
| **DAY 9** | ▪ Review<br>▪ Variations<br>▪ Practice Role Plays<br>▪ Return ASL Workbooks and Discussion<br>▪ Adherence/Trades/OT - OA Presentation | ▪ Administer Test #4<br>▪ Overview of Federal Relay<br>▪ Take Calls - assisted<br>▪ Review for Test #5<br>▪ *Typing Practice/Tests if necessary |
| **DAY 10** | ▪ Administer Test #5<br>▪ Final Review/ Questions & Answers<br>▪ Detachment<br>▪ Life After Training<br>▪ Complete Typing Tests if necessary | ▪ Graduation<br>▪ Take Calls<br>▪ Take digital pictures for Sprint ID Badge |

Training Schedule

## Speech-to-Speech Training

Sprint is the nation's leader in the development and offering of Speech-to-Speech Services and offers comprehensive training based on that experience.

### Qualifications

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

- 6 months of employment as a CA
- Recommendation and/or approval from Supervisor or Manager
- Proficiency in all areas of relay call processing including grammar, enunciation and vocabulary
- Hearing acuity test administered by an audiologist using calibrated equipment to perform a speech recognition test and pure tone test.

STS applicants who meet these qualifications receive additional training specifically on STS. Sprint's STS training is delivered by individuals with professional experience related to Speech Disabilities and/or consumer experts and is based on adult learning theories.

### Overview

STS applicants who meet all qualifications for the STS training program receive 8 hours of classroom training specifically on Speech-to-Speech Services.

Sprint's STS training program has been developed based on direct experience and consultation with Dr. Bob Segalman obtained during the initial STS trial conducted along with 8 years of experience processing STS calls.

The STS training outline includes specific strategies used to facilitate communication without interfering with the STS user's control over the call including retention of information at the user's request and verification of what is said to verify accuracy.

Tools available to STS CAs and STS CA applicants include:

- Audiotapes and videotapes featuring a variety of STS users with speech disabilities (It is important to note that these STS users have voluntarily provided recordings in order to promote the ongoing training of STS CAs and represent a broad range of levels of speech disability and include augmentative devices.)
- STS CA training guide, which details the history of STS, the role of the STS CA, comprehension strategies and confidentiality concerns.
- 10 hours of additional live observation and mentoring by seasoned, professional STS CAs.

An outline of Sprint's Speech-to-Speech training topics has been provided below.

| STS TRAINING TOPICS | | |
|---|---|---|
| **Sprint Values and Goals** | | |
| **STS Requirements** | • Audiologist testing<br>• | • Pre-Qualifications Met |
| **Introduction** | • Introduction to STS<br>• Diversified Culture<br>• Characteristics of STS users<br>• Speech Impairments Causes and Effects<br>• Assistive Technology | • Language vs. Speech<br>• Deafblind<br>• Cognitive Impairments<br>• Physically Challenged<br>• Speech Patterns<br>• Mentoring<br>• FCC Requirements |
| **Tools** | • Consistency<br>• Patience<br>• Coping/Desensitization<br>• Composure & Etiquette<br>• Communication Techniques<br>• | • Yes/No Questions<br>• Word Suggestions<br>• Spelling<br>• STS Alphabets<br>• Note Taking<br>• Phrasing |
| **Call Processing** | • Transparency<br>• Caller Control<br>• Confidentiality<br>• Call Set Up<br>• Call Observation | • Listening Skill Practice<br>• Voice Mute<br>• STS Variations<br>• Video Assisted STS<br>• Agent Change – *20 min. rule* |
| **Testing** | • Skills Quiz | • Written test<br>• Mentoring Evaluation |

STS Training Outline

## STS CA Evaluations

### *Hearing Acuity Testing*

Prospective STS CAs are required to pass a hearing acuity test administered by an audiologist using calibrated equipment to perform a speech recognition test and pure tone test. Each potential STS CA is required to score 92% or higher in each ear using a 50 word, W-22 or NU6 speech recognition test. Each STS CA is required to possess a hearing acuity of 20dB or less in each ear using a pure tone sensitivity test at 250 Hz, 500 Hz, 1000 Hz, 2000 Hz and 4000 Hz. Sprint's tests are conducted by a state-licensed, professional Audiologist certified by the American Speech-Language-Hearing Association with a Certificate in Clinical Competence in Audiology (CCC-A) using calibrated equipment for the speech recognition test and pure tone test.

### *STS Training Final Test*

In order to graduate STS training, trainees must demonstrate an understanding of all aspects of STS call processing as well as the ability to understand speech patterns of people with a variety of speech disabilities.

### *STS Performance Evaluation*

Once training is complete, a STS CA's performance is regularly evaluated through individualized surveys at least twice monthly. Supervisors evaluate each STS CA using a Performance Survey form while observing actual calls. The STS Performance Survey addresses many aspects of quality STS CA performance including listening skills, caller control, focus, and professional phone image. It should be noted that one of the two monthly Performance Surveys is assessed on TRS calls as STS CAs must maintain typing proficiency.

### *Quarterly Typing Testing*

As STS CAs may be required to process calls involving typing, Sprint ensures that each STS CA demonstrates the ability to type 60 wpm with 95% accuracy quarterly.

### *STS Quarterly Refresher Evaluation*

To ensure the STS CA understands the speech patterns of people with speech disabilities, an audio test is administered quarterly to all STS agents. This consists of CAs listening to audio spoken by individuals with a variety of speech disabilities. The audio listening refresher will test a STS CA's ability to understand a person with a severe speech disability, a moderate speech disability, a mild speech disability, and speech with an augmentative communication device.

## Alternate-Language CA Training Program

After completing initial training in English, bilingual CAs receive supplemental, specialized training to process Spanish or French calls. In order to be considered for an alternate language CA position, applicants must successfully achieve the following:

- Recommendation and/or approval from supervisor or manager
- Proficiency in all areas of call processing including grammar, enunciation and vocabulary
- Berlitz language assessment (Spanish only)

**ESPANOL**
**Examen de conocimiento / Proficiency Test**
Benchmark Levels 2, 4, 6, 8 / Niveles de Referencia 2, 4, 6, 8

**Querido Instructor,**
**Favor de evaluar el conocimiento del alumno**

**1 = bajo/poor; 2 = regular/fair; 3 = bueno/good; 4 = excelente, perfecto/excellent, perfect**

**Nombre del alumno / Student's name**_____**Fecha/Date**_____

**Nivel 2/ Level 2**

| | |
|---|---|
| ¿Para qué va Ud. al aeropuerto/al banco? | 1 2 3 4 |
| ¿Cómo se escribe su apellido? | 1 2 3 4 |
| ¿Qué tiene que hacer Ud. si quiere aprender Español? | 1 2 3 4 |
| ¿Qué hizo Ud. ayer? ¿Qué comió anoche? | 1 2 3 4 |
| Generalmente, ¿qué hace Ud. si tiene sed? | 1 2 3 4 |
| ¿Qué tipo de comida le gusta a Ud.? ¿Por qué? | 1 2 3 4 |
| ¿Qué hará este fin de semana? Explique en detalle. | 1 2 3 4 |

### Alternate Language Training Topics

The following topics are discussed during training:

| Additional Foreign-Language Training Topics |
|---|
| Appropriate Terminology |
| Pacing Phrases |
| Explanation Phrases |
| Translations conveying the concept rather than word for word |
| Macros |
| Cultural discussion |

## Customer Service Training Topics

Sprint will continue to provide a Customer Service team that is knowledgeable about all TRS products and services. Sprint's Customer Service team attends CA training and supplemental additional training addressing Customer Service specific duties, including, but not limited to the following:

*General Information and Referral*

- Provide referral information (e.g., websites or Customer Relations Manager contact)
- Distribute educational and outreach material
- Provide relay numbers for Florida Relay or other Relay states
- Provide appropriate phone numbers for employment questions
- Provide information on ADA and/or FCC rules regarding TRS

*Customizing Relay Experience*

- Enter preferred communication modes for TRS users
- Explain new enhancements offered by Sprint that TRS users may not be aware of that may make Relay calls more productive and customized based on the information provided by the customers.
- Establish Customer Profiles and provide written documentation (via email, fax, or mail) of the Customer's Profile, upon request.

*Equipment*

- Refer customers to companies that sell TTY's and accessories or software that emulates TTYs
- Make test calls to check customer's TTY, software or other equipment
- Practice with new relay users to help them become more familiar with their equipment and how to use it
- Provide computer settings for ASCII users

*Feedback on the Service*

- Accept compliments for CAs
- Document relay users' suggestions to improve service or provide additional features
- Accept and document complaints. Note: Escalate complaints to call center and/or Customer Relations Manager for additional consultation if not resolved immediately
- Enter trouble tickets; follow up with trouble tickets to resolve issue

*Long Distance Billing*

- Quote long distance and international rates for calls placed through TRS
- Open new Sprint LD accounts for relay users
- Assist TTY users with Sprint long distance bills
- Add updates to Sprint long distance accounts for TTY users
- Assist TTY users with their Sprint long distance bills when they are not a Sprint customer, but bill their relay calls through Sprint (casual billing)
- Send credit memos to LEC to adjust casually billed customers billing errors
- Refer carriers to Customer Relations Manager to set up Carrier of Choice agreements

## Ongoing CA Training

### Ongoing Diversified Culture Training

To continue to bring focus to serving relay customers and disability awareness, Sprint provides additional training in Diversified Culture in conjunction with each state's local deaf, hard of hearing, deaf-blind, late deafened and speech-disabled communities to identify knowledgeable presenters to promote ongoing training. These resources, in coordination with the Quality Assurance Managers and local Trainers ensure that all materials presented are appropriate to continuing to broaden employees' understanding and effectiveness.

Sprint will utilize live presentations, videos, audio recordings, role-plays, group activities, brown bag seminars, written materials, and/or discussion groups to deliver ongoing Diversified Culture training. As a part of ongoing Diversified Culture Training, each CA is required annually to review the ethics and confidentiality requirements and sign an agreement of understanding.

### Relay Procedure Refresher Training

Core relay processing skills are continually reinforced throughout employment and as a part of supplemental training programs. Sprint develops refresher-training programs and on-going training labs to ensure CA work skills are maintained and remain consistent with basic relay training.

Sprint CAs receive refresher training on correct relay procedures including system navigation, standard procedures, professionalism, and ethics. Depending upon the complexity of the training a decision is made to determine the appropriate delivery. Sprint has conducted ongoing training on many facets of TRS service, including, but not limited to:

- Interpersonal Skills
- Performance Coaching
- Healthy Detachment
- FCC Mandates
- Answering Machine Workshop
- Operation of Equipment
- Calling Card/Prepaid (Debit) Card
- Enhanced Turbocode
- Background noise
- VCO Call Processing
- Reverse two-line VCO
- Changing Relay Agents
- Cellular/Wireless
- Operator Services for the Deaf
- Positive Phone Image
- Organizational Communication
- Conflict Management
- Voice Inflection Workshop
- HCO
- American Sign Language
- ASCII Split Screen
- Specific Person, Dept., or Extension Requests
- Relay verbatim
- 2 Line VCO
- Information line recording
- TTY-to-TTY
- Alternate Billing

## Ongoing Internal Development

Sprint also provides additional training for CAs through the Sprint University, an in-house training organization that provides internal and external training programs for all Sprint employees. The foundation for all Sprint University training courses comes from 8 core dimensions, which reflect marketplace demands and define employee behavior, skills and knowledge necessary to Sprint's success:

- Leadership
- Communication
- Management
- Personal Effectiveness
- Professional Knowledge
- Global Awareness
- Customer Focus
- Team Approach

For Sprint, many training and skill development tools are created and managed by Sprint University, an award-winning, nationally recognized learning, development, and performance organization. Sprint University offers employees leading-edge enrichment opportunities, as well as extensive training in areas specific to their job requirements.

Sprint University uses a blend of learning methods to enhance employee skills such as its best-in-class performer-support solutions to imbed learning and tools into work flows for frontline employees to directly drive business performance improvement.

As a corporation, Sprint employees average **53 training hours annually**. This is significantly higher than other relay providers.

Sprint University supports **over 5,000 offerings** to all employees for personal, skill-based, and professional development available on demand, through its online training website. Sprint University supports a specialized online training center specifically designed to prepare employees for industry certification in technical areas, process expertise and project management. Sprint University provides millions of training hours each year.

The table below lists a small sample of classes currently offered.

| **Leadership** | | |
|---|---|---|
| Motivating Employees | Leading Business Execution | Communicating Vision |
| **Communication** | | |
| Interpersonal Communication Skills | Be a Better Communicator | High Impact Presentations |
| **Customer Focus** | | |
| Creating the Exceptional Customer Experience | Professional Skills for Customer Service Agents | Speaking to Customers with Confidence |
| Customer Driven Service | Customer Service Over the Phone | Value of Listening |
| **Team Approach** | | |
| All Inclusive Workplace | Being an Effective Team Member | Effective Intercultural Relationships |

Sample Sprint University Classes

### Tuition-Reimbursement

Sprint believes it is important to invest in the educational future of employees. Sprint currently offers an Educational Assistance program, which encourages eligible employees to continue outside educational courses for qualifying undergraduate and graduate expenses with company reimbursement, one-on-one counseling with experienced advisors, and discounted rates to many popular colleges and universities across the country.

### Sprint Internship Opportunities

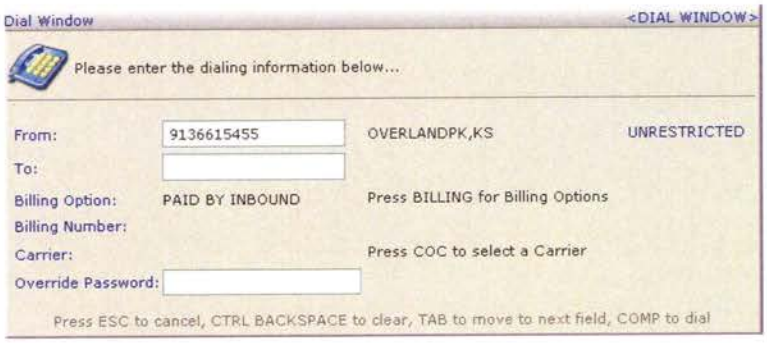
Sprint offers internship opportunities throughout the company for college students who have demonstrated academic commitment and success, leadership, and organizational involvement. Our internship opportunities are designed to provide individuals with first-hand experience in their area of study, as well as learn about Sprint's business operations and culture. The interns are mentored and coached by individuals in their respective organizations, and have the potential for future internships or full-time opportunities with Sprint.

## Advanced Platform

Sprint Relay believes that TRS quality can only be as good as the training and tools provided to CAs. Sprint has completely redesigned our call processing software to meet the needs of both CAs and relay users. This new call processing software, referred to as "Phoenix" was designed and developed as a result of direct feedback from experienced TRS CAs and Trainers.

Sprint's Phoenix software is far more intuitive and automated than that used by some other TRS providers. Sprint's system automatically detects sequences of events and provides automated prompts to the CA and/or to the customer. With the Phoenix software, Sprint is able to train CAs to more effectively process TRS calls in a shorter time frame than other TRS providers who require their CAs to process calls manually.

Below is an example screen shot of Sprint's dialing window, which is automatically displayed when calls arrive at the CA position. The cursor is placed in the "To" field so the CA can immediately begin typing that number as the relay user provides this information. Billing options and carrier of choice are readily visible and can be modified easily by the CA. If the user has entered customer profile instructions, these fields are automatically entered as well.




The following figure shows a call processing comparison between Sprint and another provider for an inbound TTY relay call which rings but is not answered by the outbound party. This very basic call processing scenario shows how much more sophisticated and intuitive Sprint's software is and how much less the CA needs to memorize to complete steps.

| Call Processing Steps | Sprint | Hamilton[1] |
|---|---|---|
| CA accepts the call at the CA position and connects in correct mode | Automated | CA presses space bar, pauses, and then presses the space bar again |
| CA Greeting ("State RELAY OPR XXXXM/F NBR CALLING PLS Q GA") | Automated | CA presses CTL N |
| User types number to call | -- | -- |
| CA enters dialing info | CA types number | CA presses F5, CA types number |
| CA Reviews Customer's Profile | Automatically displayed | CA presses key to display |
| Dial number | One Key | One Key |
| Dialing confirmation (DIALING XXX-XXX-XXXX) | Automated | CA presses CTRL D |
| CA informs user that line starts to ring | One Key | One Key plus CA must count and manually type additional rings |
| Inform user if no answer after 10 rings | Automated | CA presses CTRL J |

Comparison of Call Processing Steps for Basic TTY to Voice Call

## CA Software

Sprint's Phoenix CA software is sophisticated and Windows-based and incorporates the following enhancements:

- **Easy navigation:** Sprint's Phoenix software can be manipulated through short-key keystrokes or a mouse, based on the preference of the CA. Phoenix also contains system-generated prompts, macros (pre-programmed phrases), and on-screen instructions.
- **Customizable:** CAs can select Color Themes, Font Sizes, Panel displays, preset volumes for Headset & Microphone Volume. These preferences are available immediately when the CA logs in.
- **Flexible:** CAs can adjust the CA microphone volume and each caller's volume independently.
- **Reliable:** Each Phoenix position and server communicates with a central alarming system that is automated. Tickets are automatically created and technicians can be paged.

[1] Hamilton's call processing steps obtained from Hamilton's training manual, as submitted in its March 2, 2009 West Virginia application to provide TRS.

## Online Help Screen

Sprint's Phoenix software also includes a "help panel" which enables the CA access to the information within a few seconds. While other relay providers direct their CAs to search for information in bulky binders, Sprint CAs can easily access this information directly from their terminal, without lengthy delays.

Sprint's online help screens provide a wealth of information for the CA, including the following topics:

- Contract Representative Info
- CA Identifiers and State Order
- Auto Correct List
- Background Noise List
- Branding Procedures
- Commonly Misspelled Words
- Ctrl Keys
- Customer Service Info
- DA Unknown Area Code
- Dial Window Abbreviations
- Disconnect Procedures
- Explanations
- FONCARD - Federal Relay
- IM Text Message Abbreviations and Emoticons
- Immediate Credit Procedures
- Info Digits
- Macro Definitions
- "Marine" Calls
- CA Phrases
- Phone Numbers
- Phrase Sheet
- Referral Information
- Standard Abbreviation List
- Standardized Notes
- State Abbreviation List
- Three Digit Dialing
- Time Zones
- Trouble Ticket
- Voice Tone List

CA Help Screen Topics

## Call Type Screen

Sprint's CA software also provides immediate access to call processing steps for specific call types. The screen shot (on the right) is an example of a CA-initiated 3-way call from a Voice user to a second Voice user to a TTY user (3rd caller).

Call type help can be displayed while actively processing a call or between calls. The CA can review call processing procedures at any time.

## Top 5 Reasons for Sprint's CA Training

1) Sprint's 80 hour initial training ensures CAs have all of the tools and skills necessary to succeed as a Communication Assistant. Sprint's training has been **developed based on user group input** in coordination with relay user organizations, schools, and individual users including many located within Florida.

2) Sprint will provide a **Florida Quality Assurance Manager and state-specific training** to our CAs on state-specific information including the names of local organizations, cities, and other common terms specific to Florida.

3) Sprint offers **specialized training for STS, Spanish, French, and Customer Service.**

4) Sprint's ongoing training far exceeds those of the competition with the average Sprint employee receiving **53 hours of ongoing training and development annually.**

5) Sprint's CA software is automated and intuitive which means CAs spend less time in training learning how to navigate the system and **more time on customer-focused areas** like Customer Service and Diversified Culture.

# Item 17. Staff Training (RFP ref. B-9)

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ 20 hours of initial Diversified Culture training
- ✓ "Beyond the Classroom" Approach
- ✓ Involvement of Florida user organizations
- ✓ Sprint Relay Training Resources
- ✓ Annual training for all staff

Sprint employees receive training on the unique nature of the relay industry and are sensitive to the culture, background, and language of the relay user communities.

Sprint's center staff, including management, participates in initial and ongoing training programs that emphasize inclusion and diversity.

Sprint's initial training program includes 20 hours dedicated to Diversified Culture.

Sprint's Diversified Culture training represents its commitment to ensuring its employees have sensitivity and understanding toward our relay customers. Sprint's Diversified Culture training was researched and written by a Deaf college intern utilizing a number of organizations and individual members, including many from Florida. The Diversified Culture training module includes

information about the needs of the deaf, hard of hearing, deaf-blind, seniors with a hearing loss, and people with a speech disability and was upgraded in 2013.

### Topics Covered during Diversified Culture Training

Please see the chart below for topics covered in Diversified Culture Training.

| **Initial Diversified Training Topics** | |
|---|---|
| **Introduction to Diversified Culture** | |
| ☎ Introduction to Diversified Culture<br>☎ Objectives<br>☎ Who Uses Relay<br>☎ Understanding Our Customer<br>☎ Special Communication Needs<br>☎ Pathological vs. Cultural View of Deafness<br>☎ Characteristics of Deafness<br>☎ The Deaf Community | ☎ Why is there Deaf Culture?<br>☎ Attachments:<br>▪ What Do You Know About Deafness (Q)<br>▪ What Do You Know About Deafness (A)<br>▪ Myths About Deafness<br>▪ Two Views of Deafness<br>▪ Loudness Levels |
| **Deaf Heritage** | |
| ☎ History in Europe<br>☎ History in North America<br>☎ Alexander Graham Bell | ☎ Edward Miner Gallaudet<br>☎ Oral / Combined Debate |
| **The Deaf Community** | |
| ☎ Introduction to the Deaf Community<br>☎ National Association of the Deaf<br>☎ Contributions to Society<br>☎ Mainstreamed Schools | ☎ American Athletic Assn. of Deaf<br>☎ National Theatre of the Deaf<br>☎ Assistive Devices<br>☎ Acceptance in the Deaf Community |
| **The Deaf Community** | |
| ☎ Sign Language Interpreters<br>☎ Different Communication Systems<br>☎ Exposure to English<br>☎ DEAF President Now | ☎ Attitude Changes toward the Deaf Community<br>☎ Changes in the Deaf Community<br>☎ Working With an ASL Interpreter<br>☎ Interpreting Standards |
| **American Sign Language Part 1** | |
| ☎ What is ASL?<br>☎ History of ASL<br>☎ ASL Recognized as Language | ☎ Rules of ASL<br>☎ Five Parameters of ASL<br>☎ English vs. ASL Idioms |
| **American Sign Language Part 2** | |
| ☎ Evolution of ASL<br>☎ ASL Syntax | ☎ Translate ASL to English and Vice Versa |
| **"TTYPhony" and TTY Courtesy** | |

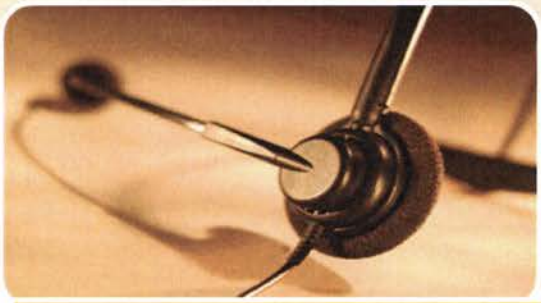
| Initial Diversified Training Topics | |
|---|---|
| ☎ First Teletypewriter<br>☎ Evolution and History of the TTY<br>☎ Telecommunications Laws of Accessibility | ☎ TTY Courtesy<br>☎ Development of Relay Service Market |
| **Hard-of-Hearing and Late-Deafened Customers** | |
| ☎ Hard of hearing and Late-deafened Customers<br>☎ Characteristics of Deaf Customers<br>☎ Assistive Devices for Deaf Customers<br>☎ Relaying for Hard of Hearing Customers | ☎ Establishment of Self Help for Hard of Hearing People (SHHH)(Now the 'Hearing Loss Association of America' (HLAA)) |
| **Characteristics of Late-deafened Customers** | |
| ☎ Establishment of Association of Late-deafened Adults (ALDA)<br>☎ Relaying for Late-deafened Customers | ☎ Deaf Seniors<br>☎ Military Veterans |
| **Characteristics of Deaf-Blind Customers** | |
| ☎ What Does Deaf-Blind Mean<br>☎ Characteristics of Deaf-Blind customers<br>☎ Assistive Devices for Deaf-Blind Customers | ☎ Relaying for Deaf-Blind Customers<br>☎ Deaf-Blind Pacing – allows the CA to slow down the transmission to the Braille machine |
| **Characteristics of Relaying for Speech and/or Cognitively Disabled** | |
| ☎ Speech-Disabled Customers<br>☎ Characteristics of Speech Disorders<br>☎ Assistive Devices<br>☎ Characteristics of Cognitive Issues | ☎ Traumatic Brain Injury<br>☎ Stroke<br>☎ Communication Related Effects<br>☎ Physical and of cognitively challenged customers |
| **Language Support** | |
| ☎ Spanish Speaking Customers | ☎ French Speaking Customers |
| **Hearing Customers** | |
| ☎ Statistics | ☎ Relaying for Hearing Customers |
| **Ethics and Confidentiality** | |
| ☎ Interpreting Standards<br>☎ The ADA and FCC regulations for the Provision of TRS<br>☎ Regulations pertaining to call content | ☎ TRS Rules – CA Standards<br>☎ Relay center Agreement Regarding Confidential Customer Information. |

Figure 1 - Diversified Culture Training Outline

## "Beyond the Classroom" Training

In 2013, Sprint implemented its "Beyond the Classroom" approach to expand our Diversified Culture training program.

As a part of this program, experienced CAs developed a list of questions for relay users about culture and experience. Our Outreach team took these questions to relay and CapTel users across the country and videotaped their answers. **The results were informative and enlightening and led to the addition of segmented training on people with a hearing loss and veterans.**



"What do you, as a Deaf person, think of Relay?"

"It is just incredible and very important because it builds bridge between Deaf and hearing people in terms of communication. The relay services greatly improved our daily lives."

Tracy Salaway, Gallaudet University Art Program/Director

This two-way communication between our CAs and customers ensure that we continue to build **greater understanding and sensitivity** to our diverse customer groups, including hard of hearing relay and CapTel users.

Sprint also provides tools and resources on an ongoing basis for CAs to continue to expand their knowledge of our customers, including the following:

- A **written ASL workbook** allows the CA to practice their skill of translating written ASL to conversational English and get direct feedback on their effectiveness. The Supervisor and CA review the workbook and the CA's ability to translate ASL to conversational English. The CA keeps this manual for future reference. CAs are supported by Supervisors who are trained and knowledgeable in deaf culture.

- **Movies highlighting deaf culture** are made available in training classes. Sprint routinely sponsors movies such as "See What I'm Saying" and the "I See the Crowd Roar: The Story of William "Dummy" Hoy." Sprint makes copies of these videos available to our CAs so they can get a better understanding of deaf culture.

- Sprint also encourages CAs and other Sprint Relay Personnel to take advantage of **local resources** (e.g., organizations, museums, festivals, outreach events) to increase their understanding of our customers. For example, the Sprint Relay Customer Service team has taken tours of the Deaf Cultural Center in Olathe, KS.

Video Customer Care team and Sprint Relay Personnel visit the Deaf Cultural Center in Kansas

***Ongoing Diversified Culture Training***

Diversified Culture is an integral part of ongoing Refresher Training including understanding the culture, history, technical advances, ASL, ASL translation, available equipment, relay users, articles from reliable sources and more. Depending on the topics covered, this Refresher Training may also contain a Checking for Understanding.

## People Who Make it Happen

Throughout our history of providing relay, we have recognized one important fact: it is critical to build solid relationships with organizations that serve relay users. As a part of these relationships, Sprint developed a comprehensive Diversified Culture program based on the input of national organizations, local organizations, educational institutions, and other resources to develop a comprehensive Diversified Culture training program that is still used today. These organizations include those seen in the figure below:

| National Organizations | Local Organizations and Educational Institutions | Other Related Areas |
|---|---|---|
| ▪ National Association for the Deaf<br>▪ Silent News<br>▪ Association of Late-Deafened Adults, Inc.<br>▪ American Speech and Hearing Association<br>▪ Hearing Loss Association of America<br>▪ Deaf Nation<br>▪ National Black Deaf Advocates<br>▪ Winter and Summer World Games for the Deaf<br>▪ Telecommunications for the Deaf, Inc.<br>▪ United Cerebral Palsy<br>▪ American Athletic Association for the Deaf<br>▪ National Theater for the Deaf<br>▪ Deaf Life | ▪ Gallaudet University<br>▪ National Technical Institute of the Deaf<br>▪ California State University at Northridge<br>▪ University of Arkansas-Dept. of Rehabilitation<br>▪ Florida School for the Deaf and Blind<br>▪ Clark School for the Deaf<br>▪ Local Deaf Clubs<br>▪ Florida Association of the Deaf<br>▪ Florida Telecommunications Relay, Inc. (FTRI)<br>▪ Local Deaf clubs<br>▪ Deaf/hard of hearing Programs (Mainstreaming) | ▪ Sprint State Advisory Boards<br>▪ State Contract Administrators (S.T.A.R.S.)<br>▪ Sprint Account Managers<br>▪ Individuals representing Speech-Disabled Community (Speech-to-Speech Service) |

Figure 2 – Sprint's Diversified Culture Program

***Ongoing Commitment to Florida Organizations***

Sprint will continue to work collaboratively with Florida consumer organizations in the upcoming contract to ensure we treat all Florida Relay users with respect and understanding. A key part of Sprint's ongoing relationships with consumer organizations is obtaining Customer Input. While some providers rely only on internal resources to develop and deliver Diversified Culture Training, we take a different approach. We recognize Florida organizations such as the FPSC, TASA Advisory Council, and FTRI and user organizations as the experts. Sprint listens to both customers and our employees for a relay service built on inclusion.

## Sprint Resources

Sprint works closely with the local relay user communities to identify knowledgeable presenters to assist with initial and ongoing Disability Awareness training. Our commitment to inclusion and diversity begins at the top. In 2013, Sprint's CEO Dan Hesse became the first Fortune 500 CEO to address the M-Enabling Conference. He shared Sprint's unique approach to providing functionally-equivalent services and our ongoing commitment to engaging experts and customers in the process. For example, Sprint announced that we are collaborating with United Cerebral Palsy to better enrich the lives of individuals with Cerebral Palsy through Sprint Relay Speech-to-Speech services.

Sprint Team at June 2013 m-Enabling Summit (Pictured from left: Justin Eddings (User Experience), Jennifer Crutchfield (Corporate Responsibility), Mike Ellis (National Director of Sprint Relay), Dan Hesse (CEO), Angela Officer (Sprint Relay), Natalie Clanton (Sprint Relay), Scott Freiermuth (Regulatory), Ray Rothermel (Regulatory)

Sprint's Diversity Council meets regularly and is comprised of senior leaders throughout the organization. The Diversity Council oversees our inclusion and diversity strategies and ensures that these initiatives are a priority. Sprint's Office of Inclusion and Diversity works to maximize our efforts as an inclusive company through work in three areas: employees, marketing, and supplier diversity.

## Sprint Relay Team

A key reason behind Sprint's success in the relay industry over the past 23 years is the direct involvement of the deaf and hard of hearing employees in our product. Our team is comprised of individuals who are daily users of the service and who have greatly influenced the development and quality of Sprint's products and services.

These employees, along with their spouses, children, parents, and siblings, have the same communication needs and concerns as that of the communities served. The Sprint Relay team lives and works within the communities we support. As daily users of the relay services, we are **fully committed** to the pursuit of true functional equivalency and doing everything in our power to provide the best service possible.

Sprint will hire an **in-state Customer Relations Manager** to support FRS. Hiring preference is given to those with knowledge of the community or previous relay experience.

The following Sprint Relay personnel may also assist in the development and/or delivery of Sprint's Diversified Culture Training.

***Mike Ellis, Sprint Relay National Director***

As the National Director for Sprint Relay, Mike Ellis oversees the Sprint Relay team, which is focused on developing and maintaining relationships with relay customers, sales/marketing, and increasing accessibility through innovative products and services. As a late-deafened adult, Mike uses CapTel and Video Relay Service with Voice Carry-Over (VCO). He is fluent in American Sign Language (ASL) and has first-hand knowledge of the needs of relay users and uses relay services every day. In addition to leading the Sprint Relay team, Mike has become an advocate for people with disabilities. He has testified before the U.S. Senate Health, Education, Labor and Pension (HELP) Committee and members of the Gallaudet University community on the importance of using higher education opportunities as a way to foster future career prospects for individuals who are deaf or hard of hearing.

Mike was hired by Sprint in 1992 and has been recognized as a top performer several times, including the Sprint Legends Award for corporate and civic leadership. He has a Bachelor of Arts degree from Baker University, Baldwin City, Kansas and a Master of Arts degree from Gallaudet University, Washington D.C., received in 1986.

Mike Ellis, National Director for Sprint Relay, was recently named one of the **2014 "Employees of the Year"** by CAREERS & the disABLED magazine for his professional and advocacy efforts on behalf of people with disabilities in the workplace and in the community.

Ralph Reid, Vice President-Corporate Responsibility at Sprint, presented the award to Mike at the magazine's 22nd Annual Awards Ceremony in Boston on Tuesday, April 29, 2014.

## Sprint Relay Branch Managers

***John Moore, Customer Relations Branch Manager***

John Moore, one of two Customer Relations Branch Managers, leads a team of management-level Customer Relations Managers and the Care Support team. In his role, John facilitates customer communication including items such as planning of annual STARS meetings, inclement weather status updates, and technical updates. John began his career with Sprint in 1993 as a TRS Operations Supervisor. After 2 years, he was promoted to Account Manager.

John, who is hard of hearing and fluent in ASL, is an active member of the community. He has previously served as the first Chairman of the Board for the Northeast Deaf and Hard of Hearing. John is also the **President of Sprint's REAL DEAL Employee Resource Group.** He received a Bachelor's Degree in Social Science from San Jose State University.

***Maggie Schoolar, Sprint Relay Sales Branch Manager***

Maggie Schoolar is the National Branch Manager for Sprint Relay Sales. She is responsible for strategic planning and execution of Sprint Relay's objectives and ensuring contract compliance and end user satisfaction. **Maggie was very instrumental in the Florida product and relationship during Sprint's last contract and looks forward to being engaged again to support the new term.**

Maggie is one of the most experienced sales managers in the industry with over 25 years of experience in the relay industry and was one of the original members of the Relay Texas Advisory Board that established Relay Texas in 1990. She has worked for Sprint Relay for 24 years, is a graduate of the University of Texas in Austin and a Sprint Diamond Award recipient.

***Mark Seeger, Customer Relations Branch Manager***

Mark Seeger, one of two Customer Relations Branch Managers, leads a team of management-level Customer Relations Managers. Mark has been serving the deaf and hard of hearing community for almost 30 years. After 7 years of experience at the Texas Commission for the Deaf as a Direct Services Program Specialist, Mark joined the Sprint Relay team in 1990 as the National Customer Relations Manager. In 2002, Mark transitioned to Sprint's Relay partner, Communication Services for the Deaf (CSD), as the National Director of Business Development. Recently, Mark has returned to Sprint as the Branch Manager of Customer Relations and Marketing.

**Mark will supervise the Florida in-state Customer Relations Manager.**

Mark is active in the deaf community including such distinctions as a lifetime member of the Registry of Interpreters for the Deaf, Board Member of the Texas School for the Deaf Foundation and was recognized by the National Association of the Deaf with the "Golden Hand Award". Mark has a Bachelor of Science Degree in Math Education from the University of Texas and a Master of Administration in Human Services from St. Edward's University.

***Mark Tauscher, Program/Project Management Branch Manager***

Mark Tauscher is the Branch Manager for Sprint Relay's Program and Project Management group. Mark, who is deaf, has over 18 years of experience in the TRS industry. He began his career with Communication Services for the Deaf in 1996 as a Customer Relations Manager. In 1998, Mark was promoted to Group Manager at the Ohio Relay Center. In 1999, Mark transitioned to Sprint serving as an Account Manager and was promoted to Business Development/Product Manager for Internet-based products. Mark now serves as the Branch Manager overseeing the development and implementation of Sprint Relay products and services for Sprint's wireline, internet, and wireless solutions.

Mark also serves as the Chair of the RLSA Interstate TRS Fund Advisory Council. Mark has a Bachelor of Science degree and a Master of Business Administration degree from the Rochester Institute of Technology.

## Sprint Relay Personnel

Sprint Relay personnel may also be engaged to assist with Diversified Culture training.

***Todd Bader, Customer Relations Manager II***

Todd Bader joined Sprint Relay over 20 years ago and has experience managing complex accounts for Sprint Relay. Todd has a Master's Degree in Business Administration and a Bachelor of Arts degree. He also has over 20 years' of experience relative to Outreach, Marketing and training on the Americans with Disabilities Act (ADA) requirements.

***Chris Blum, Account Manager***

Chris Blum joined the Sprint Relay team as the first international Account Manager in 2004. He helped establish Sprint Relay in New Zealand. A native New Zealander, Chris is Deaf and actively involved in the Deaf community on many levels, both professional and personal. Chris set up FYD (a leadership program and youth project) as Training Coordinator at the Deaf Association of NZ.

***Andrew Brenneman, Senior Account Executive***

Andrew Brenneman, one of three Senior Account Executives, is responsible for TRS and CapTel sales to State and federal customers. He began his career with Sprint Relay as an Account Manager in 1995 and was promoted to Sr. National Account Executive. He received a Bachelor of Science degree in Business Management from the Rochester Institute of Technology, and is a four-time recipient of Sprint's President's Club Award. Andrew has served as the Chair of the National Technical Institute of the Deaf (NTID) National Advisory Group (NAG) and is the first deaf alumnus to be appointed to the Rochester Institute of Technology (RIT) Board of Trustees. Andrew was named RIT's 2007 Distinguished Alumni and the 2010 RIT Volunteer of the Year.

***Kim Calabretta, Customer Relations Manager II***

Since 2004, Account Manager Kim Calabretta has served as Sprint's CapTel North Carolina Account Manager responsible for promoting CapTel and other relay services to hard of hearing consumers in North Carolina. She has received numerous awards from the Hearing Loss Association of America (HLAA), American Association of Retired Persons (AARP), Arts Access, and the Mayor's Committee for People with a Disability. Kim received her Master's

Degree at the University of Maryland in Rehabilitation Counseling and she received her Bachelor's Degree at Hofstra University in Psychology.

***Cindy Campbell, Customer Relations Manager II***

Cindy Campbell joined the Sprint Relay team as a CapTel Outreach Coordinator in 2005 and as a full time Customer Relations Manager in 2013. She has dual Bachelor degrees in Psychology and Social Work from Gallaudet University and a Master's Degree in Rehabilitation Counseling and Personnel from the University of Maryland. She is fluent in ASL and is active in the community. She is a member of the Hearing Loss Association of America, Hearing Loss Association of Oregon, Oregon Association of the Deaf, Emblem Club (Elks), Eastern Star, Daughters of the Nile.

***Liz D'Anna, Program Manager – Implementation***

Elizabeth (Liz) D'Anna, one of two Implementation Program Managers, has over 20 years of experience managing complex projects. She is Project Management Certified which includes integration, scope, time, cost, quality, human resources, communications, risk, and procurement management. She has a vast knowledge of TRS implementation experience including the launch of new services and trial services including the recent launch of Video Relay Service, Video Relay Interpreting, and CapTel in the country of New Zealand and Video Speech-to-Speech Services domestically.

***Emma Danielson, Customer Relations Manager III***

Emma Danielson, who is deaf, has 18 years' experience in the relay industry. She has held positions in a relay call center, customer service training, account management, and human resources at AT&T before joining Sprint Relay in 2004. At Sprint, she has been instrumental in exceeding state customer expectations and delivering top-notch outreach programs. Emma graduated from Penn State University with a major in Business Administration. Emma was promoted to Customer Service Manager III in August 2012.

***Scott Demarest, Austin TRS Location Manager***

Scott Demarest has been with Sprint Relay since its inception as the Center Manager for the Austin call center. In recent years, Scott has applied his in-depth knowledge of the Texas deaf and hard of hearing community to deliver a custom statewide Outreach program with the assistance of the Austin TRS call center management team.

***Bola Desalu, Customer Relations Manager II***

Bola Desalu has worked as the Customer Relations Manager for Relay North Carolina since 2009 and markets various types of relay services to the people in the state of North Carolina. She primarily hosts the exhibit booth at events and conferences as well as to provide relay services presentations. She holds a Bachelor's Degree in Marketing from the Rochester Institute of Technology and a Master's Degree in Social Work from the University of Pittsburgh. She is actively involved in numerous deaf organizations including North Carolina Association for the Deaf and North Carolina Black Deaf Advocates where she is the treasurer.

***Barbara Garcia, Business Development Manager III***

Barbara Garcia began her career with Sprint Relay in 1990 in the Austin TRS call center. Over the past two decades, she has supported all areas of the service including call center operations, State and national marketing, product development and wireless sales. In her current role, Barbara leverages her vast knowledge of relay users to develop and deliver industry-leading internet-based and wireless-based solutions for state and federal customers. Barbara is fluent in ASL. She has a Bachelor of Business Administration degree from the University of Texas in Austin.

***Tracy Goddard, Proposal Manager III***

Tracy Goddard joined Sprint Relay in 1993. Over the past two decades, she has supported all areas of the relay service including call center operations, traffic management, project management, product development, and sales support. In her current role, she responds to state, federal, and international bid opportunities for relay services. Tracy has an Associate degree in Fine Arts.

***Ken Goulston, Wireless Sales Executive II***

Ken Goulston, who **resides in Florida**, is one of two Wireless Sales Executives for the Sprint Relay Store. He sells wireless devices and plans for deaf and hard of hearing customers including State Equipment Distribution Programs. Ken was born deaf and is fluent in American Sign Language. He joined Sprint Relay in 1998 and has a Bachelor of Science degree in Business Administration from California State University Northridge (CSUN). He is a member of the National Association of the Deaf and Florida Association of the Deaf.

***Aparna Lele-Balchandani, Customer Relations Manager II***

Aparna Lele-Balchandani, who has been deaf since birth, came to New Jersey in 2006 from Oregon, where she was the Account Manager for Oregon Telecommunications Relay Service. Originally from the Boston area, Aparna graduated from Model Secondary School of the Deaf and earned a Bachelor's degree in Psychology from Gallaudet University. She has worked primarily in the telecommunication industry with companies such as Wynd Communications and CPB/WGBH National Center of Accessible Media.

***Missy McManus, Customer Relations Manager II***

Missy McManus, who is deaf, joined Sprint Relay in 2003. Responsible for the day-to-day management of state relay contracts and outreach, she excels at fostering customer relationships, communicating effectively, developing innovative outreach approaches, and meeting state and federal reporting expectations. Prior to joining Sprint, Missy promoted captioning including helping to develop captioning guidelines for captioning agencies across the United States. She graduated from Gallaudet University with a Bachelor of Arts degree in 1991.

***Art Moore, Wireless Sales Executive II***

As one of two Wireless Sales Executives for the Sprint Relay Store, Arthur (Art) Moore sells wireless devices and plans for deaf and hard of hearing customers including State Equipment Distribution Programs. Art joined Sprint Relay in 1993 as an Account Manager. He has a Bachelor's degree from Gallaudet University and a Master of Business Administration from the University of Phoenix.

***Mary Beth Mothersell, Customer Relations Manager III***

Mary Beth Mothersell joined Sprint Relay in 1997 and was promoted to Customer Service Manager III in August 2012. Prior to working for Sprint, Mary Beth was a Career Development Counselor at the NTID at RIT. She earned her Master of Social Work degree from Syracuse University and is a Licensed Master Social Worker in New York State. She is also an actress and performed in the Bus and Truck touring company of "Children of a Lesser God." and television (credits include MacGyver, Throb, and a Citibank commercial). Mary Beth received the "Media Access Disability Awareness Award" from The California Governor's Committee for Employment of Disabled Persons and "The Communicator Crystal Award" for relay outreach videos.

***Angie Officer, Program Manager - Implementation***

Angela (Angie) Officer, one of two Implementation Program Managers, began her career with Sprint Relay in 1992. The National Business and Disability Council has recognized Angie as the NBDC's Silver Employee of the Year Award for exemplifying the council's philosophy that qualified people with disabilities make significant contributions to their employers. She was also named the 1996 Quota International Deaf Woman of the Year because of her commitment to making a positive difference in the lives of those who are in need. She was also named RIT's 2000 Distinguished Alumni for NTID and the 2013 RIT Volunteer of the Year Award. Angie served as a chairperson for NTID Alumni Association Board of Directors and has recently led the Sprint Relay "Beyond the Classroom" Diversified Culture training update. She has a Bachelor of Fine Arts degree in Graphic Design and Marketing from the Rochester Institute of Technology.

***Natalie Ryan, Customer Relations Manager II***

Natalie Ryan, a child of deaf parents, earned a Bachelor's degree in Marketing from the University of Mississippi in December of 2009. Upon graduation, Natalie relocated to Denver, Colorado to pursue a career with Sprint Relay, where she started as a Care Support individual for the Sprint Relay team in 2010. In 2011, she began working as the Federal Relay Agency Liaison/Outreach Coordinator. Natalie is fluent in ASL.

***Dennis Selznick, Business Development Manager III***

Dennis Selznick began his career with Sprint in 2003 supporting Relay Missouri's CapTel service. His recognized dedication to the CapTel service and meeting the needs of CapTel users resulted in a promotion to the CapTel Product Manager (Business Development Manager) position. In this role, he oversees the development and enhancement of CapTel services as well as the quality of the services provided. Dennis is a current member and former chairperson for both the Kansas Commission for the Deaf and Hard of Hearing (KCDHH) and the Hearing Loss Association of America, Kansas City chapter. He has a Bachelor of Science degree from California State University, Northridge.

***James Skjeveland, Senior Account Executive***

James (Jim) Skjeveland, one of three Senior Account Executives, has 21 years of experience in the relay industry and **will support the State of Florida**. Jim, who is hearing, has a deaf twin and many deaf family members. He is fluent in American Sign Language and is active in the community. He has a Bachelor of Science degree from the Minnesota State University - Mankato with graduate work completed at the University of Notre Dame. Jim was also recognized as the 2005 ICCM Global Call Center Manager of the Year.

***Chris Smith, Senior Account Executive***

Chris Smith, one of three Senior Account Executives, is responsible for TRS and CapTel sales to State and federal customers. Chris began his career in the NFL with the Kansas City Chiefs and has a very successful career in sales and management including the management of one of Sprint's first relay centers and an assistant coaching opportunity for Gallaudet University. Chris has a Bachelor of Arts degree from Notre Dame and a Master of Business Administration from Baker University.

***Kris Smith-Shipley, Customer Relations Manager III***

Kris Smith-Shipley joined Sprint Relay in 1998 and was promoted to Customer Service Manager III in August 2012. She has a total of 22 years of experience managing relay accounts and supporting outreach and marketing to the deaf and hard of hearing community. She has a Bachelor of Fine Arts degree from the Rochester Institute of Technology. Kris is also active in the community and serves as the Secretary and member-at-large of the NTID Alumni Association (NTIDAA), Board of Directors Rochester Institute of Technology/National Technical Institute of the Deaf.

***Chameen Stratton, Customer Relations Manager II***

Chameen Stratton, a graduate of California State University, Northridge (CSUN), began her Sprint Relay career as an Administrative Assistant in 2003. Since that time, she's worked her way through many different positions from Account Management to Product Development and most currently marketing with a specialized focus on Captioned Telephone. In 1998, Chameen received the CSUN National Center on Deafness' Humanitarian Award and the 2001 Flame of the Future Award from the CSUN Deaf Studies Department. Most recently, Chameen has been instrumental in providing

information into Sprint's "Beyond the Classroom" Diversified Culture Training regarding people with a hearing loss.

***David Strom, Customer Relations Manager II***

David Strom, who is deaf, began working with Sprint Relay in 2004. Since that time, he has held several positions including Government Account Executive, Sales Executive, Sprint Relay Store, and CapTel Marketing teams. Prior to his employment with Sprint, he worked for 15 years at the Rochester Institute of Technology (RIT) in several capacities; Career Opportunities Advisor, Employee Relations Administrator/Affirmative Action Coordinator, and Director of NTID Alumni Relations. David graduated from RIT with a Master of Science in Career and Human Resource Development.

***Lisa Ann Tom, Customer Relations Manager II***

Lisa Ann Tom joined Sprint Relay in 2006 as the Relay Hawaii Customer Relations Manager. With over 15 years supporting the deaf and hard of hearing community, she is active in the local community as a member of Deaf Women United and has previously served on the Hawaii Gallaudet University Alumni Association of the Deaf Board-at-Large, He Alaka'I' Wahine Kuli (HAWK), Hawaii Emergency Preparedness Executive Consortium Meeting – Special Health Needs Representative, Deaf-Blind Task Force, Asian Deaf Conference and National Asian Deaf Congress (Secretary and Junior board Member). Lisa Ann has a Master of Arts degree from Gallaudet University and a Master of Science and Bachelor of Science degrees from California State University, Northridge.

***Michelle Vicino, Customer Relations Manager II***

Michelle Vicino is a graduate of Rochester Institute of Technology who began her career with Sprint as an intern in 2003. Upon graduating from RIT with a B.S. in Marketing, she returned to Sprint as an Outreach Specialist in 2005. In 2009, she was hired as a full-time employee as the Customer Relations Manager for Connecticut, Vermont and Missouri. Her other responsibilities range from Social Media to Outreach Planning for proposals. Michelle is also active in the community and is affiliated with the Connecticut Association of the Deaf, Deaf Women of Connecticut, and Deaf Women of New England.

## Sprint Relay Outreach Coordinators

In addition to the Sprint Relay team listed above, we contract with users of the relay service all across the United States to perform community outreach promoting public awareness and education. Sprint honors communication diversity. Rather than a "one size fits all" outreach approach, Sprint often engages people with the same communication challenges to educate the community. Throughout our 23 years of providing relay services, the spectrum of relay users has expanded exponentially. Unlike other providers who have held fast to the old-fashioned method of forcing one person to represent a unique consumer base, Sprint Relay approaches communication access respectfully, without preconceptions, and with openness to learning new things.

When possible, we engage contractors with the same communication needs as the people we serve. This approach has been highly effective and well-received by the communities. **Sprint has well over a hundred Outreach Contractors** who themselves are deaf, have a hearing loss, a speech disability, low vision, or have experience working with the relay user community. **Sprint currently utilizes 3 Outreach Coordinators in Florida to support CapTel in Ft. Myers, West Palm Beach, and Riverview.**

## Additional Sprint Resources

Diversity and inclusion are woven into every aspect of Sprint's workplace culture and are clearly reflected in our non-discrimination policy and are a key focus of the Sprint Employee Code of Conduct, the Sprint Imperatives, and Sprint's i-Comply ethics certification. Annually, **all Sprint employees receive mandatory training** in Inclusion and Diversity. In addition, Sprint managers receive thorough diversity training through the Sprint Management Essentials training series, which focuses on Staffing, Compensation, Inclusion and Diversity, Equitable Treatment, Recognition, Harassment, Attendance Management, Corrective Action, Ending Employment, and the Sprint Employee Code of Conduct.

Sprint also recently launched the REAL DEAL, an **Employee Resource Group** for all Sprint employees with disabilities and their co-workers. The acronym REAL DEAL stands for Resourceful, Empowering, Awareness, and Limitless (REAL) for Disabled Employees Accessing Life (DEAL). The Employee Resource Group provides an opportunity for networking and interaction among those with common concerns or interests, and provides input and feedback to the company so we can better serve an increasingly diverse customer base.

## Additional Resources within the Relay Call Centers

Sprint Relay has management-level employees throughout its own call centers that possess extensive experience in the field of deafness, or are native ASL users or certified Interpreters. This combination of in-house expertise and external resources allow Sprint Relay to comply with Relay requirements. Many of the centers have staff that can sign and are active in the communities we serve.

### Communication Services for the Deaf

**Nancy Soyring**, who is fluent in ASL, joined CSD in November of 1996 as receptionist, during the start-up of the Minnesota Center. She became HR manager in March 1998, Center Manager in April 2001, Regional Manager in September 2007, Regional Director of TRS operations in October 2009, and VP of CSD Relay in June 2010. Nancy received her Call Center Industry Advisory Council Certification (CIAC) for Call Center Operations Management in 2006 and was recertified in 2009. She has past work experience in banking and the medical field. She received her degree from Interstate Business College in Fargo, ND. Nancy is involved in the community through foster/respite care as well as in her church.

**Gerald D Geist, Jr** received his Bachelor of Arts in Biology from Gallaudet University in 1988. After graduation, Jerry's internship as a lab researcher at the National Institute of Communication Disorder and Stroke became a permanent position with the National Institute of Health in Bethesda, Maryland. Later, Jerry joined the Peace Corp and was sited in Ecuador, South America. There Jerry had dual roles, as Deaf Education Trainer and consultant. As a Deaf Education Trainer, Jerry taught and worked with a few counter-partners on teaching methodology for High School students. As a consultant, Jerry coordinated with the National Federation for the Deaf in Ecuador. Jerry was vital in converting the deaf local club into a deaf association recognized and approved by the Ministry of Social Welfare. Jerry also assisted a few Deaf Ecuadoreans in revising organizational constitution and bylaw of the newly formed national Deaf organization, National Federation for the Deaf in Ecuador was eventually recognized by the Ministry. Jerry joined CSD in November of 1996 as a Relay Supervisor. In April of 2004, Jerry was certified satisfactory completion and mastery of the Supervisory Masters Series Curriculum of The Call Center School. Jerry also works as an American Sign Language instructor and is an asset to our call center employees.

Sprint

CapTel, Inc.

**Pam Frazier**, Call Center Director at CapTel, Inc. joined Ultratec, Inc. in 1991 as a Customer Service Representative. Promoted in 1994 to Marketing Specialist and continued to work in the Marketing department as a Supervisor in 1996 and then promoted to Marketing Manager in 1998. Starting in 1999, Pam worked in a dual role as Marketing Manager and assisting with development and testing of Fastran and CapTel technologies. This included setting up and coordinating Fastran Trials with Sprint Relay plus CapTel trials, setting up call center operations, and training of all call center positions. In 2002, she was promoted to Director of the CapTel Call Center in Madison, Wisconsin.

Pam received her Bachelor of Science degree in Marketing from Ball State University, Muncie, Indiana in December 1990. Ms. Frazier is a hearing child of deaf parents, has a sibling who is deaf, is fluent in American Sign Language and experienced in deaf culture.

**Pamela Holmes**, who is hard of hearing, is the Director of Consumer & Regulatory Affairs and CapTel Customer Service at CTI. At Ultratec she works closely with government regulatory bodies, performs public speaking, and operates CapTel's Customer Service Department. Recently, she was appointed by President Obama and confirmed by the Senate to serve as a Member of the National Council on Disability (NDC). Pam brings considerable experience with communication access matters and an expertise in the Americans with Disabilities Act (ADA) to this new role as Board member.

Pam earned her Bachelor's Degree in English at Gallaudet University, Washington D.C., where she was on the Dean's List. She earned her Master's Degree in Deaf Education at the University of Tennessee in Knoxville, and was presented with the Graduate Fellowship Award.

## Top 5 Reasons for Sprint's Staff Training

1) Sprint offers **20 hours of initial Diversified Culture training** to all TRS call center staff that includes ASL, Deaf culture, the needs of hearing, speech and dual sensory impaired users, and ethics and confidentiality.

2) In 2013, Sprint expanded its Diversified Culture and now offers an interactive **"Beyond the Classroom" approach** which encourages relay call center staff to learn more about our customers.

3) Sprint's Diversified Culture training has been developed in coordination with relay user groups including **many Florida Relay user organizations**. Sprint will continue this tradition over the next contract.

4) Sprint has an **unmatched number of internal and external resources** who serve as invaluable resources in the development and delivery of Diversified Culture Training. The majority of our Sprint Relay management team is deaf or hard of hearing.

5) Sprint offers **mandatory annual training for all Sprint staff** on diversity and inclusion and offers resources for all staff such as the REAL DEAL Employee Resource Group (ERG).

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# Item 18. Counseling of CAs and Staff (RFP ref. B-10)

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Confidential Assistance for all relay staff
- ✓ Support from call center management
- ✓ Employee Assistance Programs
- ✓ Additional Support Programs
- ✓ Subcontractor Counseling Support

Our TRS customers count on us, especially in times of crisis. Remaining calm, unemotional, and professional when relaying calls involving abuse, death, violence, and other volatile situations can be very challenging for CAs who have no idea what to expect when they greet each caller.

At Sprint, we are fully committed to providing our CA and relay center staff with counseling and appropriate resources when needed. CAs are made aware of what is available to them and adhere to all confidentiality requirements.

Addressing the stress inherent in a relay call center job and achieving a healthy home-life balance not only improves personal productivity and employee health and wellness, but it leads to an overall improved work and home environment. We help our relay staff find a good balance and offer a range of programs and services designed to meet the needs of our diverse workforce. Among the programs we offer are:

- ☎ Healthy Detachment Training
- ☎ Counseling Programs
- ☎ Other Health and Wellness Programs

Sprint has been honored with the Gold Award for Healthy Lifestyles from National Business Group on Health for the last 6 years

- Family Assistance Programs
- Work/Life Benefits

## Relay Healthy Detachment Training

Sprint recognizes and understands that the Sprint Relay call center positions, including the CA position, can be stressful. As a part of the initial screening process, Sprint ensures that each applicant understands work expectations including confidentiality, ethics, courtesy, training requirements, scheduling, work environment, and compensation with candidates, and secures understanding at time of job offer.

### Initial Healthy Detachment Training

Sprint understands that each person is different. What may cause stress for one individual may be completely normal for another. As a part of initial training, Sprint conducts Healthy Detachment Training. As a part of this training, CAs and staff are trained to identify which subjects or words are their own personal "triggers." CAs are taught proven, effective techniques to deal with these triggers. Similar to watching a scary movie, many people are able to break the automatic emotional response by doing common actions, such as breaking eye-contact with the screen or even taking a deep breath.

Above all, Sprint Relay employees are taught to empathize with relay users while protecting their own emotional well-being. We have found over the past 23 years that CAs and relay staff that is able to relay with compassion, while maintaining a healthy detachment, are the most effective.

### Ongoing Healthy Detachment Training

Periodically Sprint provides additional "Healthy Detachment" training reminders and tips for dealing with stress. In addition to retraining and refresher training, Sprint call center supervisors annually meet with each individual CA to review performance and discuss concerns. At that time, the CAs review the confidentiality policy and signs a compliance statement acknowledging understanding. Likewise, all Sprint staff is required annually to complete a certification process acknowledging the importance of acting ethically and keeping customer information confidential.

## Healthy Detachment Counseling Procedures

Sprint has counseling procedures in place to immediately **address CA issues while maintaining the highest level of confidentiality** for our relay customers.

Sprint adheres to the following procedures:

- While on the job, if a CA or relay staff needs counseling, Supervisors and management staff are trained to work with the employee.
- Should a CA experience a difficult, emotional, or frustrating call, they may signal a supervisor or management personnel for support. The supervisor or manager provides support or guidance throughout the call. If necessary, the supervisor will recommend a call takeover, which is done only in compliance with Sprint's policies.
- If after the call or call takeover, the CA states that they had difficulty or appear visibly distressed or troubled by the incident; the supervisor or manager will provide continued support.
- Meetings between the CA and supervisor or manager take place in a closed and uninterrupted location, such as a conference room or office, and are conducted in a one-on-one manner to preserve confidentiality.
- Venting one's emotions and frustration is encouraged; however all existing rules regarding TRS Confidentiality are followed.
- All communication between the employee and supervisor or manager is held in the strictest confidence, and the content of relay calls is never discussed, including the names of callers involved.
- If the supervisor determines that the CA needs additional counseling, they will provide and encourage the CA to contact the Employee Assistance Program.
- Details of any conversation of this type will be kept confidential unless directed by a member of senior management for a legitimate business need.

## GuidanceResources

Administered by ComPsych, GuidanceResources is Sprint's free, confidential employee-assistance program. This program encourages employees to resolve problems that may or may not be work-related, including the emotional aspects of relaying calls. All communication between the employee and counselor is held in the strictest confidence, and the content of relay calls is never discussed, including the names of callers involved. Counselors are available 24 hours-a-day, 7 days- a-week by telephone and in person, or by appointment.

GuidanceResources also offers online and telephonic support related to a wide variety of topics, including legal and financial issues, relationship support, and health and safety information. Through GuidanceResources, Sprint employees also have access to confidential counseling sessions -- also provided at no charge to the employees.

In addition, GuidanceResources offers free concierge services for employees; GuidanceResources can assist with any number of personal tasks such as ironing out details of an upcoming vacation, finding a local day-care provider that meets an employee's needs, or even just tracking down that elusive new toy an employee wishes to purchase for a child's birthday. All of this is designed to help employees spend their valuable time doing what they want to do.

GuidanceResources Website

Please see below for an advertisement for Sprint's EAP program.

## Call ComPsych® GuidanceResources® anytime for confidential assistance.

Call: **888.303.3957**
Go online: **guidanceresources.com**
TDD: **800.697.0353**
Your company Web ID: **SPRINT**

Personal issues, planning for life events or simply managing daily life can affect your work, health and family. ComPsych® GuidanceResources® provides support, resources and information for personal and work/life issues. GuidanceResources is company-sponsored, confidential and provided at no charge to you and your dependents. GuidanceResources can help you and your family deal with everyday challenges.

### Confidential Counseling

*Someone to talk to.*

This no-cost counseling service helps you address stress, relationship and other personal issues you and your family may face. It is staffed by Guidance Consultants—highly trained master's and doctoral level clinicians who will listen to your concerns and quickly refer you to in-person counseling and other resources for:

- Stress, anxiety and depression
- Relationship/marital conflicts
- Problems with children
- Job pressures
- Grief and loss
- Substance abuse

### Financial Information and Resources

*Discover your best options.*

Speak by phone with our Certified Public Accountants and Certified Financial Planners on a wide range of financial issues, including:

- Getting out of debt
- Credit card or loan problems
- Tax questions
- Retirement planning
- Estate planning
- Saving for college

### Legal Support and Resources

*Expert info when you need it.*

Talk to our attorneys by phone. If you require representation, we'll refer you to a qualified attorney in your area for a free 30-minute consultation with a 25% reduction in customary legal fees thereafter. Call about:

- Divorce and family law
- Debt and bankruptcy
- Landlord/tenant issues
- Real estate transactions
- Civil and criminal actions
- Contracts

### Work/Life Solutions

*Delegate your "to-do" list.*

Our Work/Life specialists will do the research for you, providing qualified referrals and customized resources for:

- Child and elder care
- Moving and relocation
- Making major purchases
- College planning
- Pet care
- Home repair

### Identity Theft Services

*Professional support at a critical time.*

If you are the victim of identity theft, you may face overwhelming legal, financial, emotional and work/life challenges as you work to repair your credit and restore your good name. Our team of experts will assist you with all relevant issues related to your situation, including:

- Support from legal and financial professionals
- Counseling to address emotional issues
- Work/life assistance
- Referrals to a nationwide network of attorneys
- Referrals to self-help resources

### GuidanceResources® Online

*Knowledge at your fingertips.*

GuidanceResources Online is your one stop for expert information on the issues that matter most to you...relationships, work, school, children, wellness, legal, financial, free time and more.

- Timely articles, HelpSheets™, tutorials, streaming videos and self-assessments
- "Ask the Expert" personal responses to your questions
- Child care, elder care, attorney and financial planner searches

*Just call or click to access your services.*

**Your ComPsych® GuidanceResources® Program**

CALL ANYTIME
Call: **888.303.3957**
TDD: 800.697.0353
Online: **guidanceresources.com**
Your company Web ID: **SPRINT**

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To view the ComPsych HIPAA privacy notice, please go to www.guidanceresources.com/privacy.

Sample Flyer for Sprint's EAP

### Health and Wellness Insurance

In addition to the programs offered as a part of the Employee Assistance Program, Sprint offers its employees a generous health care benefit program, which includes mental health services. A variety of health care options enable employees to choose a plan based on covered services, network of doctors and out-of-pocket expenses. Relay center employees are encouraged to use the private health-care professionals as resources to ensure that they receive any counseling desired.

### Sprint Alive!

Sprint Alive! is a first-class comprehensive benefit for Sprint employees and their eligible dependents. It provides valuable programs and resources to help employees to improve their health, while also saving money. Sprint Alive! Nurse Advocates are available 24 hours a day, seven days a week and can provide medical information and assistance. Sprint Alive! also offers comprehensive ongoing programs to aid Sprint Relay employees, including a **Stress Management program**, which is completely confidential.

### Ethics Helpline

Sprint also provides an Ethics Helpline that is available 24 hours a day, seven days a week, 365 days a year, for Sprint employees to address their ethical questions and issues without fear of reprisal. The Ethics Helpline features local and toll-free phone numbers, an email address, a physical mailing address, and an anonymous feedback form, allowing employees to make contact in the way they feel most comfortable.

### On-site health and fitness services

Employees at Sprint's Overland Park, Kansas headquarters campus have access to an on-site health clinic. The clinic is also open to eligible dependents age 10 and up and offers acute-care treatment, physical therapy, and an on-site pharmacy. Employees in Overland Park, Reston and other key locations have access to on-site fitness centers with costs much lower than many off-site alternatives; some of these fitness centers are also open to eligible dependents.

### Sprint Get Fit Challenge

The Sprint Get Fit Challenge is a 12-week fitness program taking advantage of camaraderie, friendly rivalry, and social-media tools. The response from employees has been overwhelming. In 2011, more than 14,000 employees (representing over 35 percent of Sprint's employee base) registered to participate in an exciting challenge among co-workers. **In 2014, a team at the Austin TRS call center received first place in the company-wide challenge**.

## Time-off policies

Sprint employees can receive time off for a number of important life situations, such as personal concerns, medical conditions, and parental bonding as well as for vacations. Sprint has a formal Paid Time Off policy that permits employees to spend time away from their work duties for vacation, doctors' appointments, and other personal needs.

| PTO Accrual Rates for Full-Time Non-Exempt Employees: | |
|---|---|
| **Service** | **Accrual Rate** |
| 31st day to less than 2 years | 11.33 hours/month (136 hours per calendar year) |
| 2 years but less than 5 years | 14.66 hours/month (176 hours per calendar year) |
| 5 years but less than 10 years | 16.66 hours/month (200 hours per calendar year) |
| 10 years but less than 20 years | 18 hours/month (216 hours per calendar year) |
| 20 + years | 20 hours/month (240 hours per calendar year) |

Figure 1 – Sprint's Personal Time Offer Allowances

Part-time employees earn PTO based on the number of hours worked. Part-time employees working 30 or more hours per week earn 100% of the full-time monthly accrual. Part-time employees working 20 to 29.99 hours per week earn 75% of the full-time monthly accrual.

### PTO Donations

Sprint provides a program to permit and facilitate employees' desire to voluntarily donate their available earned PTO hours to eligible employees who may benefit from additional paid time off. The Internal Revenue Service allows this type of transaction in just two situations -- a "medical emergency" for someone within an employees work group or when the President of the United States has declared a major disaster and employees who live in the disaster area need assistance.

### Military Time Off

Sprint also supports employees who must take time away from work to participate in military training duty and extended active duty assignments. Sprint was named Most Valuable Employers for Military for a fifth consecutive year – CivilianJobs.com (May 2013). Also, Sprint ranked #2 in the top 10 list of Best Companies to Work for Veterans – CareerBliss (May 2012).

### Benefits promoting a work/life balance

Sprint offers employees a strong, competitive range of benefits that can help employees focus on their needs and the needs of their loved ones. Sprint benefits are available to employees as well as their spouses, opposite- and same-sex domestic partners, and the children of employees, spouses and domestic partners. In addition to multiple medical/prescription drug options, Sprint offers employees the opportunity to enroll in dental coverage, vision coverage, life insurance, accidental death and dismemberment insurance, Flexible Spending Accounts, short-term disability coverage (some automatically provided by the company, plus additional levels that an employee can purchase), long-term disability, a group-legal plan, critical-illness insurance, long-term-care insurance, auto insurance, home insurance, pet insurance and group-accident insurance.

## Support for Families

Employees with families often have special needs to consider, in particular, for children and aging parents. Sprint has a wide range of programs that provide support for our employees with families ranging from traditional benefits such as medical plans and life insurance to less common programs such as adoption assistance and benefits for opposite- and same-sex domestic partners.

#### *Adoption Assistance*

Sprint provides guidance as well as financial support for employees going through the adoption process. From an award-winning Adoption Assistance Program to pre-tax day-care contributions to tools employees need to guide them through the adoption process, Sprint is there to help employees and their families as they go through this exciting change. Sprint reimburses adoption expenses of up to $5,000 per child, for up to two children a year.

### Having a Baby

Sprint offers strong support for Sprint parents once they discover they are "expecting" a new child. Sprint's employee-wellness program (Sprint Alive!) and employee-assistance program (GuidanceResources) offer specific support options for expectant mothers and their families. Sprint Alive! offers a Maternity Program that provides important pregnancy-related information to help mothers-to-be make healthy decisions. Once enrolled, participants have access to

BabyLine, a 24-hour toll-free maternity nurse line. GuidanceResources offers guidance on topics such as diet and health, childproofing your home, adjusting to parenthood, and preparing siblings for a new baby. Expectant mothers and fathers both have the opportunity to take time off after the birth of the baby and can review their options with a Sprint benefits counselor. New mothers can review Sprint's Nursing Mother policy and then determine if their work location has dedicated New Mothers rooms or make other arrangements with their supervisor. Sprint wants to ensure its employees feel supported during this exciting time.

### Caring for an aging or seriously ill loved one

It's becoming increasingly common for employees to need assistance caring for aging parents. Sprint's Employee Assistance Program and Dependent Day Care Reimbursement Account offer assistance for employees struggling to take care of an aging or seriously ill loved one. GuidanceResources, Sprint's Employee Assistance Program, offers employees online and telephone support, as well as access to confidential counseling services, regarding a variety of personal issues, including the challenges of caring for an aging or seriously ill loved one. The Dependent Day Care Reimbursement Account helps employees reduce their taxes on funds that go toward elder care for a tax-qualified dependent.

### Family Medical Leave Policy

The Family Medical Leave Act (FMLA) allows employees to take unpaid time off to care for a seriously ill spouse, parent, or a person who acted as a parent while they were growing up. Under FMLA, employees can take a maximum of twelve (12) weeks away from work, if they are eligible. Sprint also offers FMLA-like benefits for employees needing to take leave to care for seriously ill domestic partners.

## CSD Call Centers

CSD follows Sprint's standard procedures for counseling CAs or other relay center staff. In addition, CSD also contracts with an outside Employee Assistance Program (EAP) provider to provide a wide array of independent and confidential support services for our employees. The Village Employee Assistance Program provides a service that helps assure emotional health and well-being of our employees. CSD employees may contact the Village to talk with an intake specialist who will then refer the employee to the appropriate counseling service that meets their specific needs. The Village counselors are required at least a Master's degree and have intensive training in the area of counseling.

Supervisors at the relay center have been trained on how to effectively refer an employee to the Village EAP when a situation comes up that requires professional counseling. The Village EAP is open 24 hours a day, 7 days a week and the employees can access the services via an 800 number (both voice and TTY).

Among the services provided through the Village are workplace counseling, relationship counseling, drug and alcohol counseling, emotional health counseling, financial counseling, legal consultation and educational workshops.

The Village has provided services to CSD employees since 1998 and the people employed at the Village are well versed with the nature of the Communication Assistant job as well as the other positions within CSD and are in a position to provide support to CSD employees. As part of their agreement with CSD, CSD provides deaf culture training to the EAP employees and the Village must provide access to all services to all employees.

The Village is aware of the utmost confidential nature of the job and Communication Assistants are trained not to release any information about any of the calls that they relay during any conversations, including those in counseling sessions. This system follows all of the confidentiality provisions outlined throughout the RFP.

## CapTel Counseling

Sprint has also worked with CapTel, Inc. (CTI) to ensure that all CapTel CAs have access to counseling assistance, when needed. CapTel provides complete and confidential captioning to all clients. From time to time, Captioning Assistants (CAs) may be confronted with calls of a highly emotional or frustrating nature. Although captioning these call is a necessary aspect of the position, CapTel remains committed to providing the CA with measured and appropriate support for expressing their emotional needs. In order to properly respond to a CA, while maintaining the highest level of confidentiality, the following procedure shall be adhered to:

Should a CA experience a difficult, emotional, or frustrating call, they may signal a CA supervisor, using a keyboard macro to request a call take-over. This should be done pursuant to the current policy regarding call take-over usage.

If after the call take-over the CA states that they had difficulty and appear visibly distressed or troubled by the incident, the CA Supervisor may forward the CA to a member of the Administration team, consisting of Human Resources, an Operations Supervisor, or the Operations Coordinator.

- Any meetings must take place in a closed and uninterrupted location, such as a conference room or office.
- Venting one's emotions and frustration is encouraged; however all existing rules regarding CapTel Client Confidentiality must be followed.
- Details of any conversation of this type will be kept confidential unless directed by a member of Upper Administration for a legitimate business need.
- Additional resources may be available from the Human Resources department.
- Should an employee express continued need after speaking to a member of the Administration team, the CA may be put in contact with a licensed psychologist.
- If the employee is full time and has benefits, CapTel's employee health benefits packages provide coverage for mental health needs.
- If the employee is not full time or does not have employee health benefits, arrangements will be made to connect the employee with a local mental health provider.

Sprint

## Top 5 Reasons for Sprint's Counseling of CAs and Staff

1) Sprint recognizes that processing relay calls can be emotional and stressful for all relay call center employees. Sprint makes assistance available for **all CAs and relay call center staff**.

2) **Supervisors and relay call center management staff** have been trained to assist CAs with the emotional aspects of processing relay calls in a manner that does not compromise customer confidentiality. Call center management is on-site to provide immediate assistance, as needed.

3) Sprint and its subcontractors provide confidential **Employee Assistance Programs** with professional counselors who can provide more in-depth assistance while ensuring customer confidentiality.

4) Sprint provides a host of **additional company benefits** to promote a healthy work/life balance and provide support to families of our employees.

5) Sprint has worked with each of its subcontractors to ensure that all CAs now have access to counseling. Programs for CSD and CTI call centers have been developed based on **Sprint's best practices**.

# Item 19. Procedures for Relaying Communications (RFP ref. B-11)

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Full content, context, and intent of conversation relayed
- ✓ Relayed according to state's procedures
- ✓ Ability for users to customize
- ✓ Monitoring Compliance
- ✓ Sophisticated Phoenix CA Software

Sprint CAs are trained to convey the full content, context and intent of the conversation. Nothing is edited or omitted from the content of the conversation or the spirit of the speaker.

**Sprint's professional, transparent service enables relay users to maintain full control of their call.** Sprint follows all call-handling preferences provided to the CA or registered as part of the Customer Profile.

For FRS users who have not expressed a preference for how their calls are handled, Sprint will provide service that **complies with the minimum requirements outlined in this section of the RFP**, as well as any federal standards set by the FCC.

To ensure that all requirements are met, Sprint **monitors compliance to ensure CAs are following all procedures for relaying communication.** Each CA is remotely monitored twice each month to ensure they are following protocol and being responsive to the needs of relay users.

To assist CAs, Sprint provides custom software that was designed by long-term, proficient CAs. This Phoenix CA software system offers automation and prompts.

Please see the sections below for additional information.

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ 4 digit CA number with gender
- ✓ Faster user complaint processing
- ✓ Automatic delivery for text users
- ✓ Read aloud to hearing users
- ✓ Monitoring compliance

Sprint CAs are identified by a four-digit number rather than by name. The number is followed immediately by "M" for male or "F" for female.

Sprint has established a method, based on the CA identification numbers, which allows relay users to easy note which CA handled their call. When the relay user wishes to praise the CA's performance or register a complaint, the relay user can ask for a Supervisor online or can contact Customer Service.

Sprint's identification numbers also contain call center location information, which provides **faster in-house processing of compliments and issue resolution**. In the event that Sprint receives a complaint or commendation regarding a specific CA, the four-digit identification number is used to identify both the call center and the individual CA.

**TRS CA Identification Ranges**

| | |
|---|---|
| 1000-1899 | Moorhead, MN |
| 3000-3799 | Overland Park, KS |
| 3800-3999 | Honolulu, HI |
| 7000-7599 | Austin, TX |
| 7600-7999 | Lubbock, TX |
| 8000-8499 | Syracuse, NY |
| 8500-8999 | Dayton, OH |

### Providing CA Identification Numbers

Sprint ensures that CA identification numbers are provided on each and every relay call and also provides the information when asked.

For text calls, Sprint's system **automatically sends the CA ID number** as a part of the CA greeting to ensure that each relay user receives this information.

**FRS OPR 1234M NBR CALLING PLS Q GA**

This CA identification number is also repeated at the end of each call.

**(PERSON HUNG UP) FRS OPR 1234M GA OR SK**

On voice-generated calls, the CA verbally states his or her CA ID number.

**FLORIDA RELAY OPERATOR 1234M MAY I HAVE THE NUMBER YOU ARE CALLING PLEASE? GA**

CAs also provide their identification number if a change of CAs is necessary during a call. For example, text users may receive a message such as:

**(OPR 4567F CONTINUING UR CALL) GA**

Sprint also provides relay users with their identification without delay, if requested during a call.

### Monitoring Compliance

It is important to provide the CA number on each and every call as this practice supports the relay user feedback process. Knowing that, Sprint conducts Performance Surveys at least twice each month to confirm that each CA provides his or her CA identification number. During these observations, the supervisor remotely accesses the CA's position to silently observe performance. The CA is not notified or aware when being monitored.

Additionally, providing CA numbers has also been evaluated as a part of the current independent testing conducted each quarter to each call center. In these 3rd party secret shopper test calls, evaluators note if the CA identification number is given as a part of the areas evaluated.

100%

**INDEPENDENT QUARTERLY TESTING CONFIRMS SPRINT CONSISTENTLY PROVIDES CA IDENTIFICATION NUMBERS.**

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**
- ✓ Real-time status provided on call status
- ✓ Feedback within 5 seconds
- ✓ Real-time updates
- ✓ Monitoring Compliance

Sprint provides real-time status updates to keep relay users informed on the status of the call at all times.

When the relay user provides the number to dial, **Sprint CAs are expected to dial the requested number within 5 seconds**. If the customer provides special instructions in the Customer Profile or as a one-time request, it may take CAs a little longer (up to 10 seconds) to review and dial the requested number.

As the number is dialed and throughout the call, text relay users are informed of call status using **real-time status updates**. The table below provides a small sample of call status updates offered by Sprint.

| STATUS | ACTION |
|---|---|
| Dialing Confirmation | When the CA dials the call, an automated message is sent to the text user that confirms the number to be dialed and the type of call (e.g., local, long distance, toll-free).<br>**DIALING LOCAL 123-456-7890** |
| Ringing | If the line rings, the CA presses a hot key which notifies the relay user. This timed macro continues to send additional rings until the next status update is entered. If the call is not answered after 10 rings, the relay user is prompted for additional instructions.<br>**RINGING 1 ... 2 ... 3 ... 4 ... 5 ... 6 ... 7 ... 8 ... 9 ... 10 ... STILL RINGING GA** |
| Busy | If a busy signal is reached, the CA will press a hot key that notifies the text user, such as:<br>**(LINE IS BUSY) GA** |
| Holding | If the text relay user is placed on hold, Sprint's software has a timed macro to keep the user informed. The CA initiates the |

| STATUS | ACTION |
|---|---|
| | macro and the system continues to send dots to maintain contact with the TRS user.<br>**(HOLDING ...,...,...,STILL HOLDING)** |
| Caller Disconnects | When the other party disconnects, Sprint will inform the caller:<br>**(PERSON HUNG UP) FRS OPR 1234M GA OR SK**<br>If someone hangs up while the TTY user is typing, Sprint also provides additional information to keep the user informed:<br>**PERSON HUNG UP <HOW LONG AGO> SECONDS AGO AND THE LAST FIVE WORDS RELAYED WERE <LAST RELAYED> FRS 1234M GA OR SK** |

## Call Status for Voice Users

Sprint's sophisticated CA software includes Voice Progression technology that allows hearing-capable callers (including voice, STS, and HCO users) to listen to the call as it is being dialed and answered.

## Monitoring Compliance

Sprint conducts Performance Surveys at least twice each month to confirm compliance with real time status updates, including the following areas:

- Was the correct number dialed within 5 seconds or appropriate message and seconds used when dialing number?
- Were the call steps relayed at time of occurrence?
- Were call changes relayed at time of occurrence?
- Were all appropriate macros used throughout the call?
- Was responsiveness and focus maintained?

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**
- ✓ Custom greeting options
- ✓ Other aspects of the call
- ✓ Monitoring Compliance

Relay users can personalize how Sprint CAs greet their called party and how to handle other aspects of the call.

Sprint encourages relay users to remain fully in control of his or her call. From the moment a call is answered until the last party disconnects, each Sprint CA does everything in his or her power to make the caller delighted with our service.

### Custom Greeting Options

Sprint allows callers to decide if they would like the relay service announced and/or explained to the called party. These options are available on a per-call basis or can be added to the Customer Profile.

#### *No Announce*

When a relay user asks the CA not to announce relay, the CA fully honors that request. CAs will not announce the call as originating from the Florida Relay Service, will not provide a CA identification number, and will not use standard relay scripts such as "Go Ahead." In other words, the CA processes the call without giving any indication to the called party that the call is a relay call.

#### *No Explain*

Relay users can also elect to have the CA not explain relay. When a relay user requests this option, the Sprint CAs fully honors the request. Instead of asking the outbound voice user if he or she has used relay (e.g., "Are you familiar with relay?" or "Have you received a relay call before?"), the CA will simply announce the call and begin relaying immediately, for example:

**"GOOD MORNING THIS IS THE FLORIDA RELAY SERVICE. THIS IS OPERATOR 1234. ONE MOMENT FOR YOUR CALL TO BEGIN."**

### *Modified Scripts*

Alternately, relay users can provide modified scripts for the CA to announce or explain relay services. This can be provided on a per call basis or in Customer Notes. When not provided or unclear, the CA will confirm the relay user's preferences:

**(HOW WOULD U LIKE UR CALL ANNOUNCED Q) GA**

The CA will follow any script provided by the relay user, such as:

**THIS IS MARY RETURNING A CALL. I NEED TO SPEAK TO THE NURSE**

Relay users can also elect to announce and explain relay services themselves. Sprint honors all of these requests and leaves full control with the relay user.

### Other Aspects of the Call

The relay user can also inform the CA of other areas of the call that they would like to handle directly, rather than the CA. For example, VCO users may wish to voice their own answering machine message rather than having the CA do it. Sprint honors all of these requests.

### Monitoring Compliance

Sprint conducts Performance Surveys at least twice each month to confirm compliance with real time status updates, including the following areas:

- Were call procedures changed as directed by customer?
- Was patience and flexibility demonstrated?
- Was politeness, professionalism, and friendly natural approach demonstrated?
- Was responsiveness and focus maintained?

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**
- ✓ Full context and content of call
- ✓ Summarization available, user control ensured

Sprint CAs convey the full content, context, and intent of the relay communication they translate. CAs will type to the TTY user or verbalize to the non-TTY user exactly what is said, verbatim, when the call is first answered and at all times during the conversation, unless either user specifically requests summarization or interpretation on an ASL call.

FRS users can be assured that Sprint CAs **will not interfere with the independence of the user** and that users maintain control of the conversation. If summarization is requested by either user, the request is relayed to ensure neither user objects to the summarization request.

### Monitoring Compliance

Sprint conducts Performance Surveys at least twice each month to confirm compliance with verbatim and summarization call processing, including the following areas:

- ☎ Was the message typed verbatim?
- ☎ Was the complete message read?
- ☎ Were call procedures changed as directed by customer?
- ☎ Was patience and flexibility demonstrated?

95-99%

**INDEPENDENT QUARTERLY TESTING CONFIRMS SPRINT CONSISTENTLY VOICES AND TYPES VERBATIM.**

Additionally, relaying verbatim has also been evaluated as a part of the current independent testing conducted each quarter to each call center. In these 3rd party secret shopper test calls, evaluators note both typing verbatim and reading the message verbatim. In the most recent testing period, over 99% of the messages were read verbatim and approximately 95% of the messages were typed verbatim.

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**
- ✓ "Explaining Relay" used
- ✓ Standard explanations
- ✓ Custom explanations
- ✓ User feedback
- ✓ Monitoring compliance

When Sprint explains relay, the CA informs the other party by typing or voicing the fact that they are "explaining relay" rather than relaying the full explanation.

When placing a call, Sprint announces the relay service to all called parties, unless requested by the calling party to do otherwise. For example, the call may be announced to voice users:

**"Hello. A Deaf or hard of hearing person (or name if given) is calling you through the Florida Relay Service. This is Operator XXXX. Have you received a relay call before?"**

If the caller says yes, the call begins and is processed as normal. If the caller says no, the CA provides a standard explanation based on the call type. Relay users may modify this for each call or in the Customer Profile.

| Florida Relay Service Explanations | |
|---|---|
| TTY | "The person who has called you is either Deaf or hard of hearing. They will be typing their conversation, which will be read to you. When you hear the phrase, "Go Ahead," please respond directly to the caller. The operator will type everything that is heard back to the caller." |
| VCO | "The person who is calling will be speaking directly to you. When he/she says the phrase "Go Ahead" that indicates they are done speaking and are ready for you to respond. When you talk, the agent will be typing everything heard back to the caller." |
| HCO | "The person is using the relay service to communicate with you. The caller will type their conversation and I will read it to you. When you hear the words "Go Ahead" it is your turn to speak and the caller will be able to hear you. Please speak directly to the caller and say "Go Ahead" when you are ready for a response." |
| STS | "The person who is calling you can hear and has a speech disability. They will speak directly to you and I will repeat what they say. When you hear Go Ahead, please respond directly to your caller. Please say Go Ahead, each time you are through speaking." |

## Individual User Customization

Sprint provides users the ability to customize the explanation including the following on a per call basis or in notes section of the Customer Profile:

- For the CA not to announce Florida Relay, which allows the user to elect to announce the call themselves
- For the CA not to explain how the relay service works, which allows the caller to explain in their own words
- For the CA to read a customer-specific greeting (e.g., "This is FRS CA 1234 with a call from Joe Smith.")

## User Feedback

Based on direct customer feedback, Sprint has modified its procedures for announcing relay to allow the use of the terms "deaf" and "hard of hearing." This measure has **reduced the number of times that the CA needs to explain relay by approximately 14%.** Testing shows that prior to the change, relay needed to be explained on 26% of the calls; after the change, CAs explained relay to only 12% of callers.

This change also **reduced the number of called parties who hung up by 8%.** Many people who are unfamiliar with relay may assume that it is a sales call. By offering a little more information as a part of the greeting, hang-ups during or immediately after the greeting were reduced during testing from 10% to 2%.

## Monitoring Compliance

Sprint conducts Performance Surveys at least twice each month to confirm compliance with explaining relay and notifying the other caller, including the following areas:

- Was explanation used appropriate to call type?
- Were call procedures changed as directed by customer?
- Were the call steps relayed at time of occurrence?
- Were the appropriate macros used throughout the call (e.g., (EXPLAINING RELAY))?

Additionally, confirming each caller is familiar with relay has also been evaluated as a part of the current independent testing conducted each quarter to each call center. In these 3rd party secret shopper test calls, evaluators note if the CA asks if the caller is familiar with relay.

**INDEPENDENT QUARTERLY TESTING CONFIRMS THAT THE CA CONFIRMS WITH EACH CALLER IF THEY ARE FAMILIAR WITH RELAY.**

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

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Conversational tone of voice
- ✓ Identifiable emotions and expressive typing
- ✓ 262 background noises
- ✓ Identify new speakers by gender
- ✓ Monitoring compliance

Sprint provides a natural and complete calling experience for our relay users. This includes the CA speaking in a conversational tone and relaying all items that may impact the call such as identifiable emotions, background noises, and new speakers.

All of these items are done automatically unless the relay user specifically asks for them to be turned off for the call or in the Customer Profile.

### Conversational Tone of Voice

Sprint CAs are taught to assess a TTY user's mood, emotion, and intent using specific cues. Sprint CAs relay the conversational manner using these cues to aid in conveying the spirit and meaning of the message.

Sprint relays calls so that the full context of the TTY user's message is clear. When appropriate, CAs will speak in a voice that conveys emotions such as excitement, happiness, anger, sadness, or surprise. Sprint CAs are dedicated to providing the best calling experience and will even sing Happy Birthday, if requested.

Sprint CAs receive both initial and ongoing training on this critical skill.

## Identifiable Emotions

Sprint is a pioneer in providing more information to the TTY user about the identifiable emotions of the other caller. Sprint CAs let the TTY user know any identifiable emotions observed. Sprint's process for keeping Florida Relay users informed of the tone and emotion was extremely well received when Sprint was the provider.

*Tone of Voice Descriptions*

Sprint has worked closely with the TRS user community to develop an appropriate list of words that convey the tone of the non-TTY user. CAs can easily select from these **almost 100 pre-approved phrases.** Sprint's Phoenix CA software makes it easy and fast for CAs to select and automatically send to TTY users (with no manual typing). Tone of Voice descriptions are also available in Spanish and French.

| Sample Tone of Voice Descriptions | | |
|---|---|---|
| (SOUNDS ANGRY) | (SOUNDS CONFUSED) | (SOUNDS MAD) |
| (SOUNDS BORED) | (SOUNDS EXCITED) | (SOUNDS NERVOUS) |
| (SOUNDS BUSY) | (SOUNDS FRUSTRATED) | (SOUNDS SICK) |
| (SOUNDS CARING) | (SOUNDS HAPPY) | (SOUNDS SLEEPY) |

If it is clear that the tone of voice is more emotional than the descriptive words can provide, the CA will further clarify. For example, "(SOUNDS ANGRY)" may be conveyed as "(VOICE GETTING LOUDER)."

*Expressive Typing*

Sprint CAs are also taught how to convey the voice user's emotion using different typing styles and punctuation. Expressive typing can create a more complete picture of the conversation. For example, if a voice user has a sarcastic tone of voice, the CA attempts to describe the sarcastic tone using expressive typing.

| Expressive Typing Examples | |
|---|---|
| Normal tone of voice | WHAT Q THAT'S JUST BRILLIANT MAYBE WE ALL SHOULD HAVE DONE THAT GA |
| Rude or sarcastic tone of voice | WHAAAT QQ (SIGH) THAT'S JUST BRILLIANT MAYBE WE ALL SHOULD HAVE DONE THAT (SOUNDS SARCASTIC) GA |

The CA exaggerates the words that are said with a rude or sarcastic tone of voice. Spaces can also be used to emphasize the words that the voice person stresses. Together, it is much clearer to see the intended message of the voice caller with the expressive typing.

## Background Noises

Sprint also provides background noise descriptions so that TTY users receive a truly functionally-equivalent service. As the CA hears and identifies sounds, the CA relays those to the TTY user.

CAs can quickly notify TTY users of background noises by selecting one of **262 pre-approved background noises** that is provided in the Phoenix CA software. These background noises are automatically transmitted to the user after being selected. These phrases are available in all languages including Spanish and French.

| Sample Background Noises | | |
|---|---|---|
| (BABY CRYING) | (DOOR SLAMMING) | (SNEEZE) |
| (COUGHING) | (EATING SOUNDS) | (TYPING) |
| (CRYING) | (KNOCKING ON DOOR) | (WATER RUNNING) |
| (DOG BARKING) | (LOUD TV) | (YAWN) |

## Identification of Voices

At the beginning of each call, the CA will type the gender of the speaking person to the TTY relay user. The CA informs the TTY user of the gender of the person speaking in parenthesis (M) or (F).

## Automatic Use of Features

Sprint CAs automatically speak in a conversational tone and relay all items that may impact the call such as identifiable emotions, background noises, and new speakers. Relay users who prefer not to receive these notices can tell the CA or register a Customer Profile. Sprint will honor all of these customer's preferences.

## Monitoring Compliance

Sprint conducts Performance Surveys at least twice each month to confirm compliance with these areas, including the following:

- Was natural voice inflection used reading TTY message?
- Was impacting and/or enhancing sounds and background info typed?
- Were descriptive words used?
- Was the typing style adapted to convey emotion (TTY)?
- Were call changes relayed at the time of occurrence (e.g., gender of caller)?

Additionally, using correct voice inflection has also been evaluated as a part of the current independent testing conducted each quarter to each call center. In these 3rd party secret shopper test calls, evaluators note if the CA correct voice inflections is used as a part of the areas evaluated.

**INDEPENDENT QUARTERLY TESTING CONFIRMS SPRINT COMMUNICATION ASSISTANTS CONSISTENTLY USE CORRECT VOICE INFLECTION.**

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

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**
- ✓ Notification of new users
- ✓ Gender identification
- ✓ Monitoring compliance

Sprint CAs will indicate to the user if another person comes on the line, if known. Sprint will notify TTY users by pressing a hot key that indicates to the TTY relay user the gender of the person (e.g., "(M)" or "(F)"). Voice users are also notified if the CA is aware that a new TTY user is on the line. Sprint also informs TTY users of the gender of recordings.

In addition, Sprint confirms that each new voice user that comes on the line is familiar with relay (unless the relay user has requested otherwise).

### Monitoring Compliance

Sprint conducts Performance Surveys at least twice each month to confirm compliance with this area, including the following:

- ☎ Were call changes relayed at time of occurrence?
- ☎ Was gender identification used when appropriate?
- ☎ Was familiarity of service determined?

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Use of parenthesis for conversation between CA and calling party
- ✓ Exceptions for call set-up
- ✓ Monitoring compliance

Sprint CAs relay all comments during a conversation to either party. To reduce confusion, comments by the CA are typed in parenthesis, such as

**(ASKING FOR CHERYL)** or **(EXPLAINING RELAY)**.

Comments directed between the CA and relay user at the beginning of the call required to set up the call (e.g., billing information) may not be relayed to the other user.

### Monitoring Compliance

Sprint conducts Performance Surveys at least twice each month to confirm compliance with this area, including the following:

- ☎ Was the call processed according to procedures?
- ☎ Were call procedures changed as directed by customer?
- ☎ Were TTY requests confirmed in parenthesis?

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**
- ✓ Verify spelling as needed
- ✓ Scratchpad feature
- ✓ Monitoring compliance

When necessary, Sprint CAs verify the spelling of proper nouns, unfamiliar technical or specialized terms, numbers, and addresses that are spoken.

### Scratchpad

Sprint knows it can be frustrating for callers to repeat spellings multiple times. To minimize this, CAs use a scratchpad feature within the Phoenix CA software to temporarily save unfamiliar terms. CAs can copy and paste information from the scratchpad into the conversation later, if appropriate. This process ensures that customers do not have to continually repeat the spelling of difficult or unfamiliar terms. This time-saving feature has been greatly appreciated by relay users. The CA scratchpad is immediately deleted after each inbound call to preserve user's confidentiality.

### Monitoring Compliance

Sprint conducts Performance Surveys at least twice each month to confirm compliance with this area, including the following:

- ☎ Was the call processed according to procedures?
- ☎ Were words spelled correctly?

Additionally, providing correct spelling has also been evaluated as a part of the current independent testing conducted each quarter to each call center. In these 3rd party secret shopper test calls, evaluators note if the CA makes spelling errors as a part of the areas evaluated.

**98%**

**INDEPENDENT QUARTERLY TESTING CONFIRMS SPRINT COMMUNICATION ASSISTANTS CONSISTENTLY USE CORRECT SPELLING.**

**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 twenty (20) 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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Change CAs only when necessary
- ✓ Compliance with FCC minimum standards
- ✓ Maintain same CA, when possible until both parties have terminated the call
- ✓ Procedures to minimize impact to callers
- ✓ Monitoring compliance

Sprint ensures that the CA remains on each call for at least 10 minutes (or 20 minutes for Speech-to-Speech calls). Sprint will make its best effort to retain the same CA for the entire conversation when requested.

Sprint understands that changing CAs can disrupt a relay call. As a matter of practice at Sprint, **calls are not taken-over, unless it is absolutely necessary to do so**.

With Sprint's average call length for a session-minute measurement at approximately 3 minutes, the vast majority of calls last less than the minimum standard. A study in one of Sprint's TRS call centers demonstrated that **less than 1%** of calls results with in-call replacement of CAs.

In compliance with the recent FCC Order modifying the length of time that a STS CA must remain on a call prior to transferring to another CA, Sprint CAs will stay on the call 20 minutes. The timeframe begins when the CA reaches the called party and ends when one party terminates the call or when 20 minutes have elapsed.

The situations in which a CA would transition during a call prior to the FCC minimum standard include:

- The customer requests a CA of the opposite gender
- End user verbal abuse of a CA or obscenity towards the CA
- Call requires a specialist (STS, Spanish, etc...)
- CA Illness
- At the request of the customer for any reason

- CA becomes aware of a conflict of interest such as the CA identifying callers as friends, family, or customer

In addition, there are situations which may require a CA to transition the call to a different CA which is only approved after the CA has remained on the call longer than the FCC minimum standard. These include:

- CA Shift change
- CA restroom break
- CA fatigue normally as a result of 60 minutes or more processing an average call

If transition of CAs is unavoidable, the change occurs with minimal disruption to either relay participant. Sprint attempts to honor any requests for a specific gender or call handling preferences during call transitions.

### TRS and STS Procedures

When a call takeover is unavoidable, the CA signals for a call takeover and makes themselves unavailable for incoming calls. A second CA connects their headset and observes the flow of the call long enough to learn the spirit of the call as well as reviewing any customer call handling preferences provided during the call and as a part of the Customer Profile (generally 2 to 5 minutes).

At that time, the two CAs will mutually agree to the call takeover nonverbally. For TTY and Voice calls, the CA will wait until the TTY user begins typing for the second CA to log in and begin processing the call. The second CA will notify the voice user, type the voice party's message, and send a macro to inform the text user. For all call types, the CA is trained to transition with the **least impact** to the relay users' conversation.

### Monitoring Compliance

Sprint conducts Performance Surveys at least twice each month to confirm compliance with changing CAs, including the following:

- Was the call processed according to procedures?
- Was patience and flexibility demonstrated?
- Was the state specific greeting used and the CA identification number provided?

**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 judgments on the profanity or obscenity or legality of any messages. Furthermore, the CAs shall not hold personal conversations with anyone calling the system.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Caller Control
- ✓ No interjection or interference
- ✓ No judgment on call content
- ✓ No personal conversations
- ✓ Monitoring compliance

Sprint CAs provide a professional relay service in which they remain fully transparent and allow each caller to control his or her call.

CAs do not counsel, advise, or interject personal opinions or additional information during a call, even if the communication breaks down. Nor do CAs make value judgments on the content of any relay communication.

Sprint CAs will not hold personal conversations with anyone calling the Florida Relay Service. Sprint does allow CAs to provide a brief greeting (e.g., "Good morning" or "Hello") and call closing (e.g., Thank you for calling Florida Relay" or "Have a great day") to support a more friendly and welcoming relay service. This change was a result of direct customer input.

### Monitoring Compliance

Sprint conducts Performance Surveys at least twice each month to confirm compliance with this area, including the following:

- ☎ Was transparency maintained?
- ☎ Was an appropriate attempt made to redirect?
- ☎ Was the call processed according to procedures?
- ☎ Was patience and flexibility demonstrated?

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

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Caller Control
- ✓ Names not required
- ✓ Used only for call set-up (when provided)
- ✓ Monitoring compliance

Sprint does not require relay users to give their names or the names of the parties they are calling, unless required for billing purposes.

User names are never recorded in any form without the permission and knowledge of the relay users. When a caller chooses to provide such information, it will not be reported or kept on file, except with the permission of the caller for purposes of complaints, commendations or for toll- billing.

When the inbound caller provides the CA with their name and/or the name of a specific person, department, or extension, the CA will specify the names when announcing relay. The CA will notify the TTY caller by transmitting the following, "(ASKING FOR (NAME)."

### Monitoring Compliance

Sprint conducts Performance Surveys at least twice each month to confirm compliance with this area, including the following:

- ☎ Was the call processed according to procedures?
- ☎ (If provided) was the caller's name used in the announcement?
- ☎ (If provided) was the called-to name used in the announcement?
- ☎ (If applicable) were billing instructions followed?

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

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Compliance with FCC minimum standards
- ✓ Significant CA Software Automation and Sophistication
- ✓ Monitoring compliance

Sprint relays all conversations in real time. All conversations between voice and TTY callers are transmitted in compliance with FCC regulations and Sprint policies.

Sprint's Phoenix CA software provides tools and enhancements designed to support real-time conversations, including the following:

- Automated answer
- CA-initiated macros (56 macros)
- Function Keys (90 separate function keys)
- System-initiated macros
- On-line help panel
- Tone of voice pre-approved descriptions (almost 100)
- Automatic Error Correction Library
- Background descriptions (over 262)

These features ensure that each caller receives faster service and the State is billed fewer minutes for each call.

### Monitoring Compliance

Sprint conducts Performance Surveys at least twice each month to confirm compliance with this area, such as the following:

- ☎ Were the call steps relayed at the time of occurrence?
- ☎ Were call changes relayed at the time of occurrence?
- ☎ Were all appropriate macros used throughout the call?
- ☎ Was the call processed according to procedures?
- ☎ Was the correct number dialed within 5 seconds?
- ☎ Were the call procedures changed as directed by customer?

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

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**
- ✓ Caller Control
- ✓ Unlimited calls and duration
- ✓ Monitoring compliance

Sprint CAs make immediate, unlimited, subsequent outgoing calls as requested by the caller, without exception.

When the relay user provides the number to dial, **Sprint CAs are expected to dial the requested number within 5 seconds**. If the customer provides special instructions in the Customer Profile or as a one-time request, it may take CAs a little longer (up to 10 seconds) to review and dial the requested number.

With Sprint, FRS users will remain in full control of their calls and may make as many outgoing calls as they desire.

Sprint supplies adequate staff to accommodate relay users' calling needs.

### Monitoring Compliance

Sprint conducts Performance Surveys at least twice each month to confirm compliance with this area, such as the following:

- Was the call processed according to procedures?
- Was patience and flexibility demonstrated?
- Was politeness, professionalism, and a friendly natural approach demonstrated?
- Was responsiveness and focus maintained?

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Best effort to accommodate gender requests
- ✓ Easy to request per call or line
- ✓ Largest workforce
- ✓ Monitoring compliance

Sprint makes every effort to satisfy this request and to maintain the same gender during transfers, if necessary.

Sprint makes it easy for a relay user to request a preference of CA gender; preferences can be made through registration using the Customer Profile Database, E-Turbo, or at any time by asking the CA.

Sprint has the largest single workforce of TRS CAs in the country. We employ hundreds of CAs. With Sprint, it is more likely for CAs of both genders to be available to Florida Relay users.

### Monitoring Compliance

Sprint conducts Performance Surveys at least twice each month to confirm that Sprint CAs treat all customer requests including those for a specific gender in a professional and friendly manner. CAs are evaluated on many customer-focused areas, such as the following:

- ☎ Was the call processed according to procedures?
- ☎ Was politeness, professionalism, and a friendly natural approach demonstrated?
- ☎ Was responsiveness and focus maintained?

**p. The provider shall provide a customer profile database. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Customer Profile
- ✓ STS Customer Profile
- ✓ 711 automated routing for Spanish and STS users with Customer Profile
- ✓ Greater Customer Control
- ✓ Fewer Billable Minutes

Sprint provides a customer profile database that is only used in processing calls on behalf of the TRS user. This information is not sold, distributed, shared, or revealed in any other way, unless compelled to do so by a lawful order.

Sprint has created Customer Profiles which are designed to help users understand the many ways in which calls can be customized to be more productive, efficient, and personal.

When a caller dials 711 and arrives at the TRS platform, Sprint begins recognizing relay user's preferences immediately. Callers who have expressed a preference for Spanish or Speech-to-Speech (STS) are immediately routed to a CA with those skills. Likewise, when a call reaches the CA position, all customer preferences are immediately visible to the CA and integrated into the call processing software, when possible.

### Entering or Modifying Information

Sprint believes that the relay user owns his or her own Customer Profile data and makes it easy for the customer to view, update, or verify their Customer Profile Data. FRS users will be able to view, update, or verify their profile using the following:

- ☎ 24/7 hour toll-free Customer Service
- ☎ Website
- ☎ On the line with a CA

Forms can also be emailed, faxed, or mailed to the Customer Service department. These forms will be processed as quickly as possible, most within

24 business hours. In addition, a customer can request a copy of all information entered in his or her profile either verbally or written.

### Security

Sprint understands the sensitivity of the caller's customer preference information and preserves the security of the caller's preference data by encrypting the caller's unique data within the Customer Profile database. Sprint will use a unique identifier or password for each caller to ensure confidentiality is maintained for Florida user information.

In accordance with the FCC, all information utilized for call set up, including customer database and preferred call type information remains confidential and cannot be used for anything but the call. Once the inbound party disconnects, all information pertaining to that call disappears from the CAs terminal. The required confidentiality and security of the customer preference data is covered during training of all employees and reinforced throughout employment.

Sprint takes the following steps to ensure that Customer Profile information remains secure:

- ☑ Sprint does not modify a customer's record based on experience (with the exception of the self-learning database).
- ☑ All Customer Profile database entries contain time and date stamps and note the identification number of the Customer Service representative or CA who processed the request.
- ☑ Relay users register a username and password (also known as PIN). In addition, Sprint asks customers to register a security question and answer that is only known to them in case the username and password is lost or forgotten.
- ☑ Sensitive information in the Sprint's Customer Profile is encrypted.
- ☑ The Customer Profile database is not available to the general internet and is protected from outside access by firewalls.
- ☑ All changes to personal information (e.g., address, email, or password) are completed directly with Customer Service.

## Transfer of Information

Sprint transfers Customer Profile data to incoming vendors. The data is provided in a mutually agreed upon format at least 60 days prior to the last day of service. In addition, Sprint will provide a copy of the database in the same format on the last day of service. Customer Preference database information is not sold, distributed, shared, or revealed in any other way by Sprint, or Sprint employees.

## Personal Information

The personal information section of the Customer Profile includes general relay user contact information and account settings, including the following:

| Field | Explanation |
|---|---|
| ANI | Customer's telephone number |
| Name | First name, middle initial, and last name |
| Email* | Email address used for account verification and communication |
| Opt In (email marketing)* | Allows relay user to receive updates via email from Sprint |
| Head of household* | Indication that this user is the owner of the phone and can set line restrictions that apply to all users. |
| LEC* | Name of relay user's LEC to be used for trouble resolution |
| Address* | Physical address of the customer which may be used during emergency calls |

* These fields can only be entered by contacting Sprint Relay Customer Service.

## Speed Dial Numbers

Sprint provides the ability for relay users to register speed dial contacts (i.e., frequently called numbers) as a part of the Customer Profile.

| Field | Explanation |
|---|---|
| Frequently Dialed Numbers | Up to 100 speed dial name and numbers. This makes it possible for relay users to simply say "Call Mom." |
| Emergency Numbers* | Up to 30 emergency speed dial contacts can be registered by the relay user such as primary care givers, doctors, home health nurses, or hospitals. |

## Preferences

The preference section allows a relay user to provide specific information on how his or her call is handled.

| Field | Explanation |
|---|---|
| Billing Options | Ability to select preferred billing method (e.g., collect, third party, calling card, credit card) and billing information |
| CA Gender | Preference for male or female CA |
| Answer Type | Preferred answer/communication mode for relay (e.g., TTY, Turbocode, ASCII, Voice, VCO, HCO, Blind/Deaf ASCII, Blind/Deaf TTY or STS) |
| Language | English, Spanish or French |
| Announce Relay | Ability to request that the service not be announced by the CA (If an alternate announcement is desired, this information is put in the notes.) |
| Explain Relay | Ability to request that the CA not explain relay. Alternately, relay users can provide modified scripts for explanations in Customer Notes. |
| Background Noise | Ability to turn off background noise descriptions (e.g., "dogs barking" or "baby crying") |
| Tone of Voice | Ability to turn off tone of voice descriptions (e.g., (sounds angry) |
| Type Recordings | Ability to request recordings be typed out verbatim |
| Long Hold Times | Ability to remain on hold for long periods of time (while connected to other caller) without the CA asking if user would like to continue to hold |
| Type Slow | Ability to request slower than normal typing. Users can specify speed (in 5 WPM increments) with the minimum speed being 15 wpm |
| Abbreviation | FRS users can select to receive common TTY abbreviations or to request the use of full words. |
| Typing Corrections | Ability to receive faster typing from CA without manual typing corrections |

## Carrier of Choice

The Carrier of Choice section of Sprint's Customer Profile allows relay users to select a preferred toll provider for each toll type of relay calls. This approach provides much greater flexibility for relay users.

| Field | Explanation |
|---|---|
| State to State LD carrier | Relay users can select their preferred Carrier of Choice for interstate calls through FRS. |
| In State toll | The relay user can select their preferred Carrier of Choice for toll calls when a local telephone company cannot bill the call. |
| In State LD carrier | Relay users can select their preferred Carrier of Choice for intrastate calls through FRS. |
| International LD carrier | Relay users can select their preferred Carrier of Choice for international calls through relay. |

## Outdial and Billing Restrictions

The outdial restrictions field allows relay users to identify specific types of calls that they do not want dialed from their phone number. There is no limit to the number of selections that can be made. Once an outdial restriction is made, if a call is placed from the relay user's phone number through FRS, the TRS system will not complete the call.

The billing restrictions field allows relay users to select specific billing restrictions for their phone number. Again, there is no limit to the number of selections that can be made. Once a billing restriction is in place, if a call is placed from the relay user's number through FRS, the TRS system will not complete the call.

| Outdial Blocks Available | Billing Restrictions Available |
|---|---|
| Directory Assistance | No Change to Default Carrier of Choice |
| International Calls | No Collect Calls |
| Long Distance | No FONCard / Sprint Cards |
| Marine Calls | No LEC / Local Cards |
| Operator Assistance | No Optional / Other Calling Cards |
| Toll-Free Calls | No Third Party Billing |

Relay users can also designate **up to 30 individual telephone numbers to be blocked**. This option is only available to the head of household (e.g., owner of the telephone line) and must be made directly with Customer Service. If someone tries to place a call from the registered telephone number to one of these blocked numbers through FRS, the TRS system will not complete the call.

### Customer Notes

Relay users can also enter up to 10 customer notes to personalize the relay user's call handling preferences. Common customer notes include the following:

- ALWAYS GET LIVE REP
- DON'T TYPE RECORDING
- DON'T TYPE AGENT CHANGE
- DISABLE TURBO CODE
- NO MACROS
- CAPTEL TRANSFER
- VOICE MAIL NBR IN FD
- VERIFY NUMBER BEFORE OUT DIAL
- TRANSLATE ASL TO CONVERSATIONAL ENGLISH

## STS Customer Profile

Sprint offers a streamlined and simplified STS Customer Profile. To complete a STS Customer Profile, the STS user can fill out a simple PDF form, complete an online form, or contact the STS Customer Service (i.e., STS Training Line) where a STS Customer Service Representative will assist and train the STS user.

Sprint's STS Customer Profile offers the following features many in addition to the traditional TRS Customer Profile.

| | |
|---|---|
| **My STS** | The STS Customer Profile form – called "My STS" – encourages STS users to be self-advocates and share how Sprint can support them best. |
| **My Phonebook (Speed Dial)** | Sprint STS users can register **up to 100 speed dial entries and 30 emergency contacts** as a part of their Customer Profile. To use, the STS user simply provides the name associated with the entry. |
| **My Name** | Once STS users register My Name, voice callers can simply call and ask for the STS user directly by name and code word, without having to provide the STS user's telephone number. |
| **My Places** | Sprint makes receiving calls at different numbers easy. When voice users call, the STS CA will reference the STS user's My Places to see the registered phone numbers. Different numbers can be added for certain times of the day and days of the week. |
| **My Saved Messages** | Upon request, the STS CA can copy any messages desired onto the Customer Profile for 24 hours **(12 times longer than the other provider)**. During that time, the STS user can ask the CA to use the message for calls. After 24 hours, the message is deleted. |
| **My Style** | STS users are allowed to determine how Sprint supports them. Whether the STS user would like the STS CA to re-voice the entire conversation or simply repeat upon request, Sprint will provide STS that meets the customer's needs. |

### Remote Access

Sprint's sophisticated Customer Profile solution allows all Florida Relay users to access their Customer Profile list from anywhere, even when they are not calling from their registered location. In order to access preferences, including the speed dial list, a Florida Relay user simply provides his or her username and password to the CA. The CA will use this information to access the relay user's preferences.

This solution is also very helpful to multiple TRS users within the same household. As explained above, Sprint also offers a "household" profile which is available to all callers from the registered telephone number, as well as individual user "customer" profiles which are available by providing the username and password. This solution provides a balance of accessibility, personalization, and security.

### Customer Profile User Guides

Sprint also provides a user guide that explains how to fill out the Customer Profile and to help relay users understand the purpose of each option. Sprint will also work with each user one-on-one to help relay users understand how to complete the profile to best meet their needs.

### CapTel Customer Profiles

A separate CapTel Customer Profile is available based on the features and services available. Please see Item 19 for additional information.

Sprint

## Top 5 for Sprint's Process for Relaying Communications

1) Sprint provides a professional relay service **operated by highly-trained CAs who relay the full context, content, and spirit of the caller**. Sprint follows all standard processes for relaying communication, as outlined in this section of the RFP.

2) Sprint's **sophisticated Phoenix CA software** supports the FPSC's objective for relaying all call information by making it easy for CAs to provide real-time status updates, background noises, tone of voice, and other enhancements.

3) FRS users will be in complete control over their calling experience and can modify how the procedures in this section of the RFP are performed. **Sprint CAs will follow all caller instructions.**

4) **Sprint monitors compliance** by remotely surveying CAs 2 times each month. CAs are evaluated on their ability to process relay calls according to the FPSC preferences while remaining responsive to relay users' needs.

5) **Sprint's Customer Profile offers more flexibility for relay users** to customize their calling experience including more speed dial, carrier of choice, and restriction options than any other relay provider.

### Unsolicited Customer Testimonials

> *Wonderful relayer. I loved him. He did a GREAT job relaying information. Even added little things like (telephone set down) (laughs) (speaking in background)." (April 2014)*

> *"The agent did an awesome call. He was very descriptive on background music and did a great job absolutely great job!" (Jun 2014)*

> *This CA had to deal with a very rude outbound voice customer. The CA remained patient and adjusted the call announcement per my request." (July 2014)*

# Item 21. Additional Languages Served (RFP ref. B-13)

**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 Haitian Creole, etc.). Additional languages should be identified.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Spanish TRS (including translation)
- ✓ French TRS
- ✓ Support for people not familiar with TTY abbreviations
- ✓ ASL to English translation support
- ✓ Future Language Support

Sprint's bid includes TRS services in **English, Spanish, French, and written American Sign Language** (i.e., ASL Gloss) for Florida Relay users.

Sprint will provide additional language support for ASL Gloss- to-English, ASL Gloss-to-Spanish, English-to-Spanish, and Spanish-to-English translation services.

Similar to learning a foreign language, using a TTY for the first time can be confusing for those who are unfamiliar with standard jargon. Sprint offers a language support option for new TTY users that eliminates the confusion. **Sprint's "no TTY abbreviations" enhancement removes unfamiliar TTY abbreviations to make the relay service easier-to-understand for new users.**

Sprint provides Spanish TRS Customer Service – at no additional cost or per minute charge to the FPSC.

Sprint's Phoenix CA software has been designed to be flexible and support multiple languages. Greetings, macros, and phrases in each language support the same high-quality services for our English speaking users.

If there are additional language needs in the future, Sprint has the platform to accomplish the task.

## Spanish Language Relay Services

Sprint was the first and continues to be the best provider of Spanish Language TRS services. Sprint's dedicated staff and sophisticated platform provides our customers with accurate and detailed language and translation services.

Sprint began providing Spanish-language relay services in 1991, long before it was mandated by the FCC or offered by other TRS Vendors. As a provider of relay with large Spanish-speaking populations such as Texas, New York, and Puerto Rico, Sprint has more bilingual, Spanish-speaking CAs than any other provider.

Spanish language relay service is handled by proficient bilingual CAs 24 hours-a-day, 7 days-a-week. Sprint CAs who are hired to provide Spanish services are required to pass an evaluation of their ability to read, write, speak and understand Spanish. Berlitz, an independent vendor that specializes in the assessment of language skills, conducts this evaluation. CA workstations are modified to provide macros and other functions to the caller in Spanish.

### Dialects

Sprint's bilingual CAs are trained to meet the specific needs of Spanish-speaking relay users and are able to adapt to various dialects and regional variations. Sprint handles dialects from all parts of Latin America and the Caribbean. Those include:

- Mexico
- Nicaragua
- El Salvador
- Colombia
- Ecuador
- Argentina
- Cuba
- Dominican Republic
- Guatemala
- Honduras
- Panama
- Peru
- Venezuela
- Chile
- Puerto Rico
- Standard Castilian Spanish

Spanish language variations are similar to those found in American English as spoken across different parts of the world. The default is to use the standard Latin American Spanish where it doesn't create confusion, and use regional variations when clarity is needed. Sprint's CAs are able to switch to the regional words where necessary (this would be equivalent to using American English regional variations for words like "soda" and "pop.")

Sprint encourages the evaluators to test our Spanish TRS and Spanish-to-English and English-to-Spanish translation services to experience the difference based on our global approach and experience.

## French Language Relay Services

Sprint has provided French-language TRS services since 2002.

For the upcoming contract term, Sprint will provide access to full French-to-French TRS by CAs who are proficient in the French language. To support this service, Sprint will establish a new toll-free number.

Sprint's French Language relay Services will be available 24 hours-a-day, 7 days-per-week, including holidays.

Sprint's flexible CA software includes modifications to support French including macros, greetings, and other functions to support French-speaking callers.

## Language Support Option for non-TTY users

Sprint's TRS platform offers a language support option for callers who may be unfamiliar with standard TTY abbreviations. This language support option is especially helpful to seniors with a hearing loss who use VCO, but are not traditional relay users.

With the new language support, FRS users will have the option to request on a per-call or per-line (i.e., Customer Profile) the option to have TTY abbreviations automatically converted to standard English.

For example, the standard message:

**PLS HD FOR THE OPR GA**

Would automatically be displayed on the relay user's screen as:

**PLEASE HOLD FOR THE OPERATOR GA**

Please note that Sprint's TTY Abbreviation support is independent of other enhancements. The use of this feature does not limit use of other features such as spell check.

## American Sign Language (ASL) to English Translation

Sprint Relay is committed to providing quality services to all customers regardless of their level of English skills. Customers who type in ASL (known as ASL Gloss) can have the CA voice the message in conversational English.

Sprint trains all of its TRS CAs and Supervisors to serve as ASL translators/interpreters to process relay calls. Sprint's approach of training all CAs to perform ASL-to-conversational English translation ensures that ASL translation/interpretation is available to callers at all times.

In coordination with members of the deaf community, Sprint has developed training on how to translate ASL Gloss into Conversational English including, but not limited to the following areas of focus:

| Topic | Description |
|---|---|
| Pronouns<br>(e.g. I, me, you) | Pronouns can be placed at the beginning and at the end of the TTY-ASL sentence such as "ME MAD ME" which would be relayed as "I am mad." |
| Verbs<br>(e.g. be, are, is) | TTY-ASL sentences often leave out the verbs to-be and they need to be added for English translation such as "WE TIRED" which would be relayed as "We are tired." |
| Articles<br>(e.g. a, an, the) | Some TTY-ASL sentences do not include an article which may be necessary for conversational English such as "I WANT CAR" which would be relayed as "I want a car." |
| Prepositions<br>(e.g. At, To, In, Into, For) | Since ASL is very visual, it shows directions of movement without needing to use prepositions. An ASL Gloss sentence may lack a preposition such as "I WANT TALK YOU" which would be relayed as "I want to talk to you." |
| Time indicators<br>(e.g. finish, next, later) | Tense is an integral part of ASL Gloss and is determined by time-indicating words. "YESTERDAY MOVIE I GO" would be relayed as "Yesterday I went to the movies." |

In addition, Supervisors and/or Lead CAs are available on the call center floor 24/7/365 and can assist any CA who is having trouble understanding the TTY user. Sprint can also voice the ASL Gloss message verbatim if preferred.

Sprint

## Top 5 Reasons for Sprint's Additional Languages

1) Sprint supports all mandatory languages including English, Spanish, and written American Sign Language. Sprint's support for these languages **includes translation services.**

2) Sprint will provide **French-language TRS services** to support Florida's French-speaking population.

3) For new relay users who may not be familiar with traditional TTY abbreviations, Sprint offers **a language support option that automatically expands TTY abbreviations.**

4) Sprint ensures that all CAs are trained to understand written ASL with **24/7/365 availability for ASL to Conversational English translation.** Sprint also makes sure a Lead CA or Supervisor is available to assist, if needed.

5) Sprint's Phoenix CA software has been designed to be flexible and support multiple languages. All greetings, macros, and phrases are incorporated into the CA software to support the same high-quality services for our as English-speaking users. **This flexibility ensures that if future languages are required by the FCC, Sprint will have the tools to support the additional languages.**

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# Item 25. Call Release Functionality (RFP ref. B-17)

**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 thirty (30) seconds.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

Sprint will offer Call Release Functionality that complies with all state and federal requirements.

How Sprint Complies:

- ✓ Effective Call Release Technology
- ✓ "On the Fly" Access
- ✓ Greater Customer Control
- ✓ Fraud Prevention (Voice Users)
- ✓ 30-Second Call Release for User Inactivity

**Sprint has offered this service for over 10 years and our approach is driven by technology, tested-and-proven processes, customer-centric options, and customer confidentiality.**

## Call Release Functionality for TTY Users

Sprint supports Call Release Functionality for TTY users when requested as part of the call set-up or "on the fly" as needed.

Sprint's Call Release for TTY users (also known as TTY-to-TTY Call Set-Up) is often requested as a part of call set-up when the TTY user knows that the called party can only be reached through a switchboard or an automated voice response unit.

In these instances, the CA relays the call as normal until both TTY users are on the line. At that point, the CA releases the call and the conversation is removed from the CA's screen, ensuring confidentiality. TTY callers are then able to conduct their conversation directly.

**When the call is signed off or 'released' by the CA, the call ceases to be a relay call and is no longer subject to the per-minute reimbursement.**

Sprint also supports Call Release functionality "on the fly" when the calling party has not specifically requested TTY-to-TTY Call Set Up. In these instances, the inbound TTY user has complete control over the call and requests Call Release or can request a voice user and have the CA relay the call.

Please see the following detailed descriptions of Sprint's processes to support Call Release Functionality.

### Standard Call Release Process

When a TTY user informs the CA that they would like to place a call to another TTY user, Sprint uses standard processes to quickly and easily honor the request.

<table>
<tr><th colspan="2">Call Release for TTY Users</th></tr>
<tr><td colspan="2">The TTY user asks the CA to dial a telephone number that they know will be answered by a TTY, e.g.,<br>PLEASE DIAL 123-456-7890 FOR TTY TO TTY CALL SET UP GA</td></tr>
<tr><td colspan="2">The CA confirms their understanding of the request and places the call, keeping the user informed of the status, e.g.,<br>(AGENT WILL CONNECT YOU) (ONE MOMENT PLS)<br>DIALING LOCAL 123-456-7890</td></tr>
<tr><th>TTY Answers</th><th>Voice Answers</th></tr>
<tr><td>CA immediately connects the callers and informs the user, e.g.,<br>"CA NO LONGER ON LINE GA"</td><td>If the call is answered using voice, the CA will announce the call and request the TTY user, e.g.,<br>"Hello. This is Florida Relay Service with a call for a TTY user (name if given). Are they available?"</td></tr>
<tr><td></td><td>The CA keeps the TTY user informed, e.g.,<br>(M) ABC STORE THIS IS JOE (ASKING FOR TTY USER)</td></tr>
<tr><td></td><td>Once the TTY user is on line, the CA bridges the callers and notifies the parties.<br>"CA NO LONGER ON LINE GA"</td></tr>
<tr><td colspan="2">After the call is 'released' by the CA, the call is no longer subject to the per-minute reimbursement.</td></tr>
</table>

"On the Fly" Call Release for TTY Users

Sprint does not assume that all TTY users wish to be directly connected to another TTY user.

There are situations where a TTY user places a call through relay and the call is unexpectedly connected to another TTY user. In these instances, Sprint informs the inbound caller and allows them to decide how to proceed.

For example, a TTY user may place a call to a business that has both voice and TTY access. If a switchboard operator answers the call and immediately transfers the CA to the TTY line, the CA will inform the inbound TTY user and let him or her decide if they'd like to connect directly or use FRS to communicate.

<table>
<tr><th colspan="3">"On the Fly" Call Release for TTY Users</th></tr>
<tr><td colspan="3">When the CA hears TTY tones, the CA informs the calling party and asks how to proceed:<br><br>(TTY TONES WOULD U LIKE TO CONNECT TTY TO TTY Q) GA</td></tr>
<tr><th>If "Yes"</th><th colspan="2">If "No"</th></tr>
<tr><td rowspan="4">The CA immediately redials and connects the callers and informs the user, e.g.,<br>"CA NO LONGER ON LINE GA"</td><td colspan="2">The CA redials to ask for the voice user, e.g.,<br><br>(REDIALING TO ASK FOR VOICE PERSON PLS HD)</td></tr>
<tr><td colspan="2">The CA redials and announces the call to the outbound TTY user, e.g.,<br><br>FRS CA 1234F WITH A CALL (FOR A VOICE PERSON ARE THEY AVAILABLE) GA</td></tr>
<tr><th>If "Yes"</th><th>If "No"</th></tr>
<tr><td>If the voice user is available, the call is processed as normal.</td><td>The CA places the outbound TTY user on hold by typing:<br><br>(ONE MOMENT PLS)</td></tr>
<tr><td></td><td>The CA notifies the inbound TTY user.<br><br>(PHONE ANSWERED BY TTY VOICE PERSON NOT AVAILABLE)</td></tr>
<tr><td></td><td>The inbound TTY user can choose to be connected to the outbound caller or can leave a brief message.</td></tr>
</table>

The chart above shows Sprint has processes and technology that allows the TTY user flexibility in determining how he or she wishes to communicate. We understand that there are situations where TTY-to-TTY Call Set-Up is not desired by the inbound TTY user.

Call Release is an option for TTY users; but, each TTY user has complete control over how his or her call is processed.

## Call Release Functionality for Voice Users

Sprint's platform includes system blocks to prevent Call Release Functionality for voice users to prevent fraud. FRS users will receive significant long distance discounts to make up for the longer time needed to communicate.

Some voice users try to take advantage of these discounts by pretending to place a relay call that is then answered by another voice user. By denying the request, Sprint discourages abuse and prevents the State from incurring additional session minutes to process calls which may be fraudulent in nature. Likewise, voice-to-voice calling through CapTel is limited to prevent fraud.

Some relay providers offer this service for voice users and bill the State for the minutes conversing with the voice callers to establish a voice connection. We don't.

While Sprint's platform is fully capable of processing Voice-to-Voice calls (e.g., Speech-to-Speech calls), we are steadfast in our commitment to maintaining the integrity of the service. Our sole focus is providing functional-equivalent access to the telecommunications network for people with a hearing loss or speech disability.

## User Inactivity

Sprint is fully aware that time is money and limits charges to the State that are unproductive.

Sprint ensures that when a TTY user is inactive (and does not on an outbound call) for more than 30 seconds, the CA immediately releases the call. For example, at the end of each call, the CA sends a macro to inform the caller, e.g,

**(PERSON HUNG UP) FRS OPR 1234F GA OR SK**

The CA confirms transmission and waits for the TTY user to respond. If no response, the CA types **"SKSK"** and waits 30 seconds. If the caller is unresponsive, the CA types **"SKSK"** again and immediately disconnects.

Sprint

## Top 5 Reasons for Sprint's Call Release Functionality

1) Sprint has **sophisticated technology and processes** in place to support TTY-to-TTY Call Release that is in full compliance with Federal and State regulations.

2) Sprint **protects the confidentiality** of TTY users. Once the CA releases the call, the communication between the two TTY users is immediately removed from the CA's screen.

3) Sprint does not assume that all TTY users who reach another TTY wish to use TTY-to-TTY Call Release. Sprint has processes in place to ensure that the **TTY user is in control** of their call.

4) Unlike other relay providers, Sprint does not support Call Release functionality for voice users to **prevent fraud and inappropriate billing** to the FPSC.

5) Sprint also ensures that **inactive callers do not artificially inflate bills.** Sprint's processes and system protection support quick disconnect for inactive users.

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# Item 26. Speed Dialing (RFP ref. B-18)

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Up to 100 Speed Dial Numbers
- ✓ Up to 30 Emergency Speed Dial Numbers
- ✓ STS Contact Information
- ✓ STS Email Call-Set Up
- ✓ Remote access

Sprint offers both Basic and Enhanced Stored Number functionality designed to make the FRS user experience more functionally equivalent to a traditional phone user.

All of Sprint's Basic and Enhanced Stored Number features are included with Sprint's standard service and offered at no cost to the user.

Sprint recalls that many FRS users have registered Customer Profiles with Speed Dialing from its experience as an FRS relay provider. Sprint expects this feature to be an attractive offering to those users.

## Basic Stored Number Functionality

**Sprint offers the ability for FRS users to store up to 100 speed dial entries.** Sprint's speed dialing functionality (also known as frequently dialed numbers) allows relay users to simply provide the CA with the "short-hand" name or code associated with that number instead of the entire 10-digit number.

For example, a caller can simply request, "Please call Mom," and the CA will dial the associated ten-digit telephone number without delay or additional questioning. This efficient system provides faster service for the FRS user and fewer billable minutes to the State.

## Enhanced Stored Number Functionality

In addition to basic speed dialing functionality, Sprint has enhanced its TRS operations to maximize the service for FRS user convenience. Sprint offers several other options for relay users to store telephone numbers.

### Emergency Numbers

Sprint always advises relay users to dial 9-1-1 in an emergency. But, we know from listening to our customers, that in some situations it is critical to reach contacts other than 911 very quickly.

*Only from* Sprint

TRS users who have many contacts in their speed dial list may be reluctant to add emergency contacts into the general speed dial list as it takes precious seconds to find one contact in long lists – even though system tools allow the CA to sorting tools.

What our TRS users have told us is that a small list of Emergency Speed Dial numbers is preferred over searching other Speed Dial lists.

Contacts such as primary caregivers, home health nurses, doctor's office, local or state poison control centers, and the local hospital are often used for this purpose.

Only Sprint Relay offers the ability to store 30 emergency phone numbers in their Customer Profile.

### My Places (i.e., STS Contact Information)

Communicating telephone numbers may be difficult for some STS users. Sprint's My Places feature allows STS users to simply advise friends, family and others to dial 7-1-1 to reach a STS CA and contact them.

The voice person can provide the STS user's name and pass code to the STS CA and be connected with the STS user based on the pre-defined schedule in their Customer Profile. Consequently, the inbound caller can be connected with the STS user at a convenient time and location.

To register for My Places, the STS user can fill in a printed STS Customer Profile form, enter the information directly on the website (www.mysprintrelay.com), or can speak to STS Customer Service (i.e., STS Training Line) for assistance

registering the information. The applicable section of the printed STS Customer Profile form is provided below.

**My Place:** What is your time zone? (e.g., EST, CST, MST & PST) _____

**Location #1:** (e.g., home) _____ Phone Number _____

☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday ☐ Sunday

Time: From _____ am / pm until _____ am / pm

To assist STS users distribute their information, Sprint will also provide a STS "Call Me" card to assist STS users distribute their contact information.

Florida Relay 711

**Florida Relay Service**
Speech-to-Speech
Dial **711** or **877-955-5334**

**Provide my name and pass code to the Speech-to-Speech (STS) Operator.**

_____

(Name) (Pass code)

***The STS Operator will be on the line throughout our call and re-voice what I say if you have difficulties understanding me. All calls are confidential.***

## STS Email Call Set-Up

Sprint is the only provider who also offers a STS with the ability to email dialing instructions prior to making a call. **This customer-driven feature shortens the time needed for call set-up which reduces the billable minutes to the State.**

STS emails can be sent 2 to 24 hours before the call and can include information such as:

- The number to call
- Who to ask for
- Any special instructions
- Details of the subject of the call, or notes to makes it easier for STS users to place the call

These pre-call setup instructions can make the STS customer feel more comfortable as well as give greater context for the STS CA.

After sending the email, the STS customer can call anytime from 2 to 24 hours to complete the STS call. After connecting to the relay service, the STS Customer simply informs the CA that a pre-call setup email was sent and the caller will give their username to the CA.

Only from Sprint

The STS CA accesses and reviews the emailed information and then processes the call according to the instructions provided.

### Remote Access

Sprint's sophisticated Customer Profile solution allows Florida Relay users to access their basic or enhanced speed dialing services anywhere, anytime.

In order to access their Speed Dial numbers, including the enhanced options, Florida Relay users simply provide their usernames and passwords to the CA. The CA will pull up the customer's preferences, including all Speed Dial options.

This solution is also very helpful to multiple TRS users within the same household. Sprint offers a "household" profile which is available to all callers from the registered telephone number, as well as individual "customer" profiles which are available by providing the username and password.

Sprint provides a combination of accessibility, personalization, and security for all Florida Relay users.

## Top 5 Reasons for Sprint's Speed Dialing

1) Sprint offers FRS the option to register up to **100 speed dial entries** via the Customer Profile.

2) **Sprint offers up to 30 emergency speed dial entries.** This customer-driven solution allows FRS users to designate contacts that can quickly be contacted in an emergency situation.

3) As it may be hard for STS users to share their telephone numbers, Sprint stores STS Contact Information (marketed as "my places") information which allows STS users the ability to register location and hours of availability. **Voice users can dial STS and simply request the STS user by name and code word to be connected without providing the telephone number.**

4) Exclusively available through Sprint, STS users can also email their call handling instructions including the number to dial via email. **This STS Email Call Set-Up reduces the time needed to establish STS calls and reduces the billable minutes to the State.**

5) Sprint also allows **remote access** to its Speed Dial solutions to ensure that FRS users can access their speed dial entries from any location.

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# Item 27. Three-Way Calling Functionality (RFP ref. B-19)

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

Sprint has read, understands, and will comply. Please read below to understand our solution.

Sprint provides support for basic 3-way calling, CA-initiated 3-way calling, and enhanced multiple party calls.

**How Sprint Complies:**

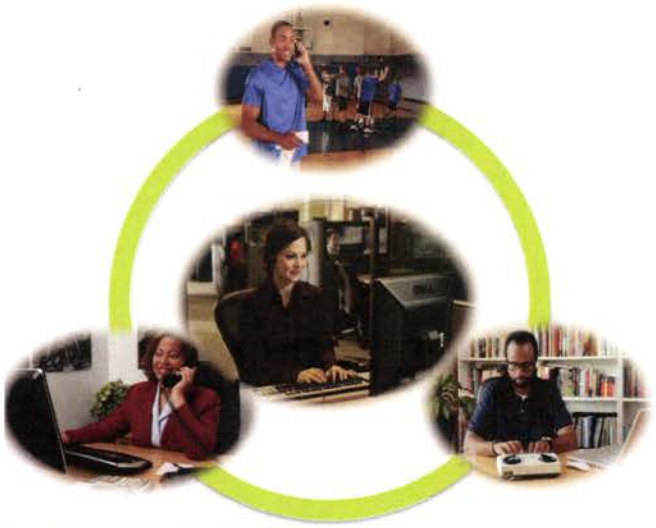
- ✓ LEC Based 3-way calling
- ✓ CA-initiated 3-way calling
- ✓ Access to Conference Calls via TRS
- ✓ 15,000 free minutes of Relay Conference Captioning (RCC)
- ✓ Billing to FPSC based on CA work time

Regardless of the number of participants on a basic or CA-initiated 3-way call, **Sprint will bill the FPSC based only on the CA's work time, rather than the number of relay call participants.**

## Basic 3-way Calling

FRS users who have purchased 3-way or conference calling capability from his or her Local Exchange Carrier can use these features when placing a call through FRS. The FRS user places the call to the relay and then conferences in the voice-called party.

An example would be if the FRS TTY user places the call to FRS and then conferences in another TTY user on the line. The original TTY user requests to place a call to the voice-called party. It then becomes a conversation between two TTY customers and one voice user. This process also would apply if there were two voice customers and one TTY user on the line.



## CA-initiated 3-way Calling

Sprint is excited to announce that it will provide CA-initiated 3-way calling for TTY and voice users. CA-initiated 3-way calling helps TRS users to fully enjoy the ability of speaking to two parties simultaneously without having to worry about navigating telephone systems designed for those who can hear audible prompts.

In order to process CA-Initiated 3-way calling, Sprint upgraded:

- Additional telephone line at each CA position in the network
- Modifications to the platform infrastructure
- Upgrades to the CA software
- Modifications to Billing systems
- Additional training for CAs

### Customer Experience

A FRS caller will be able to request a 3-way call either during the initial call setup or as an add-on to an existing conversation. When this happens, the CA will establish the 3-way conference call. To minimize confusion, the CA will instruct both outbound callers that the call being made is a 3-way call.

Sprint's sophisticated CA software allows the CA to block the callers to be able to **communicate with each party separately** while setting up the call. The following sample announcements are used for the callers' benefit.

| CA Initiated 3-Way Phrases | |
|---|---|
| TTY Greeting | FRS CA XXXX WITH A CALL (WITH A 3 WAY CALL) |
| Voice and STS announcement | "Hello. A person is calling you through FRS. This is CA XXXX. Have you received a 3-way call before?" |
| Explanation | The person on the line is using the relay service to communicate with you and another party. Once both parties are added, the caller will type/voice their conversation (and it will be read). When you type/hear the words "Go Ahead" please type/say your name before speaking and type/speak one at a time. I will type everything heard. Please type/speak directly to the caller and say "Go Ahead" when you are ready for a response. |

Once all parties are connected, the CA relays all conversation between the parties. The relay user is charged in the same manner as traditional phone users for all calls. The State is billed based on the CA's work time and is only charged for one call.

## Enhanced Multiple Party Calls

In addition to 3-way calls, Sprint also supports relay users who wish to join conference calls.

### TRS Conference Calling

Sprint's CAs are experienced in processing conference calls for TRS users.

When a relay user calls into a conference call, the CA verifies that all participants of the conference call are familiar with the relay service and asks each person to identify themselves prior to speaking.

The CA processes conference calls by typing the conversation verbatim. If the CA is unable to pace the participants of the conference call or unable to capture the conversation verbatim, the CA informs the FRS user and follows the relay user instructions. Our goal is always to provide full access and participation for relay users.

### Relay Conference Captioning

Sprint will provide **up to 15,000 free minutes** of Relay Conference Captioning (RCC) to the State of Florida during the contract term.

Sprint RCC provides faster call processing for conference calls using the same staff that caption television programs. **RCC offers speeds of up to 250 words-per-minute with 98.5% accuracy.**

As conference call participants speak, the Communication Assistant (CA) transcribes the conversation over the internet to the RCC user.

The RCC user can speak or type responses. Transcripts are available at no additional charge.

Please see **Item 58 (Unsolicited Features)** for additional information.

Sprint

## Top 5 Reasons for Sprint's 3-Way Calling

1) Sprint will support **basic LEC-based 3-way calling** for FRS users who wish to host or join a call.

2) Sprint has upgraded its platform and processes to support **CA-initiated 3-way calling** which removes the challenge faced by many relay users in navigating audible prompts.

3) **CAs will support relay users who are joining conference calls** and establish protocols to support the relay function.

4) Sprint will provide up to **15,000 free minutes of Relay Conference Captioning during the contract** which enables faster call processing for conference calls using the same Captioners who caption television programs. RCC offers speeds of up to 250 words-per-minute with 98.5% accuracy.

5) Sprint ensures that **billing to the State is based on CA work time** for all 3-way calls or conference calls.

### Customer Testimonials from Sprint Relay Users

> *"Operators did a great job with a conference call. Excellent! It was a difficult call and both [FRS CAs] handled it very professionally. Set up the call well and handled the situation with tact and diplomacy."*

> *"I am absolutely delighted with the availability of Federal RCC. The near real-time accuracy gives me confidence to speak up in conference calls that I could never have had without this type of support. This is a real boon in productivity for hard of hearing employees who need to participate in teleconferences regularly."*

# Item 28. Voice Mail and Interactive Menus (RFP ref. B-20)

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Better Recording Technology
- ✓ Relay User Control
- ✓ Fewer Billable Minutes
- ✓ No End-user Charges for Redials
- ✓ Confidentiality Protections

Sprint has processed calls to Interactive Menus and Voice Mails for many years and leads the industry in paving the way for better customer experiences on these calls.

Sprint was the first relay provider to introduce recording technology for CA software in 1994. **Sprint's recording technology continues to lead the industry by being more flexible and efficient.**

## Relay User Control

Relay users are in complete control of how recordings or interactive menus are processed. Many relay users have expressed a desire to immediately have the option to tell the CA how to proceed when they reach a recording. In many instances, callers prefer to speak to a live representative rather than the automated recordings. To answer this request, Sprint revised its procedures several years ago to be more flexible and customer focused.

When reaching a recording, the CA types the name of the business reached, informs the caller that a recording has been reached, and asks the caller if they would like to hold for a live person.

Sprint recognizes that relay users are looking for an efficient call that meets their needs for information and access to a live representative. Sprint's approach permits the relay user to retain full control of their call at all times. Relay users can also request to have the entire recording typed to them verbatim. Sprint CAs follow customer instructions at all times (either holding for a specific department or live rep or typing the options).

## Recording Technology

In 1994, Sprint was the first provider to develop a TRS recording technology. Sprint's recording technology allows a CA to record audio information and simultaneously replay the recording at a slower rate so that the CA can type without multiple redials. **Sprint's recording technology was implemented well before the FCC required this technology in 2000 and was available before other providers began offering the feature.**

Today, we believe our advanced recording technology continues to lead the industry by providing a more real-time experience. When reaching a recording, the CA immediately notifies the customer and, if requested by the user, the CA can immediately begin typing the message at the same time the recording is being recorded. Unlike some providers, **Sprint does not require callers to hold while a recording is being recorded and then relayed.**

Sprint's ability to relay recordings immediately offers a distinct advantage for FRS users. Less waiting also means lower cost for the State as **fewer minutes per call are billed to the State.**

Sprint's superior recording technology allows CAs to:

- Pause the recording in order to type the full message
- Rewind the recording by five (5) seconds to retrieve anything missed
- Go to real-time, live call to check and see if a live person has answered the call
- Return to the last typed phrase to continue relaying the recording

### Keeping the Relay User Informed

Sprint CAs keep the relay user informed of call status at all times. As the CA makes selections based on the relay user's instructions, the CA will confirm those choices by typing the menu prompts in parenthesis, such as:

(PRESSING 1 FOR ENGLISH) or (PRESSING 0 FOR OPERATOR)

This ensures that the caller is always in control of the call and can select additional prompts if they would like.

## Confidentiality

Sprint protects customer information and all recorded messages are deleted after the completion of each relay call. Sprint's sophisticated CA software removes all call information from the CA position and no records of the call are kept other than the basic call detail records that are stored and transmitted electronically immediately following the completion of the relay call.

Sprint does not impose any charges for additional calls needed in order to complete calls involving recorded or interactive messages. Relay callers are only billed for the first initial call. This provides a functionally-equivalent billing scenario comparable to that of a direct-dialed call.

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Better Recording Technology
- ✓ Greater User Control
- ✓ Touch-tone capability
- ✓ Confidentiality Protections

## Leaving Answering Machine Messages

Sprint CAs have the ability to leave all types of answering machine messages, be it a voice mail system or TTY answering machine.

Sprint is an advocate in supporting relay users' decision on how calls should be handled. We encourage our relay users to let us know exactly how to make their calls more productive.

The tables on the following pages highlight our standard procedures for each type of communication mode. These procedures can be customized on a per-call or per-line (Customer Profile) basis. All relay users' instructions override our standard processes.

Sprint looks forward to providing all of these options to FRS users. By having superior recording technology and so many options available, we can ensure that each relay user is able to access all types of voice mail and recordings without frustration.

TTY to Voice Answering Machines

Sprint's standard process for relaying answering machine calls ensures that the caller is kept informed during each stage of the process and does not experience unwanted delays.

| Process for Leaving an Answering Machine Message for Text Relay Users |
|---|
| The text relay user instructs the CA to dial a number. |
| The CA dials the requested number and reaches an answering machine, keeping the user informed of the call progress.<br><br>**DIALING LOCAL CALL XXX-XXX-XXXX RINGING 1... 2...3...4...** |
| If the voice recording on the answering machine is too fast, the CA will use the recording feature to pause or slow down the recording in order to accurately type it verbatim (unless the customer has requested otherwise). |
| The complete message is relayed including the beep and gender of the person on the recording, such as:<br><br>**WE CAN'T COME TO THE PHONE NOW PLEASE LEAVE A MESSAGE (BEEP) (F) (ANS MACH HUNG UP) GA** |
| The text relay user types his or her message to the CA. If no instructions are provided, the CA will ask the relay user if they would like to leave a message. |
| If the caller wants to leave a message, the CA redials the call (without additional end user charges) and voices the message to be left.<br><br>**(REDIALING TO LEAVE MSG) RINGING 1...2...3...4... (ANS MACH) (LEAVING MSG)** |
| Once the message has been successfully left, the CA will inform the relay user through the use of hot key macros, such as;<br><br>**(UR MSG LEFT) FRS OPR XXXXM GA** |

If the TTY user gives the CA instructions on how they want the call handled, the CA will follow the TTY user's instructions. The TTY user's instructions always override Sprint's standard procedures.

## Voice to TTY Answering Machines

Sprint also has standard procedures for relaying answering machine messages for hearing relay users who reach a TTY answering machine.

Sprint ensures that hearing relay users are kept informed during the process while being able to listen to the call as it happens.

| Process for Leaving an Answering Machine Message for Hearing Relay Users |
|---|
| The hearing relay user instructs the CA to dial a number. The CA enters the number and dials:<br><br>**Thank you, dialing now.** |
| As the call is dialed, the hearing relay user can hear the phone ringing. |
| When the TTY answering machine is reached, the CA will inform the hearing relay user and read the text recording aloud. For example:<br>**You have reached a TTY answering machine, the message is ...**<br>**HELLO THIS IS JOE. LEAVE A MESSAGE (BEEP) GA** |
| The CA will ask the hearing relay user if they would like to leave a message, e.g.,<br><br>**Would you like to leave a message?** |
| If the hearing relay user wishes to leave a message, the CA will press a hot key (macro) for the TTY recording to announce relay, e.g.,<br><br>**FRS OPR 1234M WITH A MSG** |
| The CA will type the gender of the hearing relay user and his or her message, such as:<br><br>**(F) THIS IS SUE GIVE ME A CALL TONIGHT SKSK** |
| Once the message has been successfully left, the CA will inform the voice relay user and wait for further instructions:<br><br>**Your message has been left.** |

STS Users

Sprint leaves answering machine messages for STS users with an emphasis on user control and patience. Sprint's standard procedures are provided below.

| Process for Leaving an Answering Machine Message for STS Users |
|---|
| The STS relay user speaks the number to dial, e.g.,<br>**This is Mary. Please call Dr at 123-456-7890** |
| If the STS user does not have a profile with call handling preferences, the STS CA will ask the user how the call should be handled by asking questions such as:<br>**Are there any special instructions you have for me?**<br>**or**<br>**Would you like me to voice everything?**<br>If no ... **Would you like me to voice only what the outbound does not understand?** |
| As the call is dialed, the STS relay user can hear the phone ringing. |
| When the answering machine answers, both the CA and STS user can hear the recording. |
| The STS CA will ask the STS user if they would like to leave a message. |
| Depending on the STS user's preferences, the STS CA may obtain a message in full and then redial to leave it on the machine in the CA's voice. |
| Once the message has been successfully left, the CA will inform the STS user and wait for further instructions:<br>**Your message has been left. Would you like to make another call?** |

Please note that if the line is busy and/or the STS CA is unable to leave the STS user's message, the STS user has the ability to request that the CA retain the message for up to 24 hours as a part of Sprint's STS Message Retention feature, described in the STS section.

During those 24 hours, the STS user may call back and ask the STS CA to retry to leave the message as many times as they would like. At the end of the 24 hour period, the message is automatically deleted from the system.

VCO Users

Sprint's standard procedures in the figure below highlight Sprint's flexibility in allowing VCO users the option to voice or type answering machine messages.

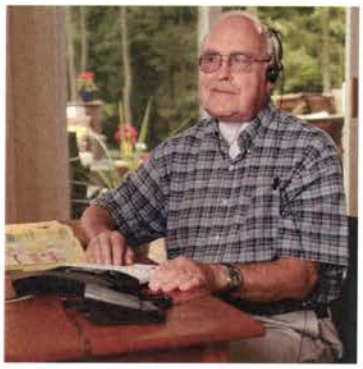
For VCO users who prefer to always leave a message when reaching an answering machine or know ahead of time that they will be reaching an answering machine, Sprint makes it possible for them to leave a message on the first call. When instructed ahead of time, the Sprint CA will simply confirm that an answering machine was reached, e.g., (ANS MACH PLAYING) and if time allows the CA may type (BEEP) if heard, followed directly by the GA. Once the message is left, the CA will confirm with the user.

| Process for Leaving an Answering Machine Message for VCO Users |
|---|
| The VCO user voices or types a number for the CA to dial. |
| The CA dials the requested number and reaches an answering machine, keeping the VCO user informed of the call progress.<br><br>**DIALING LOCAL CALL XXX-XXX-XXXX RINGING 1... 2....3...4...** |
| If the voice recording on the answering machine is too fast, the CA will use the recording feature to pause or slow down the recording in order to accurately type it verbatim (unless the customer has requested otherwise). |
| The complete message is relayed including the beep and gender of the person on the recording, such as:<br>**WE CAN'T COME TO THE PHONE NOW PLEASE LEAVE A MESSAGE (BEEP) (F)**<br>**(ANS MACH HUNG UP) GA** |
| The VCO user speaks or types instructions to the CA, (e.g., "I'd like to leave a message Go Ahead"). If no instructions are provided, the CA will ask the VCO user if they would like to leave a message. |
| If the VCO user wishes to voice their message themselves, the CA will redial the call (without additional end user charges) and advise the VCO user when to begin speaking<br>**(PLS VOICE UR MSG WHEN U SEE "GA" REDIALING)**<br>**(RINGING 1...2...3) (ANS MACH PLAYING) GA** |
| Once the message has been successfully left, the CA will inform the relay user through the use of hot key macros, such as;<br><br>**(UR MSG LEFT) FRS OPR XXXXM GA** |

## HCO Users

Sprint's answering machine functionality and processes have been tailored to support our HCO users, as well. HCO users can listen to the call as it happens and make real-time decisions.

Of course, HCO users are also encouraged to personalize this process, if desired.



| Process for Leaving an Answering Machine Message for HCO Users |
|---|
| The HCO relay user types a number to dial. The CA enters the number and says:<br><br>**Thank you, now dialing** |
| As the call is dialed, the HCO relay user can hear the phone ringing. |
| When the answering machine answers, both the CA and HCO user can hear the recording. |
| The HCO user types his or her message. |
| Once the CA receives the GA, the CA says verbally:<br><br>**Redialing to leave your message, please hold.** |
| The CA will redial, announce the call as a relay call and voice the HCO user's message, such as:<br>**This is FRS Operator 12344 with a message...**<br>**John, This is Sue. Please call me back.** |
| Once the message has been successfully left, the CA will inform the HCO relay user and wait for further instructions:<br><br>**Your message has been left.** |

### Voice Response Units

Please see Sprint's standard process for calls involving voice response units (VRUs) or interactive recordings. These standard processes can be modified by relay users on either a per-call or per-line (Customer Profile) basis.

| Voice Response Units |
|---|
| The relay user requests a telephone number that is answered by an automated menu. |
| The CA will use the recording feature to begin recording the menu. |
| The CA types the name of the business reached, informs the caller that a recording has been reached, and asks the caller if they would like to hold for a live person.<br><br>**ABC COMPANY (RECORDING) (WOULD YOU LIKE TO HOLD FOR A LIVE PERSON Q) GA.** |
| The CA follows the relay user's instructions and keeps the user informed of call status. |
| CA uses the Phoenix CA software scratch pad to temporarily store menu options selected by the caller. Depending on the type of recording reached, Sprint CAs will use touch tones (i.e., DTMF) or speak the party's selections. |
| CA redials (as needed) to enter preferences until caller reaches the appropriate message or representative. (Please note that the relay user is only charged for the initial call regardless of the number of redials required to complete the call). |
| Once the call is complete, the information stored in the scratch pad and on the CA's screen is deleted from the system. |

### Touch Tone Capabilities

To make navigating menus quick and easy, CAs can easily use the Phoenix CA software to enter touch tones. In addition, **Sprint's customer-centric service provides the ability for STS callers to enter touch tones directly.** This provides hearing users greater control and confidentiality.

### Confidentiality of Voice Response Units

Sprint does not maintain any types of written or electronic records or notes beyond the duration of the call, except as provided elsewhere in the RFP for billing purposes. All customer sensitive information including scratchpad information is automatically deleted when the caller hangs up.

Sprint is highly committed to protecting our users' privacy and information. Sprint's corporate guidelines for business ethics and behavior, called the Sprint's Code of Conduct, along with the Relay Center Confidentiality forms specifically cite protection of user information and privacy as a paramount responsibility of every relay center staff employee. Sprint re-trains and re-commits every employee every year regarding the confidentiality of our relay users' information; all our employees serving relay callers make this commitment.

## Retrieving Voice Mail

The following is a brief outline of Sprint's standard process used for retrieving voice mails. These standard processes are modified based on individual relay user requests on either a per-call or per-line (Customer Profile) basis.

| Retrieving Voice Mail Procedures |
|---|
| When a relay user asks to retrieve voicemail, the CA will ask the caller for the appropriate information, if not provided, e.g.,<br><br>**(MAY I HAVE UR VOICE MAIL NBR AND PASS CODE PLS Q) GA** |
| The CA dials the requested number and reaches an answering machine, keeping the relay user informed of the call progress.<br><br>**DIALING LOCAL CALL XXX-XXX-XXXX RINGING 1... 2....3...4...** |
| Once the voicemail system answers, the CA enters the passcode using a touchtone keypad. |
| If there are no new messages, the CA will relay this information and wait for additional customers instructions.<br><br>**(NO NEW MESSAGES) GA** |
| If there are new messages, the CA will retrieve all voicemail messages while keeping the relay user informed and prompting them for actions, as appropriate.<br>**(ONE MOMENT PLS)**<br>**(SAVE Q DELETE Q REPLAY Q) GA**<br>**(REDIALING TO GET MSGS)** |
| Once all voicemail messages have been successfully retrieved, the CA will inform the relay user and following the user's instructions. |

## Confidentiality

Relay callers must have confidence in knowing that their personal information such as voicemail access codes remains confidential and private. Sprint does not maintain written or electronic scripts of any conversation. All call communication, electronic scratchpad information, and recordings are automatically cleared once the caller disconnects.

Many relay users choose to store their voicemail instructions within the Notes section of their Customer Profile for their convenience and to speed up call processing. Sprint only records this information **upon a relay user's direct request**. Customer Profile information is considered highly sensitive and is highly protected, as described in Item 19(p) Customer Profiles.

**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 deaf or hard of hearing person when only one telephone line exists to the residence?**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Single-Line Answering Machine Retrieval Process
- ✓ Recording Technology
- ✓ Confidentiality Protections

### Single-Line Answering Machine Retrieval (AMR)

Sprint allows Florida Relay users to retrieve messages from an answering machine at the same location as the relay user using a single telephone line. This is known as Answering Machine Retrieval (AMR).

Sprint uses the following standard procedures to process AMR calls.

| Answering Machine Retrieval (AMR) Procedures |
|---|
| When a relay user asks for Answering Machine Retrieval, the CA will instruct the relay user to place the phone near the answering machine to play the messages, e.g.,<br><br>**(PLS PLACE UR HANDSET NEXT TO ANS MACH AND TURN ON) GA** |
| The CA will use the recording feature to record all messages. |
| Once the messages have been recorded, the CA will wait for the relay user to place the handset back on the TTY. |
| The CA will replay the messages using the recording feature at a speed that allows the CA to relay all messages verbatim to the FRS user. |
| When all messages have been typed, the CA will inform the FRS user and await further instructions.<br><br>**(END OF MESSAGES) GA** |

### Confidentiality of AMR Recordings

As with all other recordings captured as a part of call processing, AMR recorded messages are automatically deleted from the CA's terminal once the relay call is completed.

## Top 5 Reasons for Sprint's Voicemail and Interactive Menus

1) Sprint has offered software recording technology for its CAs since 1994 and continues to offer **the most flexible CA software recording solution.**

2) Sprint's policies for processing voicemail, interactive menus, and answering machine calls are designed to allow each **relay user control** over how their call is processed, offering increased personal attention.

3) Sprint's efficient call processing of recordings and interactive menus translate to **fewer billable minutes per call.**

4) Sprint's technology and processes ensure that **FRS users will not be charged when redials are necessary** to process calls involving voicemail or interactive menus.

5) Sprint has **stringent policies in place to protect customer information.** All selections and access codes are automatically deleted at the end of each call. Caller information is only stored at the direct request of a customer as a part of the Customer Profile.

# Item 29. Voice and Hearing Carry-Over (RFP ref. B-21)

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Simple and easy-to-use for callers
- ✓ Customer-driven Enhancements
- ✓ Specialized VCO CAs
- ✓ Privacy Options
- ✓ More Communication Options

Sprint excels in its offering of carry-over services – voice carry-over (VCO) and hearing carry-over (HCO). Both services meet State and Federal requirements.

Sprint's goal is to offer carry-over services that are flexible and easy-to-use for our customers. We have offered carry-over services since 1990, and over the past two decades, Sprint has continued to revolutionize the carry-over experience with improvements that set the bar for the service in the industry.

Many of Sprint's carry-over enhancements were the direct result of customer feedback from carry-over users, Advisory Boards, and Contract Administrators including Sprint's Direct Dial numbers for VCO and 2-Line Carry-Over services.

**Sprint's Carry-Over History**

| | |
|---|---|
| 1990 | Basic VCO and HCO services |
| 1994 | Two-Line Carry-Over services |
| 1994 | VCO and HCO Branding |
| 1996 | Privacy Feature |
| 1998 | Dedicated Toll-free Numbers |
| 2002 | Specialized VCO CAs |
| 2014 | Dedicated VCO Customer Service |

Today, Sprint continues to offer more enhancements. **With the new contract, Sprint will provide a specialized Customer Service and Training Line for VCO users.** The new number will ensure FRS VCO users can easily reach a representative for assistance.

## Voice Carry Over (VCO)

1. Sprint's Voice Carry-Over (VCO) service allows a deaf or hard of hearing user to speak directly to a hearing person.

2. When the voice user speaks, the CA serves as the VCO user's "ears."

3. The CA types everything that is said to the VCO user's TTY or VCO phone.

### VCO Call Set-Up at a Glance

**Not Registered? Simply type "VCO GA"**

- ☑ Registered VCO users dial 711 or 1-877-955-8260
- ☑ CA greets the caller

**FRS OPR XXXXM/F VOICE (OR TYPE) NOW GA**

- ☑ VCO user speaks number to be called
- ☑ CA dials the number and announces the call

**"Hello. A person is calling you through Florida Relay. This is Operator XXXX. Have you received a Voice Thru call before?"**

- ☑ If not, the CA explains

**"The person who is calling will be speaking directly to you. When he/she says the phrase, "Go Ahead," that indicates that they are done speaking and are ready for you to respond. When you talk, the operator will be typing everything heard back to the caller. One moment for your call to begin."**

- ☑ VCO user speaks and says "Go Ahead" when done
- ☑ The voice user speaks and the CA types the message to the VCO user

## Voice Carry Over (VCO) Enhancements

Sprint has offered VCO since 1990 and leads the industry with the many enhancements and features offered at no additional charge.

Sprint's **Privacy Feature** allows the VCO user to speak without being heard by the CA. To request, VCO users simply say "Privacy On."

Sprint's VCO service is compatible with all domestic VCO phones even those without a keyboard. VCO users simply speak - no typing required.

All calls to the FRS VCO toll free number (877-955-8260) will be routed to specially-trained VCO CAs that have proven to be the best at processing VCO calls.

Sprint VCO users can customize the call including changing standard announcements, explanation, or requesting slower typing (text pacing) from the CA.

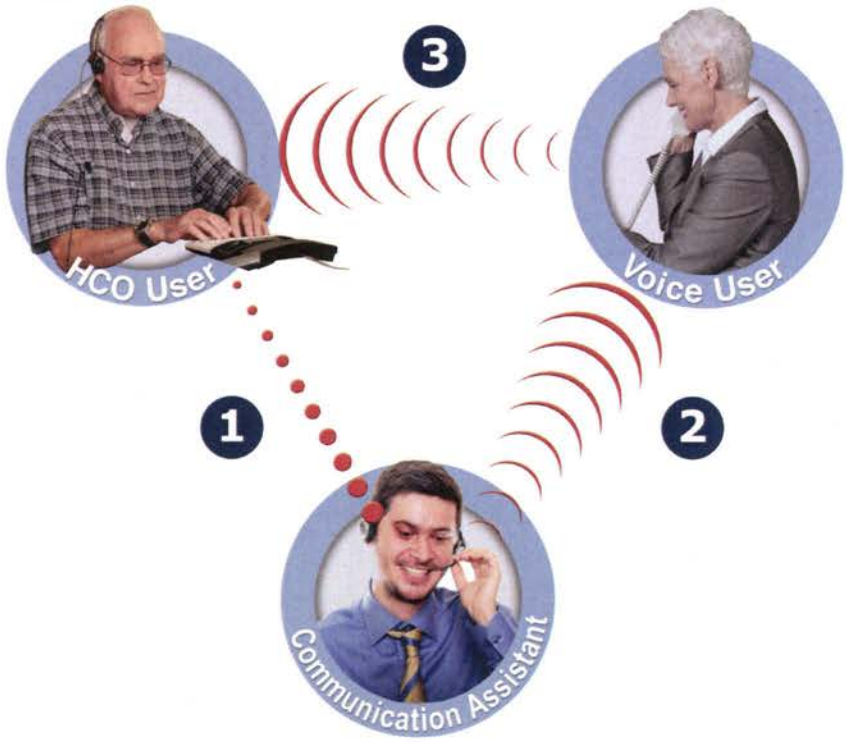
Sprint

## Hearing Carry Over (HCO)

1. Sprint's HCO service allows someone with a speech disability to type the conversation to the CA.

2. The CA acts as the HCO user's "voice" and reads the message to the Voice user.

3. The HCO person can listen to everything that is said by the voice user.




### HCO Call Set-Up at a Glance

**Not Registered? Simply type "HCO GA"**

- ☑ Registered HCO users dial 711 or 1-800-955-8771
- ☑ CA speaks to the caller

**HELLO FLORIDA RELAY OPR XXXXM/F YOU MAY HEAR VOICE OR USE TTY GA**

- ☑ HCO user types the number to be called
- ☑ CA dials the number and announces the call

**"Hello. A person is calling you through Florida Relay. This is Operator XXXX. Have you received a Hearing Thru call before?"**

- ☑ If not, the CA explains

**"The person who is calling you can hear but does not speak. You will be able to speak directly to your caller and they will be able to hear your message. When you are finished speaking, please say the words "Go Ahead" and that will inform the caller that it is their turn to respond. They will type their response, which will be read to you. One moment for your call to begin"**

- ☑ HCO user types and the CA reads this conversation to the called party
- ☑ As the voice user speaks, the HCO user listens

## Hearing Carry Over (HCO) Enhancements

Sprint has offered HCO since 1990 and continues to lead the industry with the many enhancements and features offered at no additional charge.

Sprint's **Voice Progression** feature allows the HCO user to hear the call as it rings, is answered, and throughout the call.

Sprint's HCO with Privacy feature allows the voice user to speak directly to the HCO user without being heard by the CA. HCO users type "Privacy On" to request.

FRS users can type "HCO ON" or type an "S" after the number to dial to be recognized as having a speech disability and wanting HCO service.

Sprint HCO users can customize the call including changing standard announcements or explanation from the CA.

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ 2-Line VCO and HCO processes
- ✓ Customer-driven Enhancements
- ✓ Greater Control and Flexibility
- ✓ More Communication Options

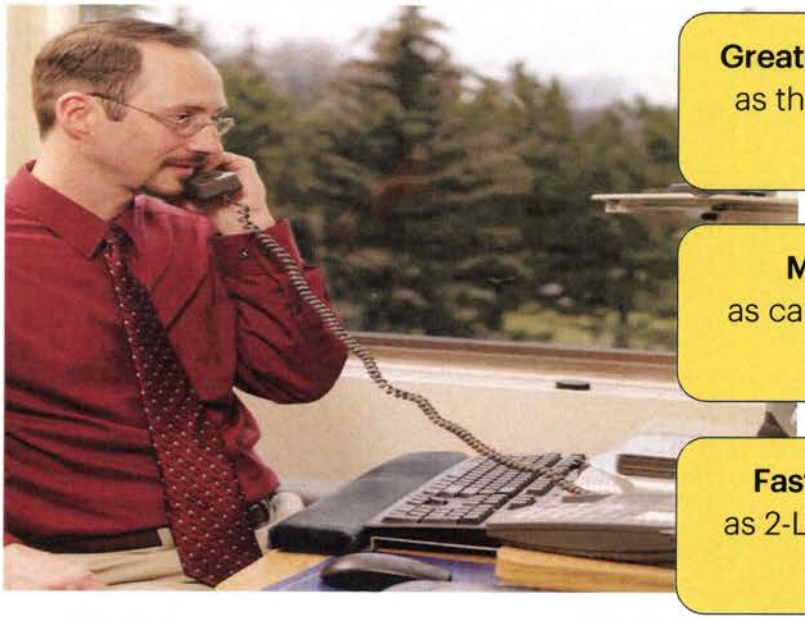
Sprint offers both incoming and outgoing two-line carry-over services that will provide FRS users greater control over their carry-over calling experience.

Two-line carry-over services are one of the many customer-driven enhancements that Sprint has introduced into our relay service.

When Voice Carry-Over users approached Sprint Relay in 1990 about using three-way calling to enhance their carry-over experience, Sprint eagerly worked with those relay users to make it possible for them. Since then, VCO and HCO users around the country have benefitted from this customer-inspired feature.

When a carry-over customer reaches out to Sprint to inquire about two-line services, we clearly and simply explain the benefits and how the service works in easy-to-understand terms.

## Benefits of Two-Line Services



**Greater control** for relay users as the CA remains silent and transparent

**More Conversational** as callers do not have to take turns speaking

**Faster and more efficient** as 2-Line users can choose to use a TTY or PC

## Two-Line VCO

Sprint processes two-line VCO (2LVCO) calls which allow a deaf or hard of hearing user with two phone lines to speak and read messages from the CA at the same time with a Voice user.

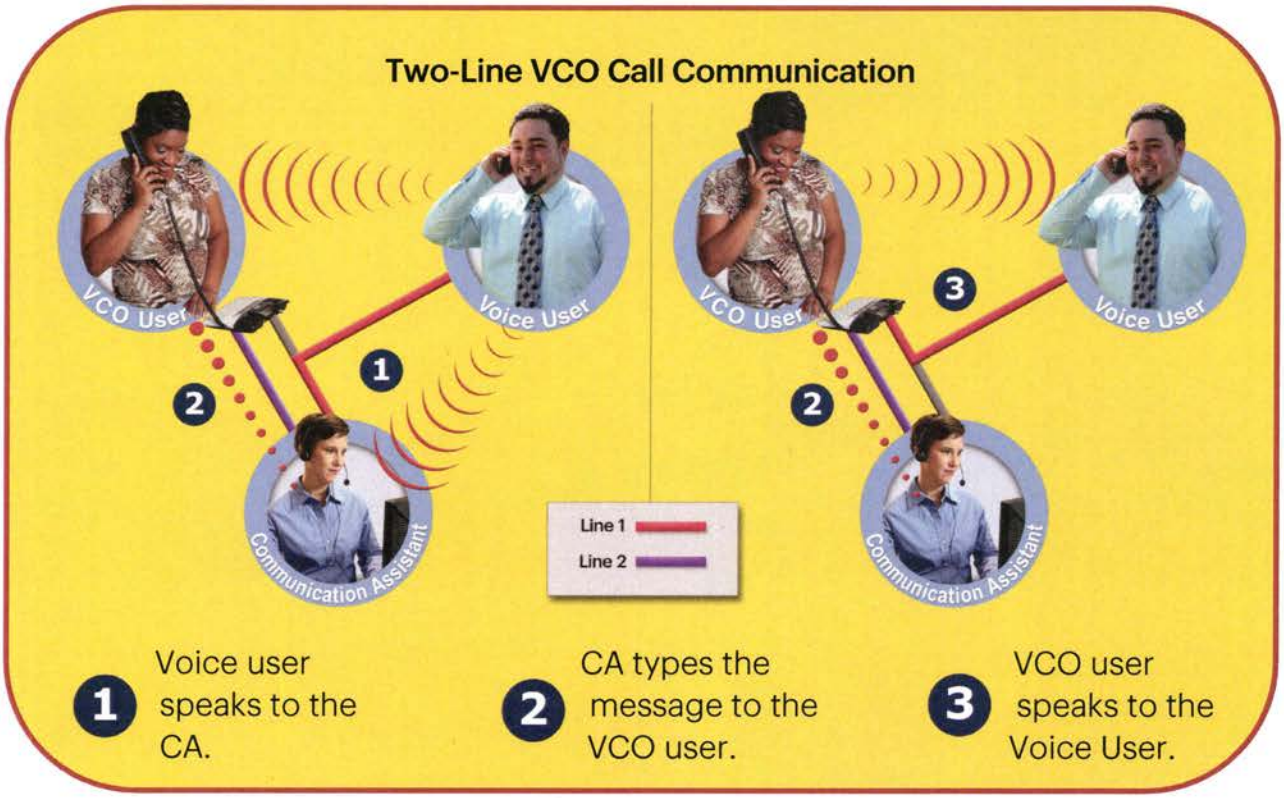
### 2LVCO Call Set-Up at a Glance

- ☑ 2LVCO user dials 711 or 1-877-955-8260 and types instructions such as:

  **"TWO LINE VCO CALL ME BACK AT (VOICE PHONE #) GA"**

- ☑ The CA dials the number. When the second phone line rings, the 2LVCO user answers the phone and asks the CA to hold.
- ☑ The 2LVCO user presses the "flash" button on the phone. The 2LVCO user dials the hearing party and presses flash when the call is answered.

Once connected, the two parties can speak freely with no "Go Ahead" or "taking turns" speaking required (as pictured below).



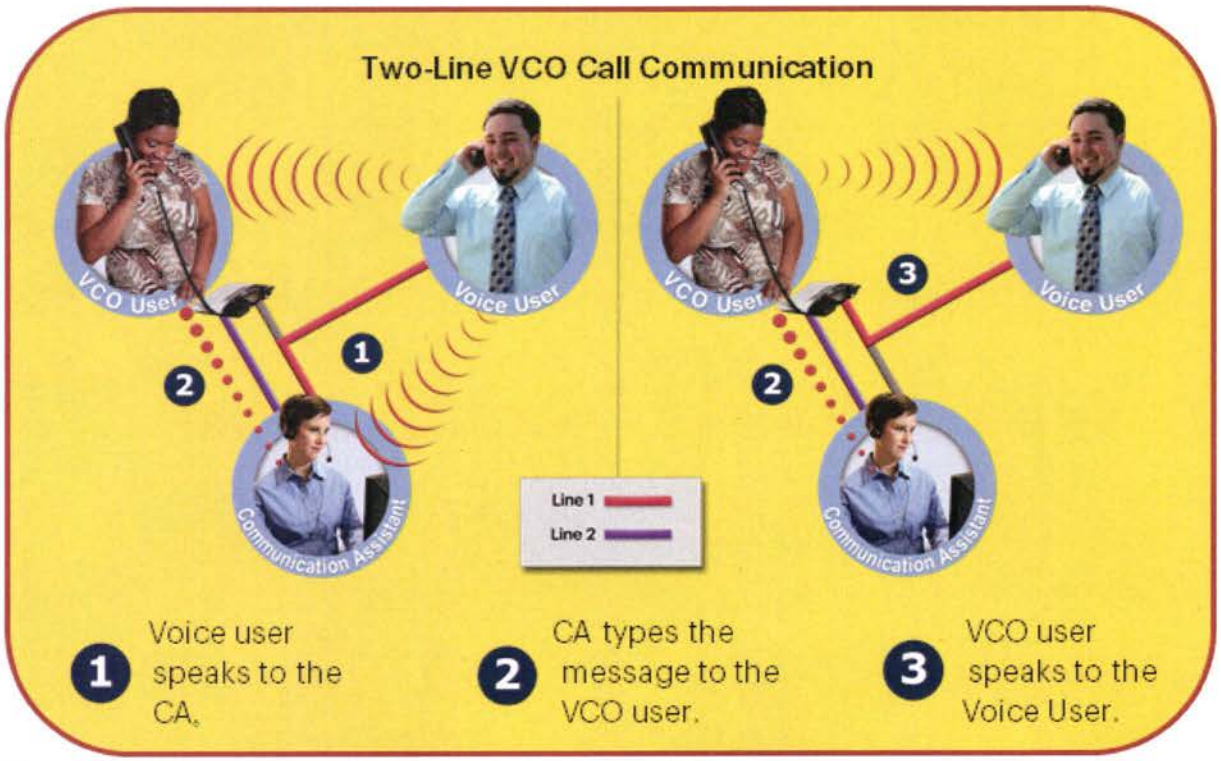
## Reverse Two-Line VCO

Sprint also provides support when a VCO user receives a call directly from a Voice User and would like to conference in the Relay service. For calls already in progress, relay can be added to the conversation in what is known as Reverse Two-Line VCO.

### Reverse 2LVCO Call Set-Up at a Glance

- ☑ Voice user calls 2LVCO user. The 2LVCO user picks up the phone and says "One Moment While I connect Relay." The 2LVCO user presses "flash" and puts the hearing person on hold.
- ☑ The 2LVCO user dials 711. The CA answers the call as a voice call. When the CA answers, the 2LVCO user says, "Reverse-Two-Line-VCO, please call me at TTY or PC number XXX-XXX-XXXX."
- ☑ The CA dials the 2LVCO's second (text) line. The 2LVCO user answers the call from the CA.
- ☑ The VCO user presses "flash" again to connect all parties and the call is processed as normal.

Once connected, the two parties can speak freely with no "Go Ahead" or "taking turns" speaking required (as pictured below).



## Two-Line HCO

Sprint's two-line HCO (2LHCO) allows a relay user with a speech disability with two phone lines to listen and type at the same time through relay.

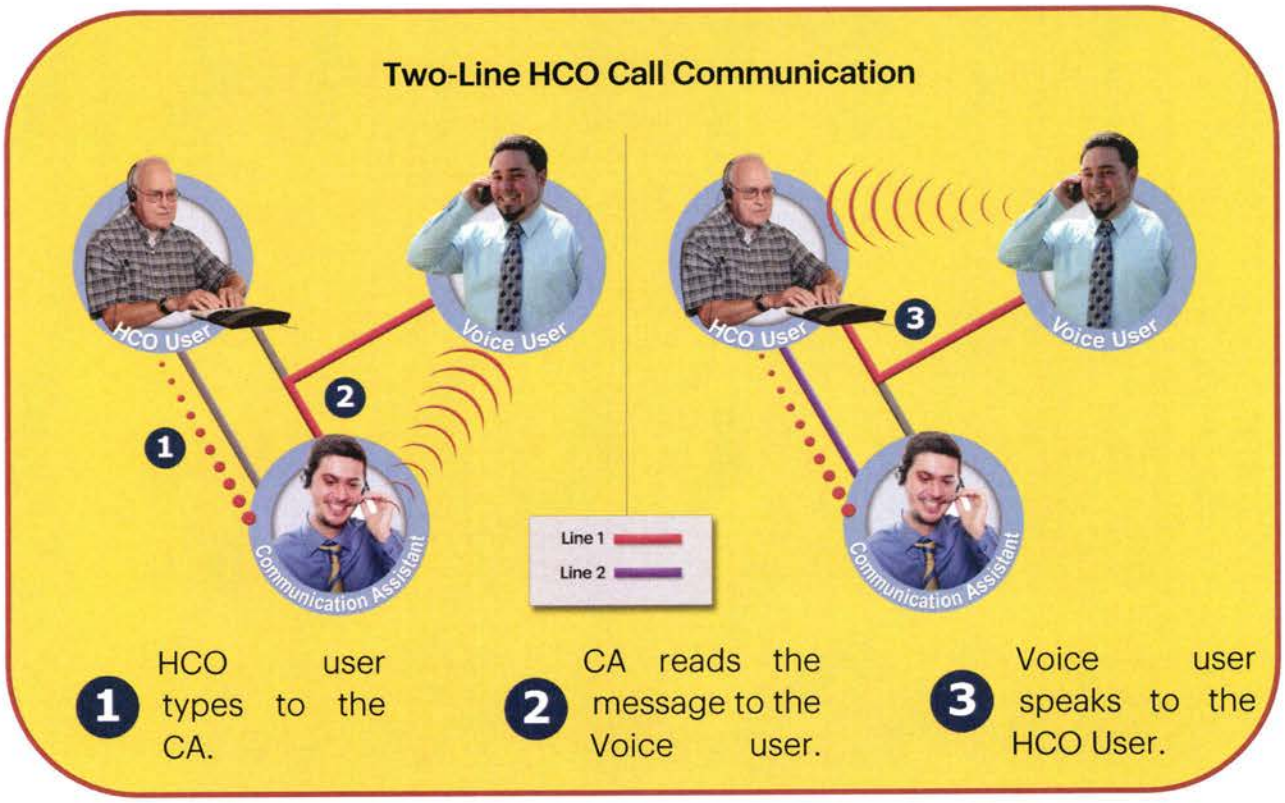
### 2LHCO Call Set-Up at a Glance

- ☑ 2LHCO users dials 711 or 1-800-955-8771 and types instructions such as:

  **"TWO LINE HCO CALL ME BACK AT (VOICE PHONE #) GA"**

- ☑ The CA dials the number.
- ☑ When the second phone line rings, the 2LHCO user picks up the phone and the CA is placed on hold.
- ☑ The 2LHCO user presses the "flash" button on the phone and dials the hearing party.
- ☑ Once connected, the 2LHCO user presses the "flash" button again and all parties are connected.

Once connected, the two parties can speak freely with no "Go Ahead" or "taking turns" speaking required (as pictured below).



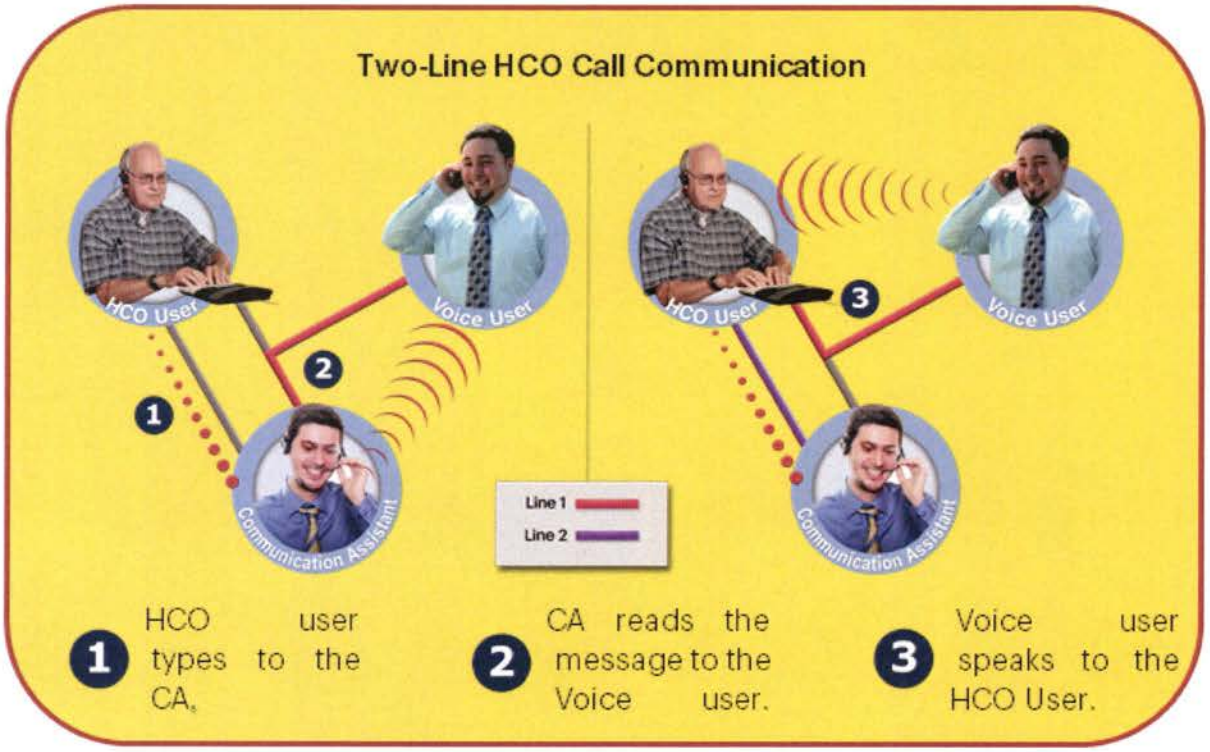
## Reverse Two-Line HCO

For calls already in progress between a voice user and HCO user, relay can be added to the conversation using the following basic steps:

### Reverse 2LHCO Call Set-Up at a Glance

- ☑ The HCO user presses the "flash" button and puts the hearing person on hold and dials 711.
- ☑ The CA answers the call as a voice call and the HCO user instructs the CA to place a Reverse two-line HCO call and provides the telephone number of the second line.
- ☑ The CA dials the two-line HCO user's text line and establishes a text connection (TTY or ASCII).
- ☑ The two-line HCO presses the "flash" button again to connect all parties and the call is processed as normal.

Once connected, the two parties can speak freely with no "Go Ahead" or "taking turns" speaking required (as pictured below).

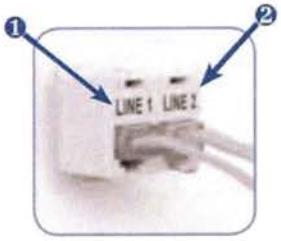


## Equipment Needed for Two-Line Carry-Over Calls

Sprint advises two-line VCO users that the following equipment is needed.

### What equipment do I need to use Two-Line VCO?

❶ One telephone line from your local phone company. This is line #1 (ASCII or TTY).




❷ A second telephone line from your local phone company with "Three-Way Calling" feature. This is line #2 (Voice).

❸ A TTY or personal computer equipped with a modem. This is for line #1.

❹ A telephone with a "flash" button is recommended for use with line #2. Otherwise, the "switch-hook" on a telephone may be used to obtain a second dial tone.

### Want to Communicate? Go Ahead.

**The provider shall make provision for two persons who have a hearing loss 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).**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**
- ✓ 250 Calling Combinations
- ✓ All Carry-Over Call Types

Sprint will ensures that all relay users can use whatever call type that they desire when making calls through FRS. Sprint supports more calling combinations than any other relay provider including over two-hundred and fifty (250) calling combinations[1] (See Attachment C). Sprint's sophisticated TRS platform has the ability to connect to each leg of the call independently allowing maximum flexibility. Limitations on possible calling combinations are the result of intent, rather than limitations of outdated technology.

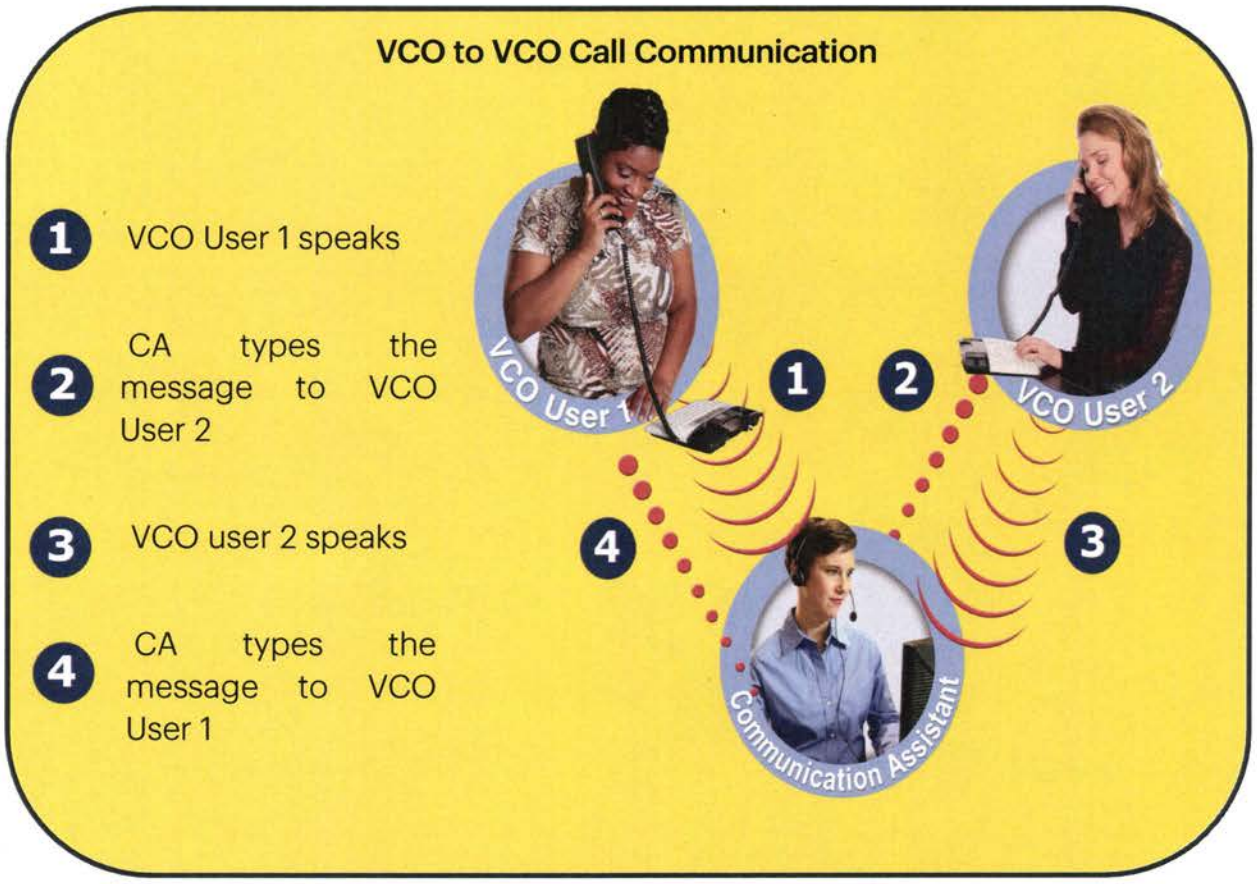
[1] Sprint's proposal to the State includes only TRS-based call types and does not include internet-based call types.

## VCO to VCO

CA serves as both users' "ears" and types what each person says.

### Call Set-Up at a Glance

- ☑ Dial 711 or VCO number.
- ☑ FRS CA answers the call.
- ☑ VCO user types "VCO to VCO PLS" and number to call.
- ☑ CA announces the call to the called party.
- ☑ Once connected, the CA types each VCO user's message (as pictured below).

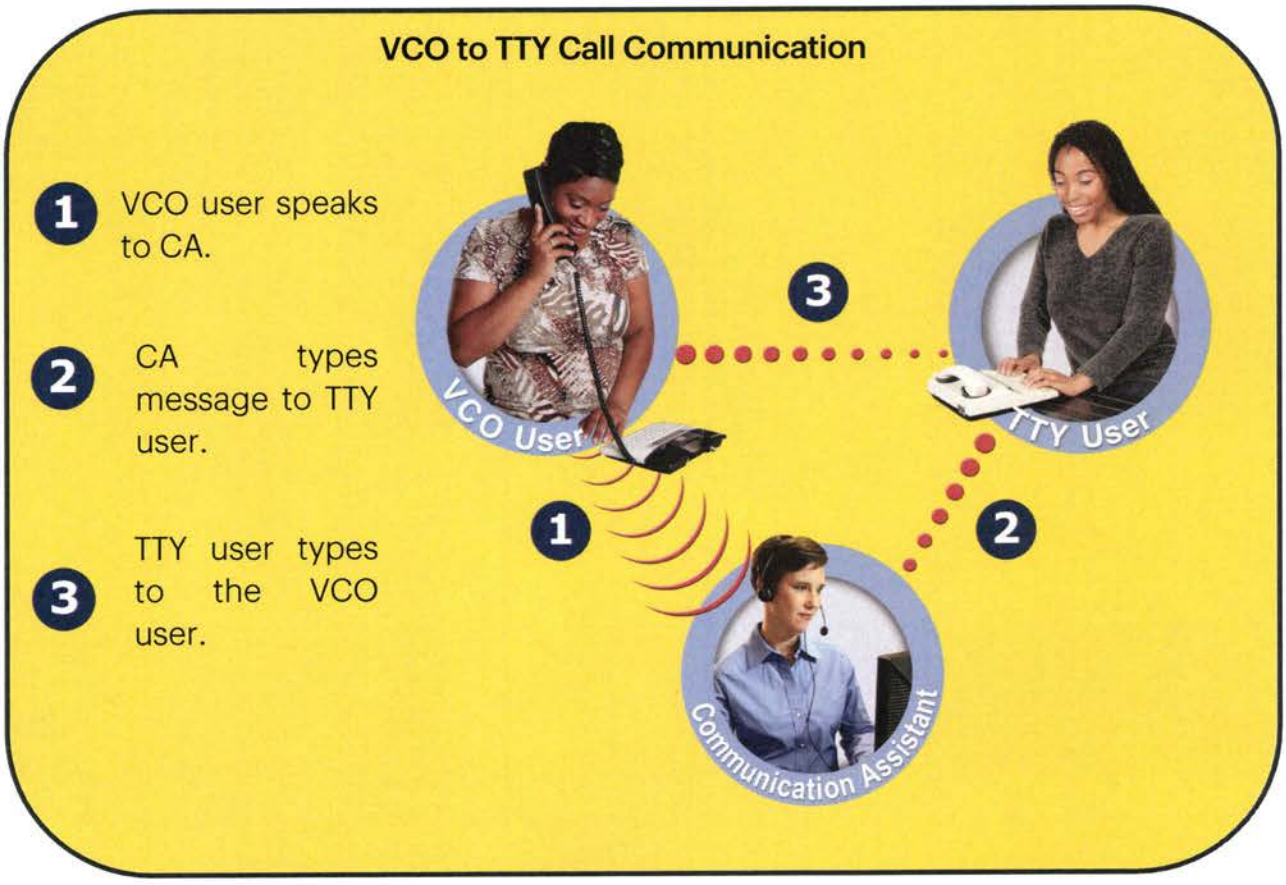


## VCO to TTY and TTY to VCO

CA serves as the "ears" for the VCO user and the TTY user's message is sent directly to the VCO user.

### Call Set-Up at a Glance

- ☑ Dial 711 or VCO number.
- ☑ FRS CA answers the call.
- ☑ TTY/VCO user types or speaks "VCO to TTY PLS" or "TTY to VCO PLS" and number to call.
- ☑ CA announces the call to the called party.
- ☑ The CA listens to the VCO user and types the message to the TTY user. The TTY user's message is sent directly to the VCO user.

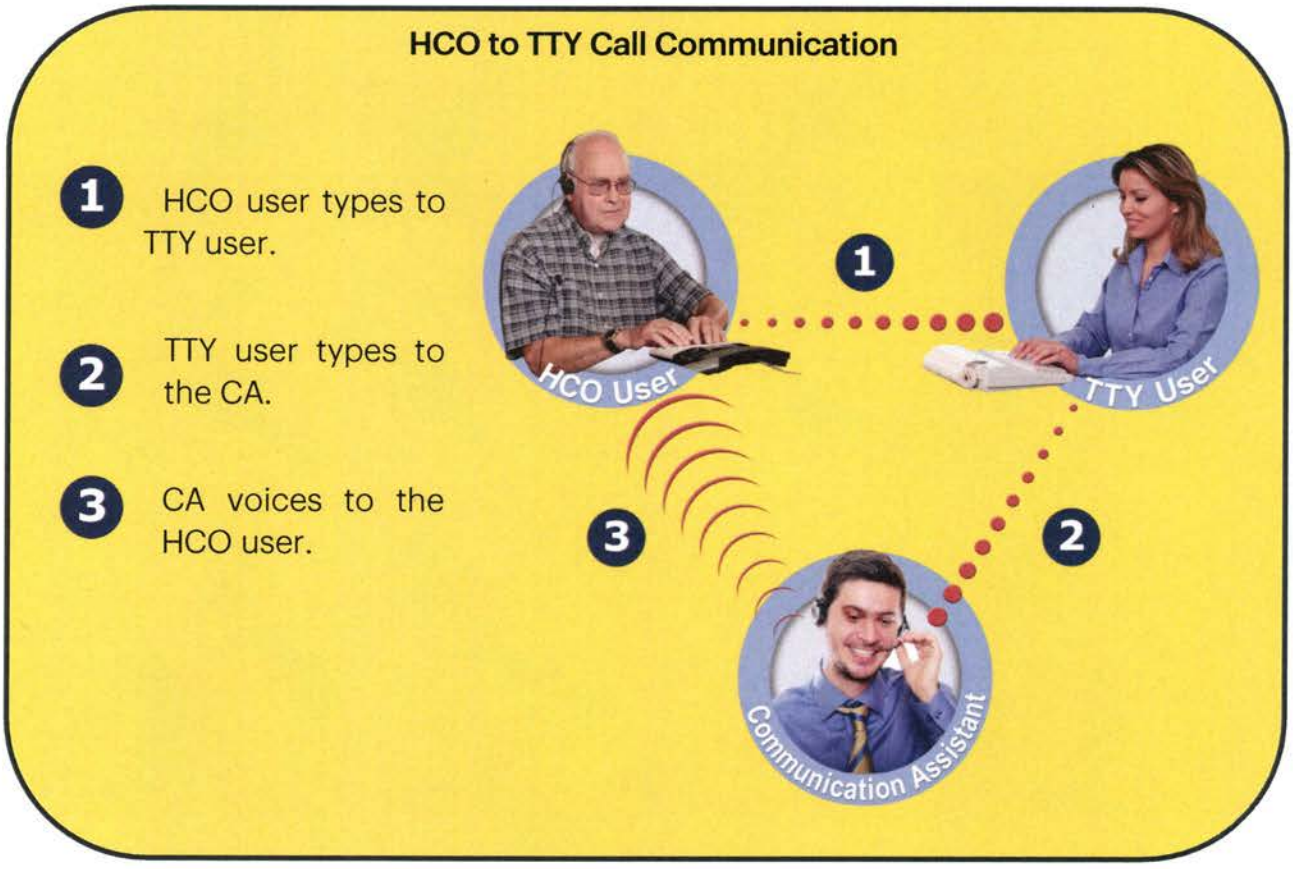


## HCO to TTY and TTY to HCO

CA serves as TTY user's "voice" and the HCO user's message is sent directly to the TTY user.

### Call Set-Up at a Glance

- ☑ Dial 711 or TTY number.
- ☑ FRS CA answers the call.
- ☑ TTY or HCO user types "HCO to TTY PLS" or "TTY to HCO PLS" and number to call.
- ☑ CA announces the call to the called party.
- ☑ The CA reads the TTY message to the HCO user and the HCO user's typing is transmitted to the TTY user.

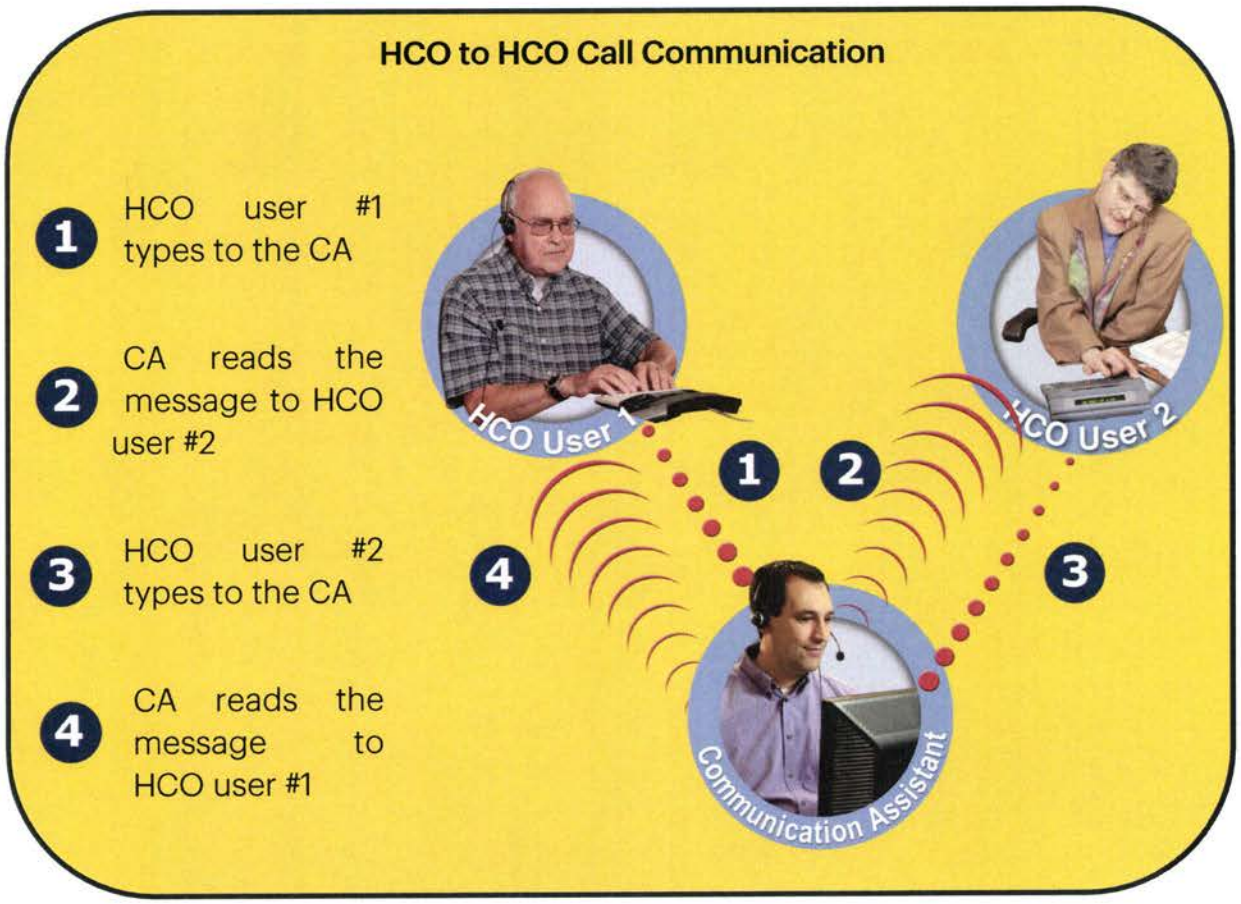


## HCO to HCO

CA serves as the "voice" for both HCO users. and the HCO user's message is sent directly to the TTY user.

### Call Set-Up at a Glance

- ☑ Dial 711 or TTY number.
- ☑ FRS CA answers the call.
- ☑ HCO user types "HCO to HCO PLS" and number to call.
- ☑ CA announces the call to the called party.
- ☑ The CA reads the HCO user's message to the other HCO user.



| Additional Call Types | |
|---|---|
| **VCO to HCO**<br><br>CA serves as the "voice" for both HCO users. | • Dial 711 or VCO number.<br>• FRS CA answers the call.<br>• VCO user speaks "VCO to HCO PLS" and number to call.<br>• CA announces the call to the called party.<br>• The VCO user listens to the HCO user.<br>• The HCO user types to the VCO user.<br>• The CA remains on line to assist either caller. |
| **STS with VCO to Voice**<br><br>STS CA re-voices for the VCO user and types the voice party's message to the STS VCO user. | • Dial STS VCO number (new toll-free number will be provided to FRS at no additional charge)<br>• FRS STS CA answers the call (with typing).<br>• STS CA will announce the call to the called party.<br>• The STS CA listens to the STS VCO user and re-voices conversation (as desired by the STS VCO user)<br>• The STS CA listens to the voice party speak and types the message to the STS VCO. |
| **STS to TTY**<br>**or**<br>**TTY to STS**<br><br>CA types the STS voiced message to the TTY user and reads the TTY user's message to the STS user. | • Dial STS number.<br>• CA answers the call in either voice (STS user) or typing (TTY user).<br>• CA will announce the call to the called party.<br>• The CA listens to the STS user, clarifies the message when necessary, and types the conversation to the TTY user.<br>• CA reads TTY user's typed message to the STS user. |
| **STS to VCO**<br>**or**<br>**VCO to STS**<br><br>CA types the STS user's message to the VCO user. The STS user can hear the VCO speak. | • Dial STS number.<br>• CA answers the call in either voice (STS user) or typing (VCO user).<br>• CA will announce the call to the called party.<br>• CA listens to the STS user, clarifies the message when necessary, and types the conversation to the VCO user.<br>• The STS user can listen to the VCO user's response. |
| **STS to HCO**<br>**or**<br>**HCO to STS**<br><br>The STS speaks directly to the HCO user with the STS CA re-voicing as necessary. The CA reads the HCO user's typed message. | • Dial STS number.<br>• CA answers the call in voice.<br>• CA will announce the call to the called party.<br>• CA listens to the STS user and re-voices the message when unclear.<br>• CA will read the HCO user's typed message to the STS user. |

Sprint

**Top Five (5) Reasons to Select Sprint for its Carry-Over Services**

1) Sprint's Carry-Over services have been designed to be **simple and easy-to-use**. Carry-Over users can register permanent branding or simply ask for the service at any point before or during a call.

2) Sprint offers **many enhancements** for its Carry-Over users including voice call progression, direct VCO toll-free number, custom greetings, and custom announcements. Users can also request to modify the process based on their individual preferences.

3) Sprint routes all calls to the direct VCO toll-free number to **specialized VCO CAs** who have proven to be highly-effective at processing Carry-Over calls.

4) Sprint protects the privacy of its Carry-Over users. The **privacy feature** allows FRS users to have a more private conversation where the CA only hears the portion of the call necessary to relay the call.

5) Sprint ensures that Carry-Over users can communicate with all other relay users. Sprint offers **more communication options** than many other providers.

**Unsolicited Customer Testimonials**

> *The VCO operator did an extraordinary great job. It was a difficult call. She helped me find my way through the call. The operator was FANTASTIC and deserves a lot of credit. (March 2014)*

> *Agent was absolutely precious. Not 1 error on a 45 minutes VCO call. Perfect!" (June 2014)*

> *I received superb assistance [on an HCO call]. Every detail was perfect and worked well with everyone. This was quick and error free, (July 2014)*

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# Item 30. Captioned Telephone Voice Carry-Over (RFP ref. B-22)

**The provider shall provide as part of its proposal a description of how Captioned Telephone 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 Captioned Telephone telephones currently in use by end users. The provider shall price the Captioned Telephone service separately from other relay services in its price proposal. No roaming or guest options are to be allowed.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ CapTel and 2-Line CapTel Service
- ✓ Compatible CTI technology
- ✓ No roaming or guest options allowed
- ✓ 75% of CapTel calls sent to Orlando center
- ✓ Florida Quality Assurance Manager
- ✓ CapTel Product Manager
- ✓ Free CapTel phones and outreach support

Sprint will provide standard and 2-Line CapTel services using CapTel, Inc. (CTI) technology that is compatible with all existing telephones currently in use and will price this service separately from TRS.

All CapTel providers use the CTI technology, yet Sprint offers more value:

| | |
|---|---|
| **Quality** | **Sprint will offer CapTel quality is second-to-none.** During the first quarter of 2014, 3rd party testing showed an average of **156.2 wpm** on live Sprint CapTel calls – well above the industry standard. |
| **Economic Benefit** | **Sprint's CapTel solution will support jobs in Florida.** The Orlando call center will process at least 75% of Florida's CapTel calls. |
| **Experienced Team** | **The Sprint team that launched CapTel will support the new contract.** Loraine Overland, Dennis Selznick, Maggie Schoolar, and Angie Officer will all support the new CapTel program. |
| **Support FTRI** | **Sprint will support FTRI in its outreach efforts.** Sprint will offer free (subsidized) CapTel phones to FTRI and end-users, an annual Public Service Announcement campaign, and 15-20 outreach events annually. These items will be provided in cooperation with FTRI. |
| **Additional Programs** | **Sprint's other CapTel programs will save FPSC money.** Sprint currently offers Federal CapTel Relay, IP CTS, and Wireless CapTel and does not bill the State for any associated costs. |

## CapTel Overview

Captioned Telephone (CapTel) allows people with a hearing loss who can speak to voice their conversation directly to a voice user. A specially-trained CA transcribes the conversation using speech-to-text technology to provide captions to the CapTel user. A special CapTel-enabled telephone is needed to use the State's CapTel service.

1. CapTel user speaks directly to the Voice user.
2. Voice user speaks and CapTel user can listen.
3. CapTel CA listens and transcribes the conversation for the CapTel user.

### Who Uses CapTel?

CapTel was designed to assist people with a hearing loss who could benefit from real-time captioning of telephone calls, including the following:

*Seniors with a hearing loss*

The majority of CapTel users are people who are over the age of 65 with hearing loss brought on by age who now have difficulty hearing on the phone.

*Deaf and hard of hearing*

CapTel can also benefit deaf or hard of hearing people who prefer speaking over the phone.

*Veterans*

Veterans with hearing loss are a growing segment of CapTel users.

Sprint

## Sprint and CapTel History

Sprint takes an active role in advancing speech-to-text for CapTel users.

**2014**
- **Sprint offers free (subsidized) CapTel phones to Floridians and FTRI.**
- IP CapTel phones sold in **Sprint retail stores including 20 Florida stores.**
- Ultratec launches 2400i model CapTel phone.

**2013**
- Sprint is **the only US provider to launch international CapTel** (New Zealand).
- Sprint offers **$75 subsidized CapTel phones including Florida IP CTS users.**
- Syracuse, NY call center expanded to offer CapTel services.

**2012**
- Ultratec launches CapTel 840 models that include WiFi access.
- Lubbock TRS call center supports CapTel.
- Sprint is the **first and only CapTel provider to partner with PC provider** to offer embedded CapTel solution for seniors.
- Sprint is **the only CapTel provider to support Project Endeavor** (a completed government program for low-income customers).
- Ultratec opens third **CapTel call center in Orlando, FL that processes many Sprint CapTel calls.**
- Sprint and CTI offered **"no corrections" CapTel trial including Floridians.**

**2011**
- CTI offers 24/7 Customer Service for CapTel users
- Sprint is **first and only CapTel provider to offer wireless CapTel** that doesn't require simultaneous voice and data connections.

**2010**
- Sprint offers the FPSC the option to transition from ESN billing to ANI billing.

**2009**
- Ultratec releases CapTel model 800 series.
- Ultratec releases the first IP CapTel phone (800i).

**2008**
- Sprint offers an internet version of CapTel known as WebCapTel.
- Sprint launches WebCapTel "On the Go" for select wireless devices that require separate voice and data connections. (Note: Users on wireless networks that support simultaneous data and voice can use one device.)

**2007**
- CTI opens a second CapTel call center in Milwaukee, WI.
  Sprint jointly offers **$99 subsidized phone to Florida residents.**
- Sprint and CTI begin beta-testing WebCapTel services over the internet.
- Sprint conducts **CapTel focus groups in Florida.**

**2006**
- CTI releases the USB model of the CapTel phone.
- Sprint launches a **formal CapTel Quality Assurance program in Florida**

**2004**
- Sprint is the **first to offer fully FCC compliant CapTel service** in Hawaii.
- Sprint is the **first to offer 2-Line CapTel service** to its customers.
- Sprint launches **fully-compliant CapTel in Florida.**
- Sprint is the **first to provide more secure Federal CapTel service.**

**2003**
- FCC approves CapTel as a reimbursable relay service.
- Ultratec develops 2-Line CapTel.

**2002**
- Ultratec licensed Cap Tel, Inc. ("CTI") to perform CapTel call center work.

**1999**
- Sprint and Ultratec are **first to conduct a 6-month FASTRAN technology trial** using voice-to-text technology for TRS.

## Current Industry Challenges

The Captioned Telephone Service (CTS) industry faces significant challenges with increased federal oversight and legacy technology. Sprint is the best partner to assist the State and to ensure CapTel users receive the best service.

### Federal Regulations

**The FPSC can trust Sprint to do the right thing.** When new requirements are introduced, Sprint complies. Our top priorities are providing a compliant service while serving relay users.

- In 2013, Sprint complied with all temporary requirements that prohibited offering financial incentives for referrals and registrations of new IP CTS users, certification (or $75 purchase of phone), and the default setting for captions off for IP CTS phones. Please note that several of these restrictions have since been lifted.
- In 2014, Sprint affixed warning labels to all IP CTS phones and ensured that CTS service is used by appropriate and authorized users.

### Transition to Digital Network

As traditional wireline users transition from analog connections to digital services, more CapTel users are looking for guidance on how to continue to use the service. **Sprint will work proactively with FTRI and the existing CapTel model 200, 800, and 840 models to educate them on the transition and possible solutions,** including the following:

- ✓ When a CapTel user decides to get home phone service from a VOIP and/or digital provider, this decision may impact their ability to use some CapTel phones (models 200/800/840)
- ✓ If the back-office carrier for your phone upgrades to digital switching, your CapTel service could be impacted
- ✓ There are other CapTel options available that support digital connections including CapTel model phones (840i or 2400i) or WebCapTel
- ✓ The digital transition impacts other services such as fax machines and alarm systems.
- ✓ There is information available to consumers regarding tests being run by the FCC and telephony providers to assess the impacts
- ✓ It is not currently possible to offer an analog-to-digital adapter as each provider of digital phone services has its own unique internet protocols

Sprint will work cooperatively with the FPSC, FTRI, and TASA Advisory Committee to monitoring of the impact to Florida (fewer state-generated CapTel minutes) and will share information with CapTel end users.

## Florida CapTel Service Specifications

The following specifications are provided as a part of the CapTel service:

- **Accessible:** CapTel will be accessible 24/7/365. Spanish CapTel service is also available from 8 am to midnight, every day of the year.

- **Beneficial:** To promote jobs within the State, Sprint will route at least 75% of all Florida CapTel calls to the Orlando CapTel call center. Compliance reporting will be provided at least quarterly.

- **Appropriate:** Sprint will bill the State for CapTel calls based on Florida Equipment Serial Numbers (ESN) and will not allow roaming or guest options. Sprint understands that Florida CapTel users are allowed to take their CapTel device out of Florida and place calls from within another state as long as the other state will pay for the call. Sprint complies with all FPSC jurisdiction rules and gives the FPSC the option to change its settings at any time.

- **State Specific**: Sprint will offer Florida state-specific CapTel reporting including the following items:

    - state-specific ASA
    - state-specific Service Level with and without abandons and
    - state-specific abandon call information

- **Helpful:** Specialized CapTel Customer Service is staffed 24 hours a day including weekends. Specialized CTI Customer Service is not open on the following holidays: Labor Day, Memorial Day, Thanksgiving, Christmas, New Year's Day and Easter. On those days, CapTel users have the option to leave a message or to contact the Florida Relay Customer Service general access number which is always available.

- **Compliant:** Sprint's CapTel service is compliant with all State and Federal requirements. The following items are currently waived for CapTel:

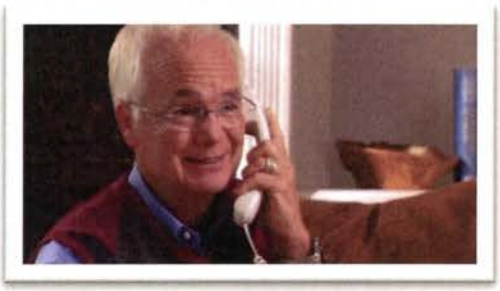
    - Speech to Speech (STS) and Hearing Carryover (HCO)
    - Communication Assistants waivers:
        - TRS mandatory minimum standard requiring CAs to be competent in interpretation of typewritten ASL as applied to captioned telephone CAs
        - CA oral-to-type test requirement and permit the use of an oral-to-text test instead for CapTel CAs
        - CAs refusing sequential calls not applicable to CapTel as the CapTel user initiates each call
        - Gender preference
        - 60 wpm mandatory typing speed for CAs
    - Interrupt Functionality
    - Call Release
    - ASCII and Baudot Format

## CapTel Outreach Support

With the new contract, Sprint will support FTRI with outreach and marketing related to CapTel. Since CapTel was introduced in Florida, Sprint has remained steady in its efforts to promote CapTel services. Sprint looks forward to working with FTRI, FPSC, and Weitbrecht, Inc. (CapTel phone distributor) to identify potential opportunities to collaborate.

As a part of its bid, Sprint is committed to providing support for the following:

### Public Service Announcements



Public Service Announcements (PSAs) create public awareness and are successful in educating residents about CTS and IP CTS. In 2013, Sprint spent $700,000 on PSAs in Florida. With the new contract, **Sprint will provide a CapTel PSA campaign each year**. Sprint will consult with FTRI on the scripts for the PSAs and clearly explain to television stations that this is separate from other FTRI efforts to avoid confusion.

### Outreach Events

**Sprint will conduct or attend 15 to 20 CapTel outreach events annually** in the State of Florida at no additional charge. These events will include:

- Presentation to service providers
- Exhibits, conventions, tradeshows
- One-on-one training sessions
- Town Hall meetings
- Consumer social events

### IP CapTel Phones in Sprint Stores

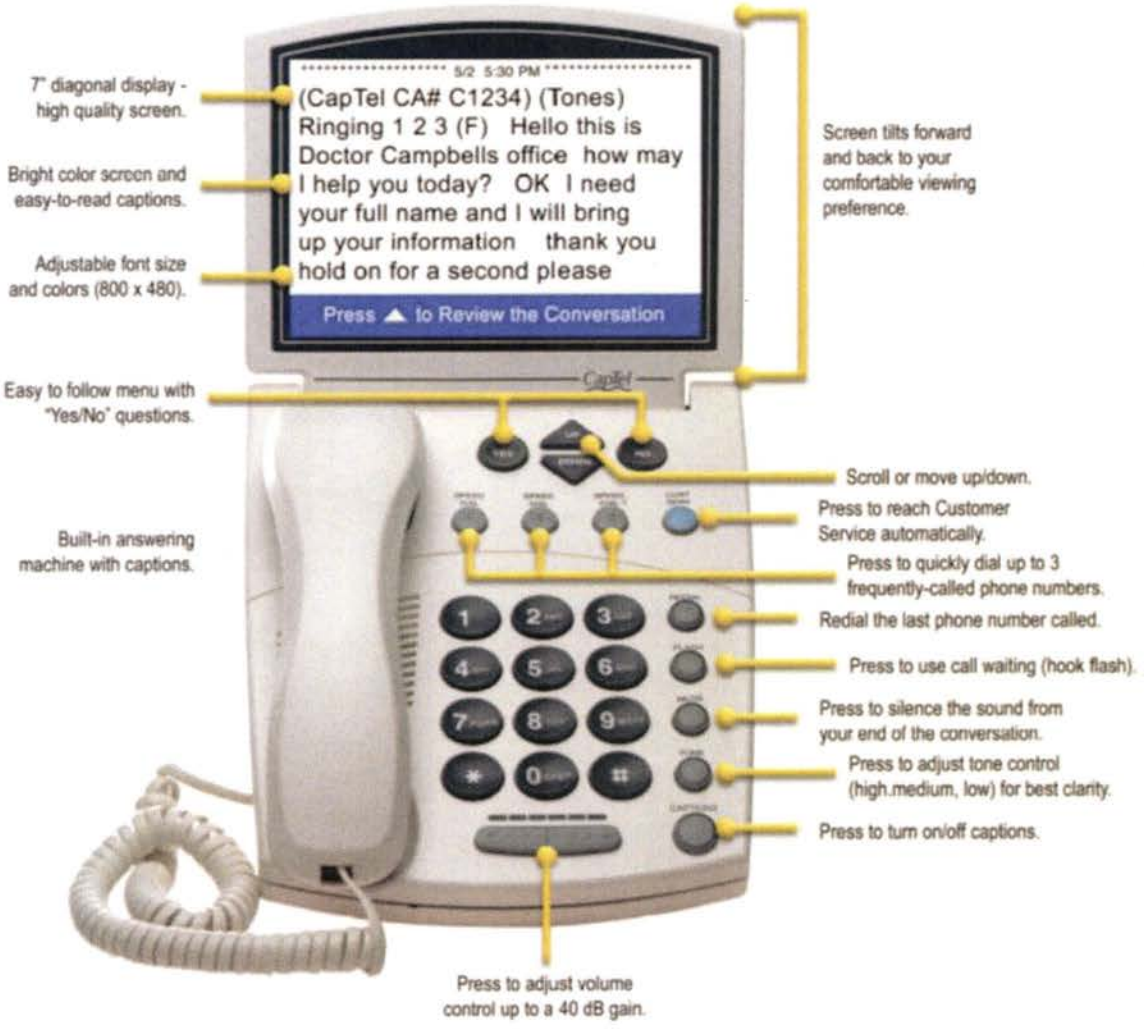
Sprint IP CapTel is part of the national portfolio of phones available at www.sprint.com and retail stores (as a trial) including **20 stores in South Florida**. IP CTS users receive personal attention and installation support from Outreach Experts located in the area.

Please see Item 48 for additional information.

## Compatibility with Existing CapTel Phones and Features

Sprint's CapTel service, like all providers who use CTI technology, permits wireline CapTel-device owners to take full advantage of the phone's built-in features. Sprint and CTI support all current and previous wireline models of CapTel phones including the 200, 800, and 840 models.

The following picture demonstrates the key features of the current model of the wireline CapTel phone. Please note that while some providers claim to be the first to offer many of the phone features, CTI's standard practice is to release all phone features to all providers simultaneously.




It is important to note that Sprint will work closely with Florida and end users to determine which new features are desired. Sprint will then continue to work with CTI on the development of new phone features and incorporating those features into the CapTel relay service.

## 2-Line CapTel Service

2-Line CapTel is an optional way to use the CapTel phone that is more convenient and transparent for CapTel users and their callers. By using two telephone lines instead of just one, the CapTel phone displays captions on every call, at any point in the call. Sprint offers 2-Line CapTel for the same rate as standard CapTel.

| Standard CapTel (1-Line) | 2-Line CapTel |
|---|---|
| Captions and voice are provided across one telephone line. | Conversation is carried on one line, captions are provided on the second. |
| Captions must be initiated at the start of a call. | Captions can be turned on or off on demand, at any point in a conversation. |
| Voice callers must first dial a toll-free Florida CapTel number, then the CapTel user's number. | Incoming calls are automatically captioned. Voice callers simply dial the CapTel user's phone number directly. |
| Call-waiting tones may interrupt captioning support. Call-waiting cannot be used during a captioned call. | Call-waiting can be used with 2-Line CapTel calls. |
| Automatic call-back (*69) option cannot be used. | Automatic call-back (*69) option is supported. |
| Calls to 9-1-1 and 7-1-1 are treated as VCO calls and routed to 9-1-1 and relay directly. The 9-1-1 or CA's typed messages appear on the CapTel display, but no sound is provided while receiving captions. | Calls to 9-1-1 and 7-1-1 are captioned through CapTel on the second line. The voice conversation is conducted on the first line. Both sounds and captions are provided on the call. |
| Calls are automatically routed through the Captioning Service on outgoing calls only. | Calls are direct between parties with captions on all calls. |
| Requires one standard (analog) telephone line. | Requires two standard (analog) telephone lines. |

Please see the following page for illustrative CapTel call flow diagrams.

## State CapTel Enhancements

Sprint offers the following enhancements to the standard CTI platform and services.

Sprint provides **711 access** for voice callers calling a 1-Line CapTel user. Voice users can request a transfer with the CA or add this information to their TRS Customer Profile for immediate transfer.

Sprint and CTI provide **N11 access** for CapTel users including access to 211 (community services), 311 (non-emergency), 411 (directory), 511 (traffic), and 811 (utility information).

In addition to the standard CTI disability training, Sprint provides **supplemental Diversified Culture training** for CapTel CAs during orientation at TRS call centers.

Sprint currently offers **free (subsidized) CapTel phones** to reduce the cost to the State (via FTRI) or to CapTel end-users.

## Standard Call Features

CTI provides the following call features for all wireline CapTel providers.

| Call Feature | Explanation |
|---|---|
| Answering Machines | CapTel users can place calls to or retrieve messages from answering machines and voicemail systems. CapTel users can also retrieve captions for answer machine messages from their same physical location. CapTel 840 model phones have a built-in answering machine that can currently store up to 60 messages at a maximum of 2 minutes per message. When a caller leaves a message on the CapTel phone, the captions are recorded once. **The user can play back the captions and audio as many times as they would like without incurring additional answering machine retrieval charges to the State.** |
| Call Waiting | When a 2-line CapTel user hears (or reads a "beep" in the captions to inform the user that a call is waiting), the CapTel user simply presses the "flash" button to switch to speak to the 2nd caller with captions. When finished, the CapTel user can switch back to the first caller by pressing the "flash" button again. |
| Caller ID | Caller ID is available through CapTel for both CapTel and voice users who subscribe to the Caller ID feature from their LEC. The 10-digit number of the person calling is provided (rather than relay number). Callers are also able to use other LEC features that rely on SS7 caller ID technology such as call blocking. |
| Default Amplification Settings | Sprint has worked with CTI to upgrade the CapTel platform to allow each state to determine its default amplification settings on CapTel devices. With this new change, the 40 decibel minimum can be turned on or off based on the FPSC's needs. |
| Recordings | Sprint provides full access to all types of recordings. CapTel CAs have the ability to pause or slow down the conversation in order to fully capture a recording or conversation and provide accurate captions to the CapTel user. **CapTel users can make selections directly** by pressing buttons on the CapTel phone (i.e., touch-tone capability). |
| Speed Dialing | CapTel users can store up to 3 speed dial numbers in the CapTel phone. To place a call using a speed dial number, the CapTel user simply ensures that captioning is turned on and then presses the number of the Speed Dial entry. Additional numbers can be stored as contacts. |
| 3-way Calling | Sprint provides 3-way calling for CapTel users that is in full compliance with FCC requirements. 2-line CapTel users are able to host, join, or be added to any 3-way call in the same manner as traditional telephone users. 1-line CapTel users are able to join any three-way call in progress. In order to be added on, the host of the 3-way call would simply dial the national CapTel number and enter the CapTel user's telephone number. |

## Types of Calls Supported

Sprint and CTI provide access to all types of calls, except those waived by the FCC. The following chart highlights types of calls to be provided by Sprint.

| Call Feature | Explanation |
|---|---|
| Directory Assistance (DA) | CapTel users will have access to DA via their carrier of choice who bills for interlata and intralata DA calls at its tariffed rate. |
| Emergency Calling (2-Line CapTel) | 2-Line CapTel users can place a 911 call where one line is routed directly to the appropriate 911 center and the second line is routed to the captioning center. This allows the user to receive captions on one line and hear the conversation on the other line. |
| Emergency Calling (Standard 1-Line CapTel) | When calling 911 in emergency situations, the standard (1-line) CapTel user's call is automatically routed to the appropriate 911 center directly and does not go through the captioning service. The CapTel phone functions as a VCO phone which ensures there are no delays reaching emergency personnel who also have access to the caller's phone number and location information. |
| Interstate and International | CapTel users will have access to interstate and international calling. Voice access from international locations is also available. All minutes associated with these calls are billed to the Interstate TRS fund. |
| Local | CapTel users have unlimited access to local calling. |
| Long Distance | CapTel users have the same access to the long distance calls as all other relay users, including Sprint's expansive list of carriers, free 1+ intrastate LD calls, and billing options. (Please note that LD calls for 2-Line CapTel users are billed and rated directly on the voice line as the captioning line is separate).<br>Sprint encourages 1-Line CapTel users and voice callers to register a preferred COC directly with Customer Service or through a card that is distributed with the CapTel phone. Voice callers are also notified on the CapTel recording that LD charges may apply.<br>CapTel users are able to use any billing method or operator service made available by the requested carrier; including collect, third-party calling and pre-paid cards. |
| Pay-per-Calls | CapTel users can place 900 calls after removing the Customer Profile block. The CapTel center does not receive 900 block information from the LEC. |
| Regional numbers | CapTel users will place regionally-directed or regionally-restricted toll-free calls. Sprint also provides access to N11 numbers (e.g., 211) |
| Toll-free | CapTel users can place calls to all toll-free numbers. |

## Spanish CapTel Service

Sprint, like all CTI providers, offers the following support for Spanish-speaking CapTel users. Please note translation is not available through any provider.

Spanish CapTel service is available every day of the week from **8 am to 12 am ET**. While closed, Spanish CapTel users can use the phone as a VCO phone.

CapTel users can enable Spanish and change the **menu into Spanish**, by selecting Spanish in the menu.

**Spanish Customer Service** support is available by dialing 1-866-670-9134 or by pressing the Customer Service key.

## Specialized CapTel Customer Service

Sprint's CapTel Customer service is provided directly by CTI and is available 24/7 every day of the week (excluding select holidays). On holidays, CapTel users can choose to leave a message for the specialized Customer Service team or to contact Sprint Relay Customer Service which is available every day of the year.

CapTel users can quickly connect to CapTel Customer Service by simply pressing the "CUST SERV" button on the CapTel phone.

Other Customer Service Options include:

Phone: 1-888-269-7477 (V/TTY)
FAX: (608) 204-6167

Mail: CapTel Customer Service
450 Science Drive
Madison, WI 53711

Email: CapTel@CapTel.com
Online: www.CapTel.com

## CapTel Customer Profile

Sprint provides its CapTel users with the ability to register preferences using a Customer Profile. Florida CapTel customers will not be required to enter preferences in all categories. Minimum mandatory fields to have a customer profile are phone number and the name of their long distance carrier or cell phone provider.

However, since many CapTel users are not traditional relay users, Sprint provides helpful literature with all CapTel phones that encourages users to register preferences for toll and pay-per-calls.

The CapTel Customer Profile includes the following fields:

- User's primary telephone number and area code
- Address
- Email Address
- Serial Number of CapTel phone
- Type of phone using the submitted phone number
- User's first and last name
- Preferred long distance carrier
- Call blocking of outbound pay-per-use calls
- Call blocking of toll-free calls
- Call blocking of up to 5 specific blocked numbers per type

***Entering or Modifying Information***

Sprint believes that CapTel users should have immediate access to their preferences and makes it easy for the customer to view, update, or verify their Customer Profile Data. Florida CapTel users will be able to view, update, or verify their profile using the following:

- Customer Service
- Online using Customer Service chat

These updates are processed immediately. In addition, customers can email, fax, or mail completed customer database forms to the CapTel Customer Service department. These forms will be processed as quickly as possible, most within 24 business hours. A customer can also request a copy of all information entered in the profile either verbally or written through a Customer Service Representative at any time.

## CapTel Centers

To promote jobs within the State, Sprint will route at least 75% of all Florida CapTel calls to the Orlando CapTel call center. The remaining 25% will be routed to the other 4 CapTel-enabled call centers. Information about each call center is listed below.

### Orlando, FL Call Center

2602 Challenger Tech Court,
Suite 190

Orlando, Florida

Operated by CapTel, Inc.

### Lubbock, TX Call Center

4310 Iola Street

Lubbock, Texas

Operated by Communication
Services for the Deaf

### Madison, WI Call Center

5801 Research Park

Madison, Wisconsin

Operated by CapTel, Inc.

### Milwaukee, WI Call Center

310 W. Wisconsin Ave. Suite 1200

West Milwaukee, Wisconsin

Operated by CapTel, Inc.

### Syracuse, NY Call Center

620 Erie Boulevard West

Syracuse, New York

Operated by Communication
Services for the Deaf

## CapTel Training

CapTel CA training has been developed by CTI and is **consistently delivered in all CapTel call centers**, including the TRS call centers that process CapTel calls.

### CapTel Orientation

Orientation consists of introductions, building tour, required employment paperwork, introduction to call center policies, confidentiality requirements, and expected standards that must be met to pass training. In addition, in our TRS centers, Sprint and CSD have added **supplemental Diversified Culture training** specifically targeted towards people who use CapTel including seniors, veterans, and others with a hearing loss.

### Training Class

Initial Training consists of 10 days of classroom and hands-on training. CapTel training is an interactive class combining video and hands on instruction. Each class introduces a skill and allows time to practice the skill.

CTI uses simulators that allow the CA to listen to pre-recorded scripts and hear the voice of the hearing person in order practice captioning.

During week 2, timing tests are given each day to check CAs' transcription rate and accuracy. Improvement rate is evaluated.

### Training Transition & Graduation

All CAs that pass 2 rounds of timing tests consecutively are paired with a mentor for a week. This mentor provides 1-on-1 coaching for every call. If the CA meets performance expectations on live calls, the trainee graduates and is allowed to process calls independently.

### CapTel Ongoing Training

CTI provides necessary ongoing training for CAs. CAs are monitored on each shift and if they are found to need additional training or re-training, they are taken off line and given the necessary training. In addition, CAs are retrained on new features and capabilities of the CTI platform including any new or improved voice recognition systems used in the platform.

### Disability Culture Training

CTI offers initial disability training for Customer Service staff that includes information about various disability-related populations, differences in D/deaf cultures, how people refer to disability, speech pacing, tips, basic sign language, and accents/tones of voice. Ongoing new information is shared, as are experiences, subject matter materials, case studies, and more.

## CapTel Quality Assurance Testing

CapTel CA training has been developed by CTI and is **consistently delivered in all CapTel call centers**, including the TRS call centers that process CapTel calls.

### CA Minimum Standards

CapTel Service CAs will adhere to the following minimum standards:

- The CapTel CA shall be trained to caption the words spoken by the hearing party as accurately as reasonably possible without intervening in the communications. The CA is permitted to provide background noise identification;
- The CapTel CA shall not maintain any records of conversation content and shall keep the existence and content of all calls confidential;
- The CapTel CA shall be required to meet the FCC standards for TRS minimum transcription speed;
- The CapTel CA shall not limit the length of a call and shall stay with the call for a minimum of 10 minutes when answering and placing a call;
- CapTel staff has the experience, expertise, skills, education, knowledge, and training to perform CapTel in a professional manner.

### CA Testing

CAs are tested monthly through the administration of timing scripts in a test environment. In addition, CAs are periodically monitored while processing live calls. Only the scores of each CA are maintained in a database. No other information regarding conversations is kept at any time. On a monthly basis, the consolidated results of all CapTel CAs are reported.

| Month | WPM | Accuracy |
|---|---|---|
| July 2013 | 177.72 | 99.75% |
| August 2013 | 155.00 | 99.50% |
| September 2013 | 178.73 | 99.58% |
| October 2013 | 171.88 | 99.71% |
| November 2013 | 166.00 | 99.64% |
| December 2013 | 182.08 | 99.64% |
| January 2014 | 164.67 | 99.69% |
| February 2014 | 183.15 | 99.68% |
| March 2014 | 181.32 | 99.52% |
| April 2014 | 190.14 | 99.75% |
| May 2014 | 156.75 | 99.57% |
| June 2014 | 181.50 | 99.70% |

**Did you know?**

Independent testing is currently available for wireline CapTel services. The only industry IP CTS audit performed uses the same CAs, call centers, and technology for all Captel providers. So although Sprint understands it scored extremely well, it does not publish results as they do not reflect State CapTel services. Instead, Sprint will provide custom Florida 3rd party testing.

## Performance

Sprint works closely with CTI to ensure that adequate network resources and staffing are available to provide access that is functionally-equivalent to what voice callers experience on the public telephone network.

### P.01 Standard

The CapTel platform has been designed to avoid blockage. Sprint will ensure that CapTel call centers are fully staffed and are provided with sufficient network facilities to provide a Grade of Service (GOS) of P.01 or better. This means that no more than one call per 100 will receive a busy signal when calling the CapTel center during the busiest hour. Blockage is calculated by CTI by sampling the number of calls blocked at a minimum of every 60 minutes. Daily results are reported monthly.

Below are recent CapTel P.01 results from another large state served by Sprint.

| Month | P.01 Standard |
|---|---|
| July 2013 | 0.00 |
| August 2013 | 0.00 |
| September 2013 | 0.00 |
| October 2013 | 0.00 |
| November 2013 | 0.00 |
| December 2013 | 0.00 |
| January 2014 | 0.00 |
| February 2014 | 0.00 |
| March 2014 | 0.00 |
| April 2014 | 0.00 |
| May 2014 | 0.00 |
| June 2014 | 0.00 |

### Speed of Answer

Sprint's CapTel speed of answer meets or exceeds the FCC's requirement to answer 85% of all calls within ten seconds. Sprint has worked with CTI to ensure that adequate facilities exist to handle projected calling volumes so that the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

Below are recent the CapTel speed-of- answer results from another large state served by Sprint.

| Month | Speed of Answer |
|---|---|
| July 2013 | 99.84% |
| August 2013 | 99.83% |
| September 2013 | 99.79% |
| October 2013 | 99.81% |
| November 2013 | 99.82% |
| December 2013 | 99.30% |
| January 2014 | 99.44% |
| February 2014 | 99.84% |
| March 2014 | 99.82% |
| April 2014 | 99.89% |
| May 2014 | 99.94% |
| June 2014 | 99.86% |

## Platform Architecture

CTI provides the following platform technology for all wireline CapTel providers. CapTel depends on the interaction between the CapTel phone, the CapTel platform, and a voice-to-text application that supports real-time transcription.

### Data Centers

Calls arrive from the Public Switched Telephone Network (PSTN) at one of two CTI data centers containing SS7 equipment, a call router, and databases (e.g., reporting, billing, jurisdictional). Redundant equipment is available to serve customers without interruption if equipment fails or needs routine maintenance. Data centers offer:

- Multiple connections to network providers,
- Access tandems to support carrier of choice selections, and
- Monitoring equipment to issue alarms and report problems.

### Network Operations Center

CTI's Network Operations Center (NOC) monitors the health of the equipment, facilities, and service level performance using specialized software applications to issue alerts, alarms, and informational messages to the CapTel operations staff.

CTI's NOC also controls the routing of CapTel calls between the data centers and call centers which are used to respond to network failures, equipment issues, local emergencies, or for maintenance events.

### Call Centers

CTI routes CapTel calls from the data centers to a call center where captioning is provided. Call centers include the CA workstations, CA recruiting and training facilities, quality monitoring personnel, and management offices. Each call center is connected to both data centers. If a call center loses connection to a data center, the back-up data center offers service.

### Call Detail Records

CTI captures Call Detail Records (CDRs) for each call and then sends the CDRs to Sprint for billing and reporting. Sprint uses the CDR information to bill the appropriate entity, (i.e. the FPSC or the FCC's Interstate TRS Fund). Sprint will bill the FPSC only for calls from registered Floridians based on the CapTel Equipment Serial Number (ESN). This ensures that the FPSC is not charged for roaming or guest users who may be visiting Florida.

### Intercept Messages

CTI provides intercept messages for CapTel platform issues. Please see Item 45 for additional information.

## CapTel Disaster Recovery Plan

Sprint and CTI offer an extremely reliable CapTel service. Sprint and CTI have written Business Continuity and Disaster Recovery Plan that includes all types of natural and man-made events that may isolate the CapTel center or prevent calls from reaching the center or cause the center to be unable to operate. The plan details the steps which will be taken to resolve the issue and fully restore service.

Sprint will inform the FPSC Contract Manager of any major interruptions to the CapTel center extending beyond 5 minutes or to any portion of the State. To provide the FPSC Contract Manager with the most complete and timely information on problems affecting the CapTel service, the trouble reporting procedure will include three levels of response:

- An immediate report (within one-hour)
- A 24-hour status report
- A comprehensive final report within 5 business days

In addition, all of the call centers that process Sprint's CapTel calls offer the following carrier-grade features:

- **Redundant Facilities:** CapTel calls can be routed to any of Sprint's 5 CapTel-enabled call centers. At least 75% of CapTel calls will be routed to the Orlando, FL call center to encourage local economic development.
- **Uninterruptible Power:** CapTel centers provide seamless power transition while the emergency generator is brought on line. Adequate and immediate auxiliary power is available for call center operations during a commercial power failure.
- **Telecommunications Network:** Sprint will ensure adequate telecommunications that support network signaling to support Carrier of Choice selection,
- **Redundant Systems:** CapTel service centers have redundant power systems, ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear.
- **Adequate Facilities:** Sprint and CTI ensures adequate hardware, software, and facilities to ensure compliance with P.01 (blockage) and answer speed requirements.
- **TSP Program:** All CapTel circuits have been enrolled in the FCC's Telecommunications Service Priority (TSP) program.
- **Winter Programs:** Sprint and CTI have developed winter programs to ensure calls are handled adequately.

Please see Attachment D for additional information.

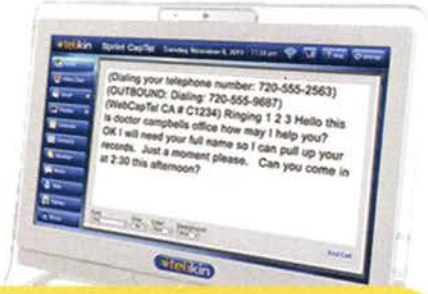
## Other Sprint CapTel Programs

Sprint offers programs that **reduce the overall program costs to the State.** Sprint will work with the FPSC, FTRI, and the community to increase CapTel access through innovative programs. Please see Item 59 for more information.

Sprint provides **wireless applications and special wireless programs** for CapTel users making access to the service available anytime, anywhere.

As the Federal Relay provider, Sprint can provide **CapTel phones and services** to certain federal employees including veterans. This program can save the FPSC money.

Sprint has a history of working with service providers to make **CapTel phones more affordable and accessible.** Last year, Sprint supported CSD's Project Endeavor grant.




Sprint **partners with end-user equipment suppliers** to introduce new access options. Sprint is the exclusive CapTel provider for Telikin computers which are designed for seniors.

## People who Make Sprint CapTel Possible

Sprint's CapTel Product Manager Dennis Selznick is one of the **most knowledgeable people in the CapTel industry.** His vast knowledge of CapTel technology, service operations, and wireless technology is combined with a passion for the service as a user himself of CapTel.

Dennis Selznick began his career with Sprint in 2003 as a CapTel Account Manager and was promoted to CapTel Product Manager. In his current role, he oversees the development and enhancement of CapTel services as well as the quality of the services provided.

Dennis is a current member and former chairperson for both the Kansas Commission for the Deaf and Hard of Hearing (KCDHH) and the Hearing Loss Association of America, Kansas City chapter. He has a Bachelor of Science degree from California State University, Northridge received in 2003.

Dennis will work closely with the Florida Quality Assurance Manager, Customer Relations Manager, and Senior Account Executive to support Florida CapTel and to ensure users are delighted with the services provided.

As a CapTel expert, **Dennis will also be available to attend Florida Relay Advisory Board meetings** to share industry information, answer questions on Sprint's services, and to listen to new ideas and suggestions from the Board.

**The provider shall conduct monthly test calls on live calls using a statistically valid sample of their Florida captioned telephone calls, with results being submitted to the contract administrator on a monthly basis. The provider shall use prepared scripts that reflect a typical conversation and calling through the relay captioned telephone system the same as other live calls. The purpose of these calls will be to ensure all federal and state requirements for relay service are met. The provider shall explain as part of its proposal how it will conduct the test calls to determine the adequacy of service provided by the captioned telephone service.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Live, monthly test call program
- ✓ 3rd party evaluator
- ✓ Speed and verbatim transcription
- ✓ Florida Quality Assurance Manager

Sprint will hire a 3rd party company who is experienced in evaluating CapTel services to conduct monthly test calls using a statistically valid sample of Florida CapTel calls.

Sprint believes that **a neutral evaluator offers a fair and impartial test of a service provider's actual service and brings additional value to the State**.

Sprint, CTI, and the independent evaluator will work closely to develop and deliver testing parameters that mimic true-life scenarios. Prepared scripts will be used that allow adequate time to assess each CA's performance.

The test calls will be presented to the call center in the same manner as all other live calls. The CA will have no inside knowledge that the CapTel user is conducting a test call.

Sprint's Florida CapTel testing will ensure that CAs meet Federal and State requirements including the CapTel 60 wpm transcription rate and verbatim transcription.

## High Level Approach

Sprint will partner with Cositics, an experienced provider of CapTel evaluations, to perform Florida-specific testing. A quote from the CEO is listed below.

*"Cositics (formerly The Paisley Group, LTD) is excited to provide an independent monthly test call program as Sprint's subcontractor for Florida Relay Services. Cositics will use its vast experience in evaluating relay services using prepared scripts that reflect an actual relay user's experience. Cositics will place 150 test calls to TRS and 150 test calls to CapTel using statistically-valid sampling on a monthly basis," said Jeff Rudolph, President/CEO* ***"In our experience, Sprint's typing speeds and efficiency lead the industry."***

Please see **Attachment B** for Sprint's detailed and proprietary method of conducting CapTel monthly compliance testing, including:

- Statistical methodology
- Performance areas observed
- Number of test calls per month
- Number of scripts to be developed and tested each year
- Testing timeframes

## Top 5 Reasons for CapTel Services

1. Sprint will provide CapTel and 2-Line CapTel services using CTI technology that is compatible with the existing CapTel telephones. **Sprint's Florida CapTel service takes full advantage of the power of CTI's technology and the knowledge of Sprint personnel.**

2. To support local economic development, Sprint will route **at least 75% of CapTel calls to the Orlando, Florida call center**. Quarterly compliance reports will be provided.

3. Sprint offers **more CapTel programs to bring additional value to Florida CapTel users and reduce the overall FPSC program costs**. Sprint supports the Federal Relay CapTel program, offers wireless applications and services, and works with equipment and service providers.

4. **Sprint will work closely with FTRI and support their CapTel objectives**. Sprint will provide free CapTel phones for the equipment distribution program, offer an annual CapTel Public Service Announcement campaign (to be coordinated and approved by FTRI), and will conduct 15 to 20 outreach events each year.

5. Sprint is dedicated to providing the best CapTel quality in the industry. **Sprint will engage a neutral 3rd party to evaluate Sprint's compliance with State and Federal requirements**. In addition, the Florida's Quality Assurance Manager and CapTel Product Manager will work closely with the FPSC to address any concerns.

### Unsolicited Customer Testimonials

> *Thank you for taking the time to explain all this to an old World War 2 vet. A lot of other companies aren't very friendly and have no patience so it means a lot for you to explain it all so well. Thank you!." (February 2014)*

> *This captioned phone is the best thing ever invented and a real answer to my prayers. Because of the CapTel I am able to live alone and talk to people whenever I want. It's just marvelous! (March 2014)*

> *I am 89 and almost deaf. Without CapTel I can't hear on the phone. People have to keep repeating what they are saying. This phone has been a godsend to me. I can't thank you enough. (May 2014)*

# Item 31. Turbocode™ (RFP ref. B-23)

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

Sprint's TRS platform features modems which support Turbo Code™ developed by Ultratec.

**How Sprint Complies:**

- ✓ Turbo Code full functionality
- ✓ E-Turbo with dial through ability
- ✓ ASCII connections
- ✓ Included in basic price
- ✓ Reduces cost to the FPSC

Since 1996, every TTY produced by Ultratec features Turbo Code technology. In 1998, Sprint was one of the first TRS Providers to add Turbo Code functionality to its platform as an alternate protocol for sending and receiving relay conversations.

The **Turbo Code technology saves time and money on every call - automatically.** Unlike traditional baudot communication that slows down transmissions, Turbo Code displays TTY characters in real time– as fast as typing occurs.

Turbo Code allows users to interrupt one another, giving a more natural, back and forth feeling to the conversation.

Sprint's modems have an auto-detect feature to automatically connect in Turbo Code.

## Turbo Code Benefits

### Faster Typing

One of the most popular benefits of the Turbo Code protocol is the ability to receive typing as quickly as the other party types. For some Turbo Code TTY users, the enhanced speed can be too fast. Sprint CAs have the ability to slow down typing for Turbo Code users, if desired. Turbo Code TTY users can also scroll back using the device to view previous text.

### Interrupt Functionality

TTY conversations have historically required the two parties to take turns talking, with each party giving the "Go Ahead" to the other party when they are done typing.

The Turbo Code protocol allows users to interrupt each other. **Sprint CAs receive interrupt requests directly from Turbo Code TTY users.**

It is important to note that **Sprint CAs can also initiate "interrupt" requests on behalf of the other relay user**. (Please note that Turbo Code users do have the ability to disable these notifications if they prefer not to be interrupted).

Please see below for an example of how interruptions can be initiated by the CA.

| **Interrupting a Turbo Code TTY User** |
|---|
| If the Turbo Code TTY user is typing and the voice user begins speaking and would like to interrupt, the CA can say:<br><br>**ONE MOMENT THE OPERATOR WILL INTERRUPT** |
| The CA will press a "hot key" that will initiate the interrupt request. |
| A light will flash on the user's Turbo Code TTY and "INTERRUPT" will be displayed on the screen to signal the interrupt request. |
| If the TTY user stops typing the CA will begin typing the voice user's message. |
| If the TTY user continues typing, the CA will inform the voice user:<br><br>**ONE MOMENT YOUR CALLER HAS CONTINUED TYPING** |

### Disabling Turbo Code

CAs can also disable Turbo Code, if needed. For example, a caller can dial FRS and establish a Turbo Code connection. If garbled messages occur (e.g., poor line quality), the CA can disable Turbo Code and down-shift to a Baudot connection. This often eliminates the noise-interference issues and allows the user to receive communication without issue.

## E-Turbo

In 2002, Sprint was the first provider to update its platform to be compatible with Ultratec's Enhanced Turbo Code (E-Turbo).

E-Turbo builds on the functionality of Turbo Code and was designed to streamline relay access and personalization.

**Sprint has 12 years' experience providing E-Turbo which is at least 10 years longer than any other provider.**

**While any provider who offers Turbo Code can connect with E-Turbo TTYs, Sprint has worked closely with Ultratec to make sure we offer our relay users the full benefits of E-Turbo.** All of the following advanced E-Turbo features can be stored in the E-Turbo TTY and automatically transmitted to the Sprint CA as the call arrives:

| Feature | Options |
|---|---|
| **Connection Mode** | E-Turbo users can designate themselves as Braille, HCO, 2-Line HCO, VCO, or 2-Line VCO. Sprint's system recognizes this preference and **automatically greets users in the preferred mode**. |
| **Immediate Dial** | **Sprint immediately dials the number provided without delay** (unless the E-Turbo user specifically asks us to not dial through). |
| **Gender Preference** | E-Turbo users can designate their preferred CA gender and **Sprint will do its best to honor all gender requests.** |
| **COC Preference** | Sprint's Customer Service will assist E-Turbo users who wish to store their preferred COC in their TTY. Sprint has established short abbreviated names for each carrier to be entered in E-Turbo TTYs. **When an E-Turbo user has entered a preferred LD carrier, Sprint processes the call without delay or questioning.** |
| **Typing Speed** | E-Turbo users **can decrease the speed of the CA's typing** on the call at any time without CA interaction. |
| **Language** | E-Turbo users can request to use **English, Spanish, or French**. CAs will receive this request and immediately transfer the caller to a CA who has the skills necessary for the call. |
| **Other Preferences** | The E-Turbo user can also tell the CA if they prefer to not have relay announced, relay explained, or to not have recordings typed. Sprint **honors these requests without questioning the caller**. |

## ASCII

Sprint's TRS modems also support faster transmissions using ASCII protocols for TTY devices (300 baud) and computers (2,400 baud and up).

Sprint makes it easy for relay users to take advantage of ASCII features that are built-in to their TTY devices. To use ASCII, Sprint instructs users to simply use the **ASCII TTY default settings** or to configure the following settings for computers: 8 bits, no parity, 1 stop bit, and full duplex.

Sprint was the first relay provider to develop the automated ASCII detection and connection features which allows ASCII users to be detected without manual CA interaction. This results in time and cost savings for relay users and the State.

## Detecting Faster Protocols

Sprint's intelligent modems automatically detect faster transmission protocols (Turbo Code, E-Turbo, and ASCII). The modems also allow switching between voice and TTY protocols.

To reduce set-up time, Sprint offers a **self-learning database** that answers calls using the last known communication mode. FRS users will also be able to register a permanent communication mode as a part of the Customer Profile that overrides the temporary self-learning database.

## Basic Relay Rate

Turbo Code, E-Turbo, and ASCII protocols are available to the FPSC as part of Sprint's standard features. **The State will receive these features at no additional charge.**

As evidenced in Sprint's previous contract with the FPSC, enhanced protocols speed up call processing which saves time for FRS users and results in fewer billable minutes to the State. Using **faster protocols can save from 10% to 45%** of the time to make a call.

Sprint

## Top 5 for Sprint's Turbo Code and Faster Protocols

1) Since 1998, Sprint's TRS platform has supported **full Turbo Code functionality** including the ability for real-time text transmission and interrupt capability.

2) While any provider who offers Turbo Code can connect with E-Turbo TTYs, Sprint has worked closely with Ultratec to make sure we offer our relay users **the full benefits of E-Turbo**.

3) Sprint makes using ASCII easy by supporting **TTY users using default settings.** Sprint also supports ASCII for computer users.

4) All of the faster protocols noted in this section, including Turbo Code, E-Turbo, and ASCII support are **included at no additional charge over Sprint's basic relay price per minute**.

5) Enhanced protocols make call processing faster which saves time for FRS users and results in fewer billable minutes to the State. **Using these text protocols saves time (10% to 45%) per call.**

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# Item 32. Speech to Speech (RFP ref. B-24)

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ 100 Speed Dial Entries for STS users
- ✓ Support for Broad Range of STS users
- ✓ Customer-focused approach
- ✓ State and Federal Compliance
- ✓ STS Customer Profile
- ✓ New Enhancements for Florida STS users
- ✓ Passionate employees and partners

Sprint will provide Speech-to-Speech (STS) Relay for Floridians with a speech disability using a combination of innovative technology and caring handling of calls.

Sprint is the leading provider of STS in both the number of years of experience (since 1997) and the number of people that we have served including people with a speech-disability located in Germany and New Zealand.

FRS users with speech disabilities will enjoy the wide selection of STS services Sprint can offer them. **In the last year, Sprint has seen a significant increase in usage** as STS users have begun to enjoy these new features. The customer was the primary focus when Sprint designed and developed these features. Sprint placed an emphasis on making these features both easy to use and easy to understand. STS users have access to dedicated STS Customer Service (i.e., Training Line) for one-on-one assistance all day, every day of the year.

**Sprint provides the ability for STS users to register 100 speed dial entries and 30 emergency contact entries as a part of their Customer Profile.** When the STS user uses speed dial, the STS CA will verify with the STS user the name and telephone number is correct before placing the call. Sprint will work with the previous provider to ensure a smooth transfer of STS user speed dial information. Sprint will also transfer this information to a new STS provider, if appropriate.

## STS Overview

Speech-to-Speech (STS) allows people with a speech disability (i.e., STS users) to communicate over the telephone. A specially trained STS CA repeats the words of the person with a speech disability or synthesizer output to the other person.

A special phone is not needed for STS. The STS user simply calls the relay center by dialing 711, and indicates he or she wishes to make an STS call. The STS user is then connected to an STS CA who will repeat the STS user's spoken words, making the spoken words clear to the other party. The STS user may also receive STS calls. The calling party calls the relay center by dialing 711 and asks for Speech to Speech and a STS CA will call the STS user.

1. STS user speaks directly to the Voice user.
2. STS CA listens and understands.
3. STS CA re-voices messages when unclear (or as requested).
4. Voice user speaks directly to the STS user.

### Who Uses STS?

STS is beneficial to callers with a mild to severe speech disability that may have difficulty using the phone. Some STS users use speech-assistive devices, like the ones pictured.

Speech disabilities can occur for many reasons and at any time in a person's life. Some STS users may not have experience using a phone. Sprint identifies these users through outreach services and partnerships with local and national organizations. **Sprint offers one-on-one personalized service to welcome new STS users and make the transition to STS as smooth as possible.**

Sprint STS relay serves people with speech, cognitive, and mobility disabilities. Mild dexterity problems or physical or cognitive challenges may slow responses or communication. Sprint will treat such challenges with sensitivity and patience.

Sprint supports a broad range of STS users as demonstrated in the chart below which highlights several causes of speech disability and how it can affect a person's speech.

| Cause | Effect |
|---|---|
| Amyotrophic Lateral Sclerosis (i.e., ALS, Lou Gehrig's Disease) | Loss of volume, articulation and pronunciation difficulties |
| Aphasia (damage language center of brain) | Difficulties with expressive and receptive language both oral and written |
| Apraxia (motor speech disorder) | Slow rate of speech, know what he/she wants to say but cannot control muscles to say words |
| Autism | Echoed speech, often dependent |
| Cerebral Palsy (CP) | Articulation difficulties |
| Down's Syndrome | Speaks fast, often unintelligible |
| Huntington's Disease | Muscle weakness, diminished rate of control, poor voice quality, word finding difficulties, echolalia (keeps repeating back what was just said), stuttering, difficulty reading and writing |
| Parkinson's | Loss of volume |
| Stroke, dysarthria | Volatile language or over emotional, memory loss, slurred speech |
| Laryngeal Cancer | Electronic speech, mechanical speech, breathy and slow speech |
| Stuttering | Repetition of sounds, parts of words or stretching of syllables, sense of fear when speaking causing tense pauses, may not occur until uncomfortable |
| Traumatic Brain Injury | Trouble finding words, loss of grammatical ability, difficulties understanding spelling, writing and reading |
| Paradoxical Vocal Fold Movement (PVFM) | Wheezing, difficulty breathing, unclear production of speech sounds, restricted movement of mouth and/or tongue |

## Sprint's Customer-focused Philosophies on STS Call Processing

### *Interview with a Speech-to-Speech User*

Neil Lusk as a STS User

Neil Lusk grew up in Owensboro, Kentucky and later moved to Wilmington, North Carolina, with her husband. She retired after working as a housekeeper for the Hilton Hotels for 45 years. Her husband was an iron worker and boat builder in Wilmington and Leland. He passed away four years ago from cancer. They were married for 59 years and raised a son and daughter.

Neil never heard of NC Relay until she saw a flyer about a presentation - a Speech-to-Speech workshop that was held at her resident care center. That prompted her to sign up for the workshop. She became fascinated during Relay NC Outreach Specialist Gary Miner's presentation, especially on how one of the services can meet her speech communication needs. Neil's participation in the STS demo left her convinced.

Neil has used the free STS service several times since the presentation. She loves not having to worry about how she sounds during the phone conversations. Neil appreciates that the STS Relay Operators take the time to make sure that they understand what she is saying; this helps her to feel at ease.

"My first reaction was thinking not another fancy service that would be hard to learn how to use," Neil said. She was surprised during the demo to see how easy it was to use the STS service. Shortly after, Neil felt super confident in using the service and loves it. She said, "The Relay NC program is a blessing for many of us older citizens who have some phone communication challenges."

Neil stated that the STS service is a big plus particularly for her because she had a stroke that affected the right side of her face. She later had surgery to remove half of her larynx that left her with a lisp and a low whisper voice. She avoided the phone for almost four years. When she felt a little more confident about her speech, she tried the phone again but continued with difficulty in having conversations, often resulting in frustration. The big confidence jump in phone communication happened when she began using the STS service. She no longer hesitates when making a phone call.

STS saves money because her cell phone had an airtime per-minute charge that was costly because she needed more time to speak so that the other person could understand. With the STS service, using the service helps Neil reduce the time using the cell phone that ends up lowering her bill tremendously. She says it's a true blessing.

**The STS user is always in control.**

With Sprint, the STS user has control over his or her call and can determine how the STS CA supports them. Sprint will follow all instructions provided by the STS user, including the level of voicing support offered. If a called party indicates that they understand the STS user and do not need the STS CA to re-voice the message, the STS CA allows the STS user to determine if re-voicing is needed.

**STS CAs are patient and sensitive.**

Sprint is sensitive and understanding to the needs of our STS users. Florida STS customers can rely on Sprint's customer-oriented STS CAs. We regularly monitor our STS CAs to make sure they perform their duties with a high-level of focus on patience and respect.

**STS call processes are consistent.**

Our STS users tell us that consistent call processes encourage familiarity. Doing the same thing each time gives STS users a feeling of security and predictability about the service that makes them more comfortable. CAs follow proven techniques to clarify the STS user's speech, when unsure. Sprint CAs never guess. This consistency ensures STS users know what to expect from us.

## Sprint's Customer-focused STS Philosophies (continued)

### CA workstations support confidentiality and concentration.

Concentration is imperative so Sprint provides a quiet STS environment. Sprint's STS CA stations support the STS user's need for confidentiality and prevent noise interference that could negatively impact the CA's ability to hear or concentrate. Sprint STS CAs wear special noise-reducing headsets and cubicles feature high-absorption acoustic tile borders on 3 sides with minimal CAs placed side-by-side.

### Sprint offers one-on-one support.

Sprint works with each STS user on a 1-on-1 basis to provide personalized services. Sprint also provides 24/7/365 STS Customer Service (i.e., Training Line) to assist STS users or representatives.

### STS features are customer-driven.

Sprint works with STS users and associated organizations all over the U.S. and around the world. Many of the new features offered by Sprint, such as the E-mail Call Set-Up and Video-Assisted STS, were direct results of customer requests. As we continue to improve our services, we'll incorporate feedback from Florida STS customers.

### *Michael Dresibach*
*Speech-to-Speech Outreach Specialist*

Michael Dresibach grew up in Pennsylvania, and then moved to Delaware while in high school. Upon high school graduation, Michael attended Salem College in West Virginia. He then went on to work with juvenile delinquents for 15 years in Asheville, NC. Michael later shifted to a career in office support for law enforcement where he worked in a variety of different cities including Morganton and Charlotte. He finally settled in Raleigh where he met his wife of 25 years at the Long Branch Dance Country Club. Michael also has two children, Tracey aged 40, and Robby aged 35. Eventually Michael received a MA in Special Education at Appalachian State University. Currently he is a manager for a special unit that focuses on fingerprint work, and also testifies in court for DUI/DWI cases and has been in this position for nine years.

Michael first heard about Relay NC three years ago when he met Gary Miner at a conference. He went home and decided to do his own research on his computer. He learned that the relay service is not only for the deaf and hard of hearing population, but that there are services for the speech disabled as well.

Currently Michael performs outreach for Relay NC's Speech to Speech service. He likes that he can connect to a variety of people. He also loves when people are drawn to the exhibit, and he can share his knowledge with them. Michael also gives presentations at a variety of locations, where he speaks about the service as well as provides demonstrations. He enjoys the "leg work" involved with contacting various agencies to see if they are interested in presentations or exhibits. His contact book is growing and getting thicker and thicker by the day!

Michael says that the most interesting thing that he has found is that many people will come to him and say that they have family members and friends who have speech disabilities just like his. Many people are not aware that some speech disabilities range from minor to serious or more extreme than his own.

Michael explains that he made a bad choice at a young age, by using tobacco products that caused him to develop throat cancer. Michael underwent several different treatments including radiation and chemotherapy, none of which worked. He had no choice but to undergo a procedure called a laryngectomy where his voice box or larynx was removed. He now has to use a special device called an "artificial larynx" that speaks for him by vibrating soft vocal cords and creating a robotic type sound. He emphasizes that there are many ways to help him maximize voice usage, but he prefers this method, as he is most comfortable with it.

Michael has been very active in several well-known organizations. He is a former board member of the International Larynee Club Association. He is also a founder of NC Straight Talker which is a support group for those who have had their larynx removed and need information and resources to handle this disability.

## Basic Speech-to-Speech (STS) Features

Sprint complies with all State and Federal requirements for STS, including the FCC's recent 2013 increased standards.

Sprint provides immediate access to STS with **automated 711 call routing** for registered STS users. For non-registered users, quick access to STS is available by dialing the STS dedicated toll-free number or dialing 711 and asking for STS.

Sprint's **Mute Feature** allows the STS user to speak only to the CA who will re-voice the message. The voice user hears only the voice of the CA. This feature can be turned on or off at any point and can be saved in the profile.

In line with FCC requirements, Sprint STS CAs will **retain information** from one inbound call to assist the STS user with more calls (with permission). Once the STS user hangs up, all temporary information is deleted to protect confidentiality.

Changing CAs can disrupt STS conversations. **STS CAs avoid changing CAs when possible.** When unavoidable, STS CAs ensure calls are only taken over after 20 minutes of effective communication.

## STS Customer Profile

Sprint offers a streamlined and simplified STS Customer Profile. To complete a STS Customer Profile, the STS user can fill out a simple PDF form, complete an online form, or contact the STS Customer Service (i.e., STS Training Line) where a STS Customer Service Representative will assist and train the STS user. Sprint will continue to improve the STS Customer Profile and will seek feedback from Florida STS users on the contents. At the end of the contract, this information will be transferred to a new provider, if applicable.

Sprint's STS Customer Profile offers the following benefits.

| | |
|---|---|
| **My STS** | The STS Customer Profile form – called "My STS" – encourages STS users to be self-advocates and share how Sprint can support them best. |
| **My Phonebook (Speed Dial)** | Sprint STS users can register **up to 100 speed dial entries and 30 emergency contacts** as a part of their Customer Profile. To use, the STS CA simply provides the name associated with the entry. |
| **My Name** | Once STS users register My Name, voice callers can simply call and ask for the STS user directly by name and code word, without having to provide the STS user's telephone number. |
| **My Places** | Sprint makes receiving calls at different numbers easy. When voice users call, the STS CA will reference the STS user's My Places to see the registered phone numbers. Different numbers can be added for certain times of the day and days of the week. |
| **My Saved Messages** | Upon request, the STS CA can copy any messages desired onto the Customer Profile for 24 hours **(12 times longer than the other provider)**. During that time, the STS user can ask the CA to use the message for calls. After 24 hours, the message is deleted. |
| **My Style** | STS users are allowed to determine how Sprint supports them. Whether the STS user would like the STS CA to re-voice the entire conversation or simply repeat upon request, Sprint will provide STS that meets the customer's needs. |

## New STS Enhancements

Sprint will offer exciting new STS enhancements that are not currently provided by the incumbent TRS provider.

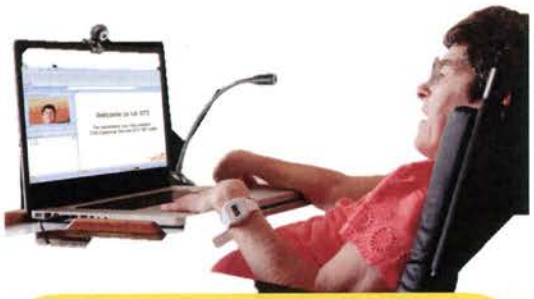
Only from Sprint

The customer-driven **E-Mail Call Set-Up** feature allows registered STS users to email call set-up instructions and preferences to the STS CA 2-24 hours before the call. E-mail call set-up saves both STS users and State time and money.

Only from Sprint

Sprint's **Wireless *787 Short Code Access** allows Sprint wireless customers in Florida to quickly reach Florida STS by simply dialing *STS (*787). This service supports access by both STS users and voice users calling a STS user.

Sprint's **STS Customer Service** (i.e., Training Line) provides 1-on-1 assistance. STS Customer Service is available 24/7/365 and the State is never charged minutes by Sprint for any type of Customer Service.



Sprint's **Video-Assisted STS** supports a one-way video call between the CA and STS user. The video connection assists the CA in understanding the STS user's speech. Callers can enter contact information in the STS Profile to reduce set-up time.

## Putting It All Together

Sprint's STS features have been designed to complement each other. Users can pick and choose which features work well for them to customize the service. Below is an example of how the features interact.

**Step 1: STS user (Mike) dials 711.**

When a registered STS user dials 711, the call is automatically routed to the STS CA.

**Step 2: STS CA answers call.**

When the call arrives, the STS CA instantly has access to all of Mike's preferences, including up to 100 speed dial entries.

**Step 3: Mike asks the STS CA to dial his friend Joe.**

The STS CA accesses Joe's number and repeats Joe's number to Mike to confirm it is correct.

**Step 4: Communication Happens.**

Mike's STS profile helps both Mike and the STS CA connect his call to Joe in a timely and efficient manner based on his preferences:

- ☑ The STS CA does not announce or explain relay
- ☑ The STS CA repeats everything Mike says
- ☑ Mike's voice is muted allowing only the CA to hear his voice

## People Who Make STS Possible

### Sprint's STS CAs

Sprint routes STS calls to a carefully selected group of specialized CAs. Sprint's STS staffing ensures that each STS CA is exposed to a broad range of users' speech patterns on a daily basis while maintaining answer speed requirements. Sprint also ensures both male and female STS CAs are recruited to accommodate STS users' gender requests.

Sprint hand-picks its STS CAs based on their ability to meet the special needs of STS users. Each STS CA possesses:

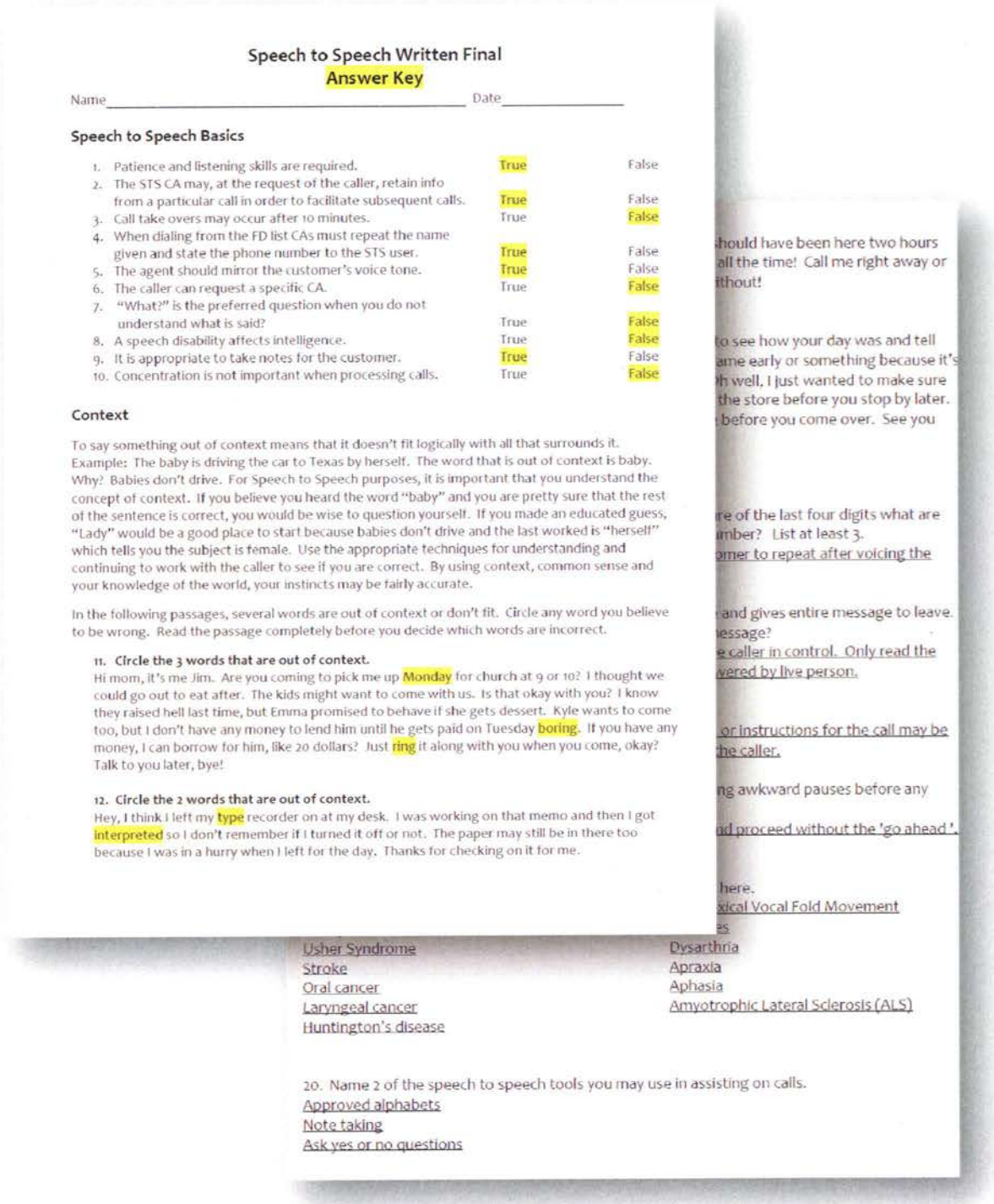
- ☑ At least 6 months of employment as a CA
- ☑ Recommendation and/or approval from supervisor or manager
- ☑ Proficiency in all areas of relay call processing including grammar, enunciation and vocabulary

STS CAs complete specialized training, testing, and ongoing development programs, including but not limited to the following:

- ☑ **STS Training:** Sprint's STS training has been developed in coordination with multiple STS users and includes topics such as the increasing understanding of speech-disabled users, the role of the STS CA, and facilitating communication without interfering with a caller's control. In order to pass STS CA training, the employee must pass both a written final test and an audio performance test. The audio performance test consists of listening to and understanding audio spoken by individuals with a variety of speech disabilities.

- ☑ **Hearing Acuity Testing:** Prospective STS CAs are required to pass a hearing acuity test using calibrated equipment to perform a speech recognition test and pure tone test. Each potential STS CA is required to score 92% or higher in each ear using a 50 word, W-22 or NU6 speech recognition test. Each STS CA is required to possess a hearing acuity of 20dB or less in each ear using a pure tone sensitivity test at 250 Hz, 500 Hz, 1000 Hz, 2000 Hz and 4000 Hz. Sprint's tests are conducted by an Audiologist for the speech recognition test and pure tone test. **Sprint uses state licensed professional Audiologist and/or Audiologists who are certified by the American Speech-Language-Hearing Association with a Certificate in Clinical Competence in Audiology (CCC-A).**

☑ **STS Training Final Written Test:** In order to graduate STS training, trainees must demonstrate an understanding of all aspects of STS call processing as well as the ability to understand speech patterns of people with a variety of speech disabilities. **STS applicants must score at least 90% on this test to graduate.** Excerpts of the STS final written evaluation is provided below.



Speech to Speech Written Final
Answer Key

Name_____ Date_____

Speech to Speech Basics

| | | | |
|---|---|---|---|
| 1. | Patience and listening skills are required. | True | False |
| 2. | The STS CA may, at the request of the caller, retain info from a particular call in order to facilitate subsequent calls. | True | False |
| 3. | Call take overs may occur after 10 minutes. | True | False |
| 4. | When dialing from the FD list CAs must repeat the name given and state the phone number to the STS user. | True | False |
| 5. | The agent should mirror the customer's voice tone. | True | False |
| 6. | The caller can request a specific CA. | True | False |
| 7. | "What?" is the preferred question when you do not understand what is said? | True | False |
| 8. | A speech disability affects intelligence. | True | False |
| 9. | It is appropriate to take notes for the customer. | True | False |
| 10. | Concentration is not important when processing calls. | True | False |

Context

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

In the following passages, several words are out of context or don't fit. Circle any word you believe to be wrong. Read the passage completely before you decide which words are incorrect.

11. **Circle the 3 words that are out of context.**
Hi mom, it's me Jim. Are you coming to pick me up Monday for church at 9 or 10? I thought we could go out to eat after. The kids might want to come with us. Is that okay with you? I know they raised hell last time, but Emma promised to behave if she gets dessert. Kyle wants to come too, but I don't have any money to lend him until he gets paid on Tuesday boring. If you have any money, I can borrow for him, like 20 dollars? Just ring it along with you when you come, okay? Talk to you later, bye!

12. **Circle the 2 words that are out of context.**
Hey, I think I left my type recorder on at my desk. I was working on that memo and then I got interpreted so I don't remember if I turned it off or not. The paper may still be in there too because I was in a hurry when I left for the day. Thanks for checking on it for me.

should have been here two hours
all the time! Call me right away or
ithout!

to see how your day was and tell
ame early or something because it's
h well, I just wanted to make sure
the store before you stop by later.
before you come over. See you

re of the last four digits what are
mber? List at least 3.
omer to repeat after voicing the

and gives entire message to leave.
essage?
e caller in control. Only read the
wered by live person.

or instructions for the call may be
he caller.

ng awkward pauses before any

d proceed without the 'go ahead'.

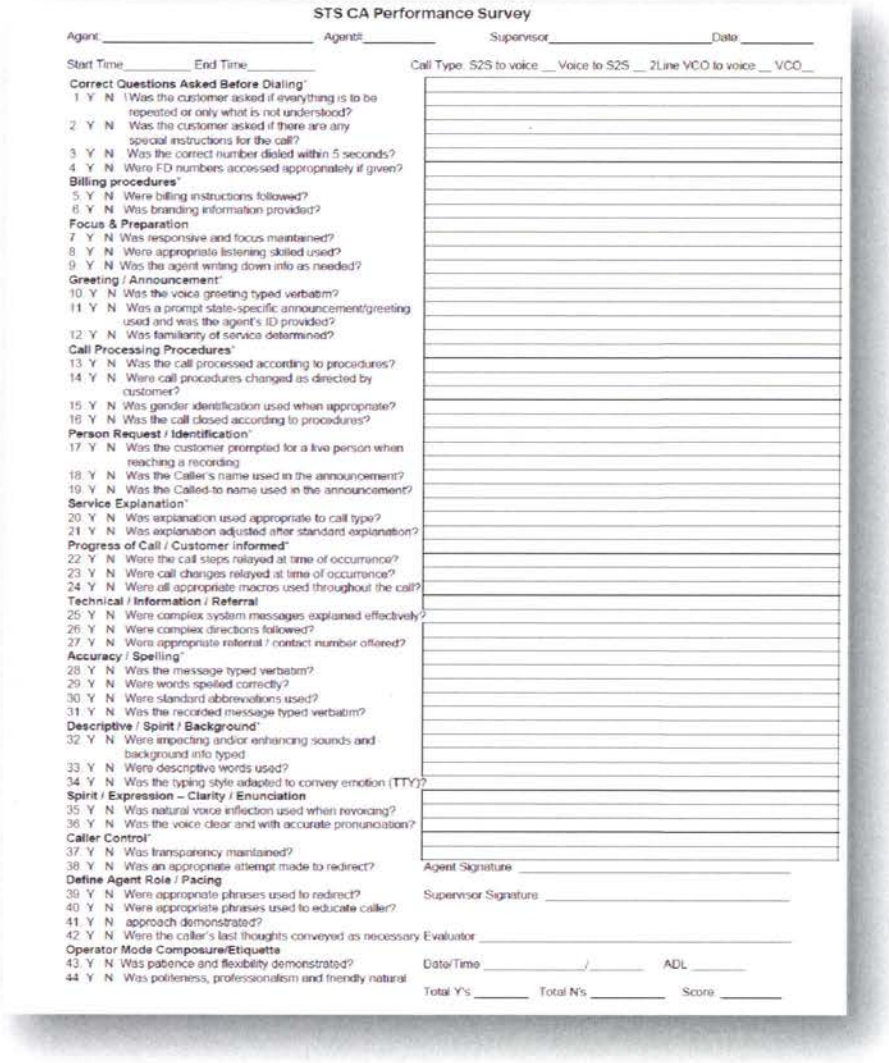
here.
xical Vocal Fold Movement
es

Usher Syndrome
Stroke
Oral cancer
Laryngeal cancer
Huntington's disease

Dysarthria
Apraxia
Aphasia
Amyotrophic Lateral Sclerosis (ALS)

20. Name 2 of the speech to speech tools you may use in assisting on calls.
Approved alphabets
Note taking
Ask yes or no questions

☑ **STS Performance Survey:** Once training is complete, a STS CA's performance is regularly evaluated through individualized surveys at least twice a month. Supervisors evaluate each STS CA using the STS Performance Survey form while observing actual STS calls. The Performance Survey addresses, among many aspects of quality STS CA performance including listening skills, caller control, focus, and professional phone image.



STS CA Performance Survey

Agent:_____ Agent#:_____ Supervisor_____Date:_____

Start Time_____End Time_____ Call Type: S2S to voice__Voice to S2S__2Line VCO to voice__VCO__

**Correct Questions Asked Before Dialing**"
1. Y N Was the customer asked if everything is to be repeated or only what is not understood?
2. Y N Was the customer asked if there are any special instructions for the call?
3. Y N Was the correct number dialed within 5 seconds?
4. Y N Were FD numbers accessed appropriately if given?

**Billing procedures**"
5. Y N Were billing instructions followed?
6. Y N Was branding information provided?

**Focus & Preparation**
7. Y N Was responsive and focus maintained?
8. Y N Were appropriate listening skilled used?
9. Y N Was the agent writing down info as needed?

**Greeting / Announcement**"
10. Y N Was the voice greeting typed verbatim?
11. Y N Was a prompt state-specific announcement/greeting used and was the agent's ID provided?
12. Y N Was familiarity of service determined?

**Call Processing Procedures**"
13. Y N Was the call processed according to procedures?
14. Y N Were call procedures changed as directed by customer?
15. Y N Was gender identification used when appropriate?
16. Y N Was the call closed according to procedures?

**Person Request / Identification**"
17. Y N Was the customer prompted for a live person when reaching a recording
18. Y N Was the Caller's name used in the announcement?
19. Y N Was the Called-to name used in the announcement?

**Service Explanation**"
20. Y N Was explanation used appropriate to call type?
21. Y N Was explanation adjusted after standard explanation?

**Progress of Call / Customer informed**"
22. Y N Were the call steps relayed at time of occurrence?
23. Y N Were call changes relayed at time of occurrence?
24. Y N Were all appropriate macros used throughout the call?

**Technical / Information / Referral**
25. Y N Were complex system messages explained effectively?
26. Y N Were complex directions followed?
27. Y N Were appropriate referral / contact number offered?

**Accuracy / Spelling**"
28. Y N Was the message typed verbatim?
29. Y N Were words spelled correctly?
30. Y N Were standard abbreviations used?
31. Y N Was the recorded message typed verbatim?

**Descriptive / Spirit / Background**"
32. Y N Were impacting and/or enhancing sounds and background info typed
33. Y N Were descriptive words used?
34. Y N Was the typing style adapted to convey emotion (TTY)?

**Spirit / Expression – Clarity / Enunciation**
35. Y N Was natural voice inflection used when revoicing?
36. Y N Was the voice clear and with accurate pronunciation?

**Caller Control**"
37. Y N Was transparency maintained?
38. Y N Was an appropriate attempt made to redirect?

**Define Agent Role / Pacing**
39. Y N Were appropriate phrases used to redirect?
40. Y N Were appropriate phrases used to educate caller?
41. Y N approach demonstrated?
42. Y N Were the caller's last thoughts conveyed as necessary

**Operator Mode Composure/Etiquette**
43. Y N Was patience and flexibility demonstrated?
44. Y N Was politeness, professionalism and friendly natural

Agent Signature: _____

Supervisor Signature: _____

Evaluator _____

Date/Time _____/_____ ADL _____

Total Y's _____ Total N's _____ Score _____

☑ **Quarterly Training and Evaluations:** Sprint is committed to the ongoing training and evaluation of our STS CAs. To assure the STS CAs continue to develop skills understanding the speech patterns of people with speech disabilities, follow-up training and audio tests are administered quarterly to all Sprint STS agents. An audio tape screening test is administered to all STS CAs. This screening tool includes audio on people with mild to severe speech disabilities as well as STS users using an augmentative communication device. **To pass this evaluation, the STS CA must score at least 90%.**

## Sprint Subcontractors and Partners

The best sources of information on the needs of speech-disabled people are people who would use the STS service themselves. Sprint partners or subcontracts with many STS users and organizations who share our passion for accessibility. These partnerships assist Sprint by providing valuable feedback on our existing services and developing future products and services.

Sprint also engages these resources when conducing outreach and marketing activities. All Sprint STS marketing materials feature images of actual STS users.

"Sprint Relay and UCP share a common vision that technology can be harnessed to open up the world to individuals with disabilities," said Stephen Bennett, President & CEO of United Cerebral Palsy. "UCP is excited to be partnering with Sprint Relay to help raise awareness of the services they provide that can really make an incredible difference in the day-to-day lives of so many people."

It is Sprint goal to work with local chapters of UCP in Florida to increase educate STS users about the availability of Florida STS Relay.

### *Gary Miner*
*STS Outreach Specialist*

Gary Miner grew up in Columbus, Ohio. In 1964, he joined the Marines and was deployed in Vietnam. His family (3 brothers, Uncle and cousin) all served in the military. He later moved to NC in 1976, where he currently resides with his wife, 3 kids and 9 grandkids.

In the late 1990s he was diagnosed with stage four throat cancer, which eventually led to surgery to remove his larynx. For a year he had no ability to speak, depending on writing back and forth on paper to communicate. There is no known reason for his cancer, other than the possible exposure to Agent Orange during his term in Vietnam.

Gary learned to communicate by using his thumb to press against the hole in his throat, which enabled him to produce his voice for speaking. He also has the option for an artificial electro larynx device which creates an artificial voice when pressed against his throat.

While researching on the Internet, Gary discovered Relay NC. In 2005 he started working with people with speech difficulties. Upon meeting the Relay NC account manager, he learned more about the Speech to Speech program, and was offered to work with the team to promote STS in 2007.

He began his new career with STS North Carolina through presentations and exhibits. He admits people are fascinated with how he communicates. He loves to talk to people, explaining that STS opens doors for people. "Just because you can't speak, doesn't mean you can't communicate. STS is a gift to us". At all of his booths, he demonstrates the statue of the Giraffe, an animal he has adopted as his "mascot". Gary loves to educate people about this unique creature, noting that the Giraffe has no vocal cords and communicates through neck movements!

When communicating with other people with speech impairments, he tells them "not to be shy and find a way to be creative with how to talk". His favorite part of the job is meeting people and educating them about STS. His passion for working with people has earned him the Bobby Simpson Award for his outstanding work in Onslow County for people with disabilities by the Mayors Committee in 2006.

## Outreach Personnel and Resources

Although the FTRI is the primary Outreach coordinator for Florida Relay, Sprint knows how important it is to be active and visible in the community in order to gather feedback directly from STS customers. As we have done in the past, Sprint will make its STS outreach materials available to FTRI and solicit feedback from all FRS users, including STS users.

One of the many positive impacts of the recent Softbank acquisition of Sprint is a company culture that fully embraces the impact of new technology on how we do business. Recently, all Sprint Relay management-level employees who perform outreach services have been given iPad devices to support them with customer interactions. These devices mean that employees always have immediate access to outreach power points, videos explaining service, and other marketing materials.

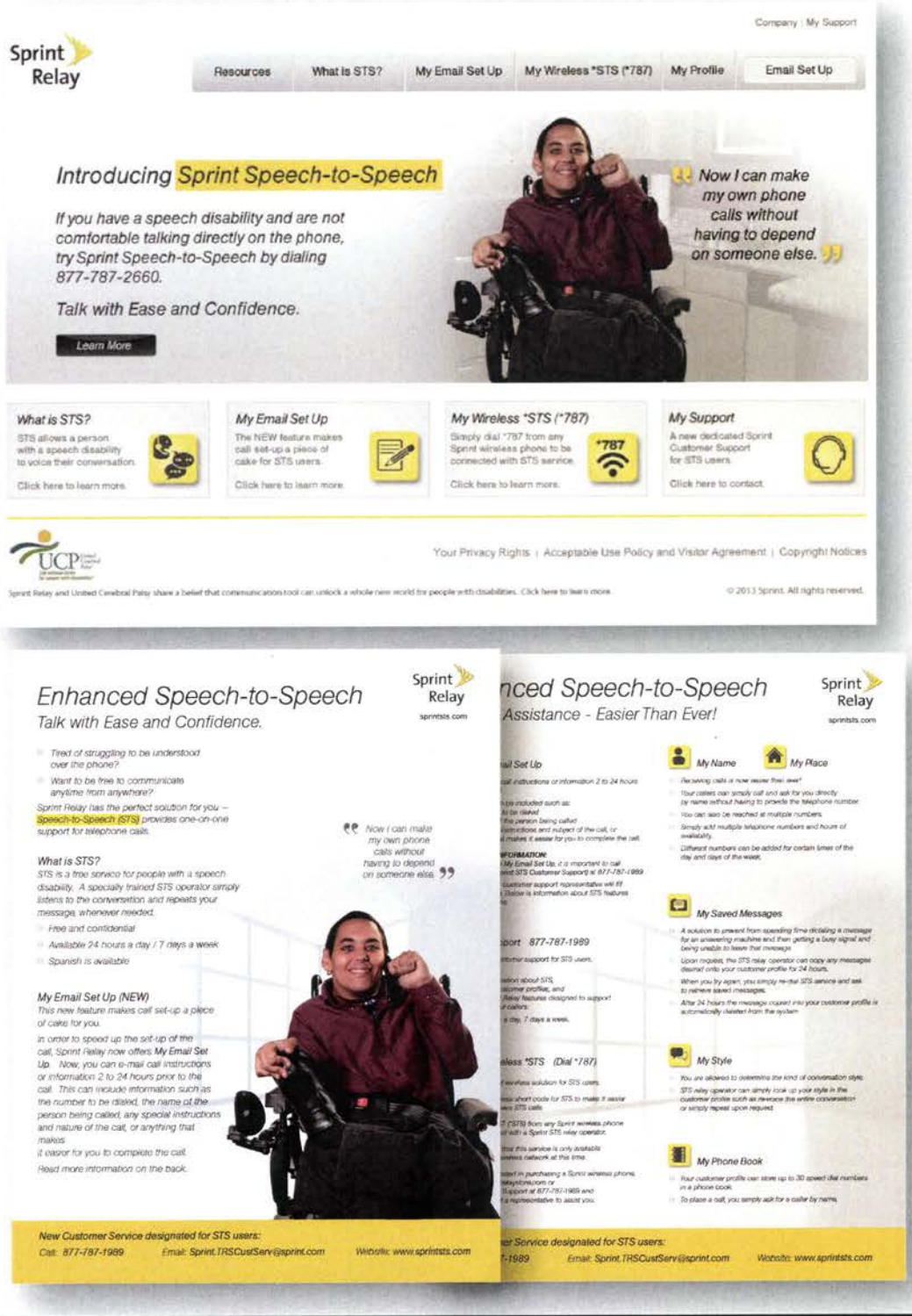
To support the FTRI outreach staff, **Sprint will provide the FTRI with 10 tablet devices featuring WiFi capability at no additional cost** to support outreach efforts. These tablets are especially helpful when displaying instructional videos such as the STS instructional video pictured below.

## STS Call Me Card

Sprint will provide a STS Call Me Card for Florida STS users to easily communicate to friends, family, and acquaintances how to place a call using Florida STS.

## National Sprint STS Resources

Sprint has also developed a national website for STS users and interested parties. This website (www.sprintsts.com) will continue to be maintained by Sprint, at Sprint's expense, and features videos, brochures, frequently-asked questions.



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

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ STS basic service included in price
- ✓ Includes access to STS enhanced features
- ✓ No per-minute charge for 24/7/365 STS Customer Service

Sprint's price for STS relay and the following premium STS enhancements are included in the basic relay service price:

- ☑ Automated 711 Call Routing for STS Users
- ☑ STS ability to communicate with other TRS call types
- ☑ STS support for Spanish and French languages
- ☑ STS Customer Profile
- ☑ STS E-Mail Call Set-Up
- ☑ STS Mute feature
- ☑ STS with VCO (voicing support with text of the conversation)
- ☑ Wireless Access to STS
- ☑ Video-Assisted STS
- ☑ 3 tablet PC devices to support outreach efforts, including STS outreach

### Free-of-Charge Customer Service

As noted previously, **Sprint will not charge the State with minutes associated with Sprint's 24/7 STS Customer Service (i.e., Training Line).** This resource assists STS users and caregivers such as family, friends, medical professionals, businesses, and organizations.

It is also important to note that Sprint's STS Customer Service is available nationwide. This means that both residents of Florida, as well as residents of other States (who may be calling residents of Florida) have access. **All Florida STS users, even those not physically located in Florida, can benefit from Sprint's STS Customer Service (Training Line).**

Sprint's STS Customer Representatives assist people with:

- ☑ Understanding the basics of STS calls, including appropriate etiquette
- ☑ Establish, explain, or update STS Customer Profile and call handling options
- ☑ Establish long distance service accounts or assist with billing inquiries
- ☑ Refer callers to FTRI for questions on accessibility equipment
- ☑ Explain the processes Sprint CAs will use to help clarify speech patterns
- ☑ Make practice calls

Sprint

## Top 5 Reasons for Sprint's Speech-to-Speech Services

1. As the largest provider of STS in the world, **Sprint serves a broad range of users with speech, cognitive, or mobility disabilities with patience and respect**. A group of hand-picked CAs processes all of Sprint's STS calls.

2. Sprint's STS relay is designed to be **simple and easy-to-use with the ability to store up to 100 speed dial entries**. STS CAs confirm the number to dial prior to dialing. This information will be transferred to new STS providers.

3. Sprint's customer-focused STS service **complies with all State and Federal STS requirements** including the FCC's 2013 increased standards. Sprint offers many enhancements including items such as STS Customer Profile, E-Mail Call Set-Up, 711 Automated Call Routing. Sprint's enhancements speed up call processing providing **a better call experience and fewer billable minutes**.

4. Sprint will support Consumer Input and Outreach for STS users including leveraging Sprint's national partnership with UCP. As a part of Sprint's bid, Sprint will spend $25,000 annually on these services. During the first year, **Sprint will provide 10 tablets for FTRI** to support outreach efforts.

5. **Sprint's STS relay and STS enhancements are included at Sprint's basic TRS rate** with the exception of the STS Customer Service (i.e., Training Line) which is provided at no per-minute fee.

### Unsolicited Customer Testimonials

> *"I have worked with this STS Operator extensively over time and this Operator does phenomenally on all my calls and I want her to be recognized for her efforts." (June 2014)*

> *"This operator did a marvelous job utilizing all the techniques and tools to make the call go smoothly (March 2014)*

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# Item 33. Access to Pay Per Call Services (RFP ref. B-25)

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

Sprint will provide access to pay per call services for FRS users.

How Sprint Complies:

- ✓ Functionally-Equivalent 900 access
- ✓ 5 levels of support
- ✓ Direct Billing by 900 Provider including inter- and intrastate End-User Payments
- ✓ Customer Service support

Sprint uses the power of its resources as a telecom provider to deliver the most functionally-equivalent pay-per-call service for relay users.

Sprint will provide **a new dedicated toll-free number for pay-per-call services** for relay users. If the owner of the phone has registered a block with the LEC, the call will be blocked to avoid unauthorized charges. Sprint provides 4 more levels of protection, as described on the following pages.

Like voice users, FRS users will be directly billed by the pay-per-call service provider for both interstate and intrastate calls. Sprint supports the necessary Telecommunication interconnections to make this possible.

Sprint is proactive in ensuring that all FRS users understand they will be charged for pay-per-calls and will help FRS users resolve complaints of high bills.

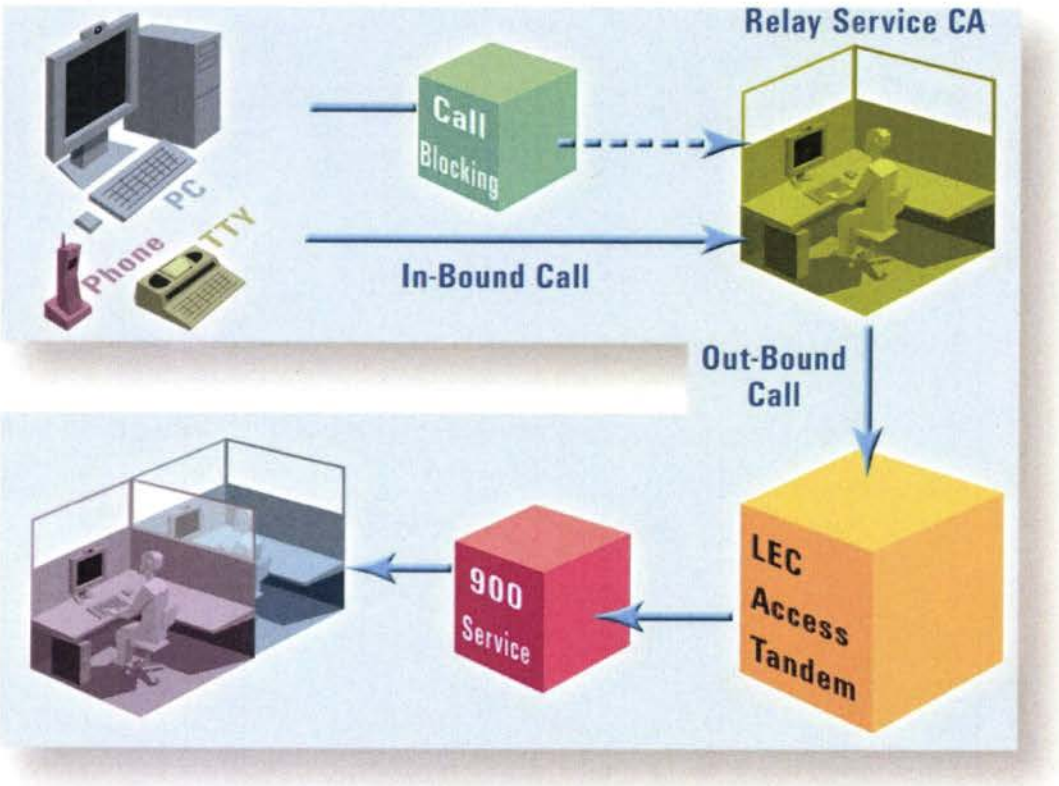
## Overview of Sprint's Approach

In 1996, Sprint began offering dedicated toll-free numbers for 900 services to ensure that relay users were protected. This revolutionary approach increased the true functional-equivalence available to relay users. Rather than mimic inherent system protections, relay users began having the same exact protections available to traditional phone users.

### First Level of Protection – 900 Access Number

To dial pay-per-calls through FRS, customers will dial the dedicated toll-free 900 number. This first level of protection ensures that callers, who have registered blocks with their local exchange carrier, are protected against unauthorized calls to 900 numbers through the relay service.

In order to reach the relay service, the telephone line must be free from all LEC-enabled 900 blocks, as displayed in the figure below.




This first level of protection is very important for business owners or households that want to prevent any unauthorized pay-per-calls from being charged. **The risk of high bills being accumulated on a phone line when a LEC block is in place is eliminated with Sprint.**

Sprint

### Second Level of Protection – Customer Profile Restrictions

Sprint also provides a second level of protection against 900 calls for relay users who may want to place pay-per-calls directly on their phone, but not allow calls through the relay service.

For example, a parent may want to place 900 calls directly and prevent their child (who uses relay) from accessing those services. In this instance, the parent can register a 900 block directly with the relay service as a part of the Customer Profile "Outdial Restrictions" setting. The parent would still be able to place calls directly, but calls through FRS would be blocked.

### Third Level of Protection – General 900 Charge Advisory

When the 900 call first arrives at the CA position, the relay user is greeted by a pay-per-call specific greeting, such as:

**FRS OPR 1234F (900 CHARGES MAY APPLY) NBR CALLING PLS Q GA**

This third level of protection ensures that the CA advises each TTY caller that there will be a charge for the call.

### Fourth Level of Protection – Specific 900 Call Advisory

The FCC requires that each pay-per-call provider include an introductory message at the start of the call that includes the name of the company, a brief description of the information or service to be provided, and the price terms of the transaction prior to beginning the charge for the call.

Sprint CAs use the recording to capture this message and then immediately disconnect the call. The recording will then be relayed to the FRS user. **This fourth level of protection ensures that callers can disconnect without being charged**.

If the FRS user chooses to accept the charges, the 900 services provider will rate and bill the user as if the call was dialed directly from the originating user's telephone. (Please note that discounts are not offered for relay users placing 900 calls).

### Fifth Level of Protection – Pay-Per-Call Billing Separation

As Sprint supports billing directly by the service provider, relay users will have the same protections as non-relay users with billing. All end user billing for pay-per-call services through TRS, including interstate and intrastate pay per calls are rated and billed as if they were dialed directly from the originating user's telephone by the 900 service provider and 900-number Carrier.

Charges for pay-per-call services are displayed in a section of the user's telephone bill that is separated from local and long distance telephone charges.

For each call made to a pay-per-call service, information regarding the type of service, the amount of the charge, the date and time of day, and length of the call must be indicated. Information service providers must notify their customers at least one billing cycle prior to making any changes in their charges or terms of service.

## Addressing Complaints or Concerns

The Sprint Relay Customer Service team is always available to discuss issues with customers, including pay-per-call services. The Customer Service Representatives will help relay users understand their rights as consumers as well assist TRS users in contacting their LEC with high bill questions or file an FCC complaint, if desired.

### FCC's Role

When 900 numbers were first introduced, there were widespread reports of abuse as telephone (non-relay) users were charged per-call or per-minute fees. Due to the sheer volume of complaints involving calls to 900 numbers, or "pay-per-call" services, the FCC first adopted rules to govern these services in 1991.

#### *User's Rights and Responsibilities*

Today, the FCC's rules for 900 calls include several protections for callers and provisions for pay-per-call providers, including the fact that a user's telephone company cannot disconnect the user's local or long distance service for nonpayment of disputed 900 number charges. However, the telephone company can, however, block the customer from making calls to 900 numbers if the customer does not pay legitimate 900 number charges.

Sprint never blocks 900 calls itself. If relay users question why they are unable to place 900 calls or what will happen if they do not pay a legitimate bill, Sprint will encourage the relay user to contact his or her carrier directly. If they are unable to resolve the issue, Sprint will provide FCC complaint information.

## Outreach for 900 Services

Sprint can also provide information to FTRI on Sprint's 900 pay-per-call services to assist in the development of Outreach materials to support the services. An example of 900 Access Information provided in another state supported by Sprint has been provided below.

**900 Access Number**

New Jersey provides a toll-free 900 number that connects relay callers to any 900 or 800 pay-per-call service. The caller is responsible for direct billing.

Relay users dial a toll-free 1-900-230-4149 to connect with New Jersey Relay. The Relay Operator will then dial the requested outbound 900 or 800 pay-per-call service number. Upon connection to the 900 number, billing procedures will begin.

Billing procedures may vary depending on the 900 service called. For further assistance with 900 calls, call NJ Relay Customer Service at:

English: 1-800-676-3777 (TTY/Phone)
Español: 1-800-676-4290 (TTY/Voz)
Speech-to-Speech: 1-877-787-1989

## CapTel 900 Access

Sprint also provides pay-per-call access for CapTel users. Please see Item 19 for additional information on the CapTel pay-per-call solution.

## Top 5 Reasons for Sprint's Pay-Per-Call Services

1) Sprint uses the power of its resources as a telecom provider to deliver the most functionally-equivalent pay-per-call service for relay users utilizing toll-free 900 dedicated numbers. **Sprint doesn't mimic LEC functionality; we provide equal access.**

2) Sprint's pay-per-call solution offers **five levels of protection** against unauthorized or high pay-per-call services bills, including:

   - 900 Access Number
   - Customer Profile Restrictions
   - General 900 Advisory
   - Specific 900 Advisory
   - Pay-per-call billing separation

3) **Sprint provides the necessary network signals to support end user billing.** Sprint's pay-per-call services, including interstate and intrastate pay-per-calls are rated and billed as if they were dialed directly from the originating user's telephone by the 900 service provider and 900-number carrier. This ensures functionally-equivalent service.

4) **Sprint offers Customer Service for pay-per-call services** for our relay users and educates relay users about their rights and responsibilities.

5) Customer education around pay-per-calls is vital. **Sprint will work closely with the FPSC and FTRI** to ensure that all relay users understand how to access and use 900 pay-per-call services through FRS.

# Item 34. Caller ID (RFP ref. B-26)

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ SS7 Network Connectivity
- ✓ 10-Digit Number of Relay User Displayed
- ✓ Ability to Block Caller ID
- ✓ Caller ID Support through CA
- ✓ Access to LEC Caller ID Enhancements

**Sprint's Caller ID service passes the calling party's 10-digit number to the called party.** This ability increases efficient call set-up to relay users, even those who do not subscribe to the service.

To use Caller ID service, relay users simply need a telephone or other equipment with a caller-ID display device and to subscribe to the service through their phone company. When placing calls, Sprint's relay platforms will be able to tell automatically if the customer prefers to send their Caller ID or block it. If blocked, the Caller ID is not passed to the called party.

If not blocked, the calling party's 10-digit number is displayed (rather than the TRS facility).

### History and Benefits of SS7 Technology

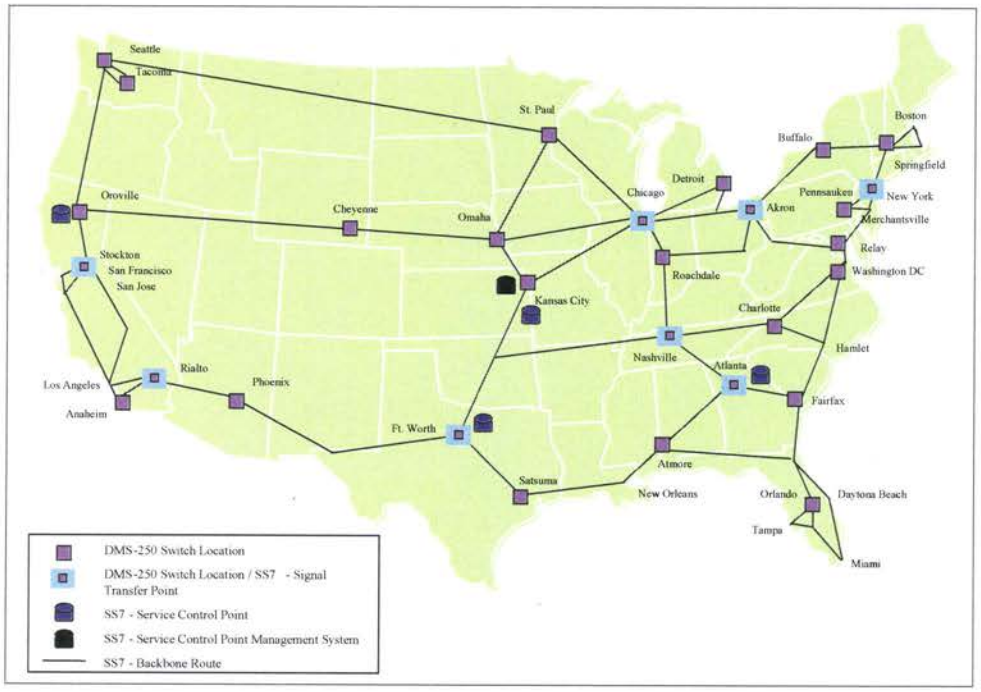
In 1991, Sprint was the first long-distance carrier to implement Signaling System 7 (SS7) nationwide and the first to connect with a Local Exchange Carrier (BellSouth). SS7 provided immediate benefits in terms of network performance, operational efficiencies, call processing, and the ability to develop advanced features for Sprint's customers.

SS7 is a network standard that was developed from the Common Channel Signaling (CCS) international standards recommendations set by the ITU Telecommunication Standardization Sector (formerly CCITT), the international telephony standards organization. In the U.S., Sprint conforms to the American National Standards Institute (ANSI) standards, Issue 1.

CCS is based on the concept of "out-of-band" signaling where signaling is a data communications function and has its own channels on the network separate from the call transmission facilities. SS7 is strategically important for the following reasons:

- SS7 takes full advantage of fiber-optic transmission technology and meets the requirements of recent ITU Telecommunication Standardization Sector and North American standards activity
- SS7 is a high-speed, reliable data network designed to support the call set-up and intelligent network needs of the Sprint network
- SS7 is a basic block required for ISDN, and allows the addition of an abundance of features and services that depend on SS7 technology; the variety of different services available with digital networks could not be offered with transparent interconnection without the use of common channel signaling

Prior to the deployment of SS7, all call set-up information was relayed switch-to-switch on the same trunk circuit as the call itself. This information included supervisory signals (e.g. dial tone, ringback, busy tone), billing information (who called whom), and network management signals, such as maintenance test signals. This type of signaling (per trunk or associated channel) has some inherent disadvantages compared to SS7 (slower, inefficient use of available circuits, susceptible to fraud).



## Caller ID Support through the CA

Sprint's TRS platform has been designed to offer full functionally-equivalent access to telecom services. Caller ID including blocking services can be initiated directly without the CA's involvement. However, Sprint's sophisticated TRS platform gives TRS users the additional flexibility of asking the CA to block or unblock their line on a per-call basis.

### Caller ID Blocking

Sprint CAs have the ability to add a Caller ID block to a TRS user's line for use on that relay call.

When a TRS user dials into FRS (without a Caller ID block registered from the LEC) and asks the CA to block Caller ID, the CA can hit a toggle button on the TRS CA software to add a temporary block.

This is especially helpful for callers who have difficulty navigating the traditional *67 per-line Caller ID blocking feature.

This feature is also extremely helpful when multiple calls are being made. For example, a TTY user may place a call to family and wishes Caller ID to be displayed. On the next call, to respond to a classified advertisement, the TTY user may wish to block his Caller ID. In this instance, the TTY user could simply ask the CA directly to block Caller ID.

This approach saves the TTY user time as he/she would not need to hang up and redial into FRS to make the second call with the Caller ID block.

### Per Call Un-Blocking

Likewise, the CA can un-block a line that has registered a per-line or per-call Caller ID block with the LEC.

Many phone users do not accept calls from unknown users and will ignore the call or block it completely using the "Anonymous Call Rejection" LEC feature.

If this happens through TRS, the TRS user can ask the CA to unblock the Caller ID and immediately place the call. The TRS user will not have to hang up from FRS and call back in.

### Return to Default

All requests for Caller ID and Caller ID blocks that are handled by the CA are available on a per-call basis. The TRS user can select Caller ID settings on a per-outbound call basis.

Sprint does not save this information for future calls.

## LEC Features

The LEC features listed below are a sample of what may be available through Florida Relay as a result of Sprint's provision of SS7 technology. The user's LEC services determine which features are available.

### Anonymous Call Rejection

Anonymous Call Rejection prevents calls from callers who have blocked their Caller ID information and is typically offered by landline carriers as a standard part of the Caller ID package. Users who have access to Anonymous Call Rejection from their carrier will continue to have this service available through Florida Relay as this feature is activated by the LEC when Sprint provides Caller ID information.

Customers who have enacted this feature will not receive calls from Florida Relay users with their Caller ID blocked. When a Florida Relay user (with blocked Caller ID) places a call to someone with the Anonymous Call Rejection feature, the CA will relay the LEC recording (e.g., "We're sorry the party you have reached is not accepting private calls, if you want to allow your number to be displayed hang up dial *82 and redial the number.") to the inbound caller. If the inbound Florida Relay caller wants to redial and send Caller ID, the caller will need to hang up, unblock his or her Caller ID, and redial the Florida Relay service and provide the CA with the telephone number or ask the CA for last number redial (LNR).

### Call Forwarding

Call forwarding (*72) is provisioned on the Florida Relay user's line by the LEC. Incoming phone calls to the caller are automatically forwarded to a new telephone number. This process will be completely transparent to the FRS CA.

### Call Rejection

Selective Call Rejection is provisioned by the LEC and allows a user to create a list of phone numbers so that they will receive only calls from numbers on that list. All other callers will be directed to an announcement (e.g., "The number you have dialed is not accepting calls at this time.") If this recording is reached by the Florida Relay CA, it will be typed or spoken to the inbound caller. When Selective Call Acceptance is in effect, it may supersede all other enhanced features.

## Last Call Return

FRS users cannot use Last Call Return by dialing *69 – which is a feature that allows customers to automatically return the last incoming call.

However, because Sprint provides true Caller ID service through SS7 signaling where the actual information of the calling party (rather than 711 or relay center number) appears on the Caller ID box, the Florida Relay customer is able to view the telephone number of their last incoming call and to provide the TRS CA that number or to dial it directly from a CapTel phone.

## Preferred Call Forwarding

Preferred call forwarding is provisioned on the user's line by the LEC. Incoming phone calls to the caller on a pre-subscribed list are automatically forwarded to a new telephone number. All other calls do not forward to the new number and may be redirected to a recording, busy signal, or voicemail as provisioned by the LEC. The CA will keep the inbound caller informed and process these calls as normal.

## Priority Call

The priority call feature is provisioned on the user's line by the LEC. Because Sprint provides true Caller ID through SS7 signaling where the actual information of the calling party (rather than 711 or relay center number) appears for Caller ID, if the called party has enabled the priority call feature through the LEC, the telephone numbers will ring distinctively based on the calling party's information.

## Call Trace

Call Trace is a fee subscription service offered by telephone company providers which works by allowing a phone call recipient to mark or flag the preceding phone call connection as malicious (i.e. harassing, threatening, obscene, etc.) The phone system will then automatically trace the call by flagging station to station billing and routing data including start and end times. The call trace is not dependent upon call duration and will record all meta-data regardless of source conditions - even if the call was made from a silent number, payphone or a number with caller identification disabled. To protect privacy, the resulting trace data is only made available to law enforcement.

This feature is not automatically available via relay services as most malicious callers block Caller ID. FRS encourages users in this situation to contact the appropriate law enforcement agency. **Sprint's Corporate Security works closely with law enforcement agencies and provides limited call detail information, upon subpoena.**

Sprint

## Top 5 Reasons for Sprint's Caller ID

1) As the first long distance carrier to implement SS7 in 1991, Sprint has a long and distinguished history in provisioning **Caller ID services using SS7 technology**. Sprint will bring that experience to relay users in the State of Florida.

2) FRS users who have purchased Caller ID services from their phone company will be able to view the **actual 10-digit number of relay the user** when receiving a call. Likewise, when placing a call, the **FRS users will have the ability to block Caller ID in the same way as traditional phone users.**

3) For TRS customers who need assistance with Caller ID blocking or un-blocking, **Sprint CAs have the ability to block or un-block Caller ID directly.** This eliminates the need for TRS users to disconnect from relay and call back in when placing multiple calls.

4) Using SS7 technology means **faster call processing and fewer minutes billed** to the State of Florida.

5) FRS users who have purchased Caller ID from their phone company will also have access to **Caller ID Enhancements** which rely on SS7 Caller ID technology to function.

# Item 35. Last Number Redial (RFP ref. B-27)

**Last Number Redial 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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Redial Functionality
- ✓ No registration required
- ✓ Stored for 1 year (unregistered users)
- ✓ Stored for 2 years (registered users)

Sprint has offered redial capability for TRS users since 1996.

Sprint's service will make it easy for TRS users to redial the last number they called through FRS.

Similar to a redial button on a traditional telephone, TRS users can redial the last called number. FRS callers simply dial 711 (or other TRS access number) and say, "call the last number," "last number redial," or "LNR." The CA will press the appropriate keys to automatically redial the last number dialed through FRS from that caller's telephone number.

Sprint's last number redial feature leads the industry and has been designed to offer the ultimate flexibility. There are fewer restrictions on Sprint's redial service.

- ☎ Sprint's redial feature is not limited to only users with a Customer Profile. **Any caller accessing Florida Relay can use the redial feature,** regardless if they have registered a Customer Profile or not.
- ☎ Sprint remembers redial information longer. **Sprint allows Florida Relay users to use this feature for one year (unregistered) or two years with a Customer Profile.**

Sprint's products have been designed to offer true functional equivalency similar to a redial button on a traditional telephone. Only Sprint offers this functionally-equivalent redial service.

Sprint

## Top Reasons for Sprint's Redial Functionality

1) Sprint will offer a **last number redial (LNR) feature for all FRS users** that allows any caller to dial 711 (or other access number) and ask to redial the last call.

2) **Anyone calling FRS can benefit from Sprint's last number redial feature.** Sprint doesn't limit its redial feature to only registered users.

3) **Sprint stores redial functionality longer.** FRS users will be able to access their last number called for a year (unregistered users) or for 2 years for callers with a Customer Profile.

# Item 36. Obscenity Directed at the Operator (RFP ref. B-28)

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

Sprint has read, understands, and will comply. Please read below to understand our solution.

Diffusing difficult situations for relay users is one of the things that Sprint does best.

**How Sprint Complies:**

- ✓ Diffuses Situation without Escalating
- ✓ Focus on Communication Access
- ✓ Redirection Process
- ✓ Escalation Procedures
- ✓ Healthy Detachment Training for CAs

Sprint CAs and relay center staff are trained to use techniques to diffuse potentially volatile situations where relay users may direct obscenity at the CA before, during, or after a relay call.

Sprint Relay staff remain calm, professional, and polite and try to understand the underlying customer issue and resolve the issue without escalating the customer's frustration. Sprint focuses on doing everything in our power to satisfy and delight our callers while supporting the well-being of our CAs.

### Process for Users Referring to the CA

Sprint's CAs are trained to relay all calls without judgment, even when the conversation between the inbound and outbound party refers directly to the CA and can be construed as obscenity.

When this happens, the CA remains calm, professional, and relays the call. Sprint CAs do not censor conversation between two users or interject personal opinions. CAs remain calm and use detachment techniques to maintain a professional phone image.

Sprint strives to make each call great for all calling parties. If, at any time, either calling party requests a different CA or to register a complaint about the services received, Sprint will honor the request and attempt to resolve the user's concern.

### Comments Directed at the CA

Sprint also has established escalation procedures for obscenity/abuse in instances where the obscenity/abuse is hindering communication. For example, if a caller dials FRS and immediately begins cursing or using obscenity at the CA instead of providing dialing instructions, the CA will attempt to re-focus the caller.

When redirection is not successful, CAs will escalate the call to a Supervisor or management. The Supervisor will introduce himself or herself and give the relay user the opportunity to explain his/her concern or to request relay service using a different CA. In the extremely rare case that the relay user does not wish to move forward and make a relay call or register a complaint, the Supervisor or call center management staff will explain to the relay user that the obscenity/abuse is not appropriate for the relay service and will encourage the relay user to redial when they would like to use the service again.

Only after several attempts to satisfy the relay user and resolve the situation, will the Supervisor or call center manager disconnect a relay user. All instances of are documented and the logs are kept on file at the relay center.

A call cannot be disconnected without official approval. Purposely disconnecting a customer may lead to disciplinary action, including termination.

### No Recordings

Sprint never transfers callers using obscenity to a recording. Sprint works with each caller one-on-one to resolve the underlying issue.

## Detachment Training

During initial and ongoing training, CAs and relay call center staff attend "Detachment Training." This highly-customized training provides tools and techniques for relay call center staff to utilize when dealing with relay users including de-stressing techniques, tools to redirect customers, and appropriate phrases to calm situations.

### Relay Traps

The first step in detaching from volatile situations for our CAs and relay call center staff is to identify personal triggers. Each person responds differently to different situations. Sprint's conducts exercises and host discussions to help CAs identify their own "relay trap." A relay trap is a behavior from a customer that makes the CA feel uncomfortable, angry, or defensive such as following:

- Prison calls
- Cussing / blaming agent
- Communication breakdown
- Specific types of calls
- Customers who abuse the service
- Customers with emotional problems
- Answers that don't make sense to CA
- Other user's taking the phone

### Acknowledge Thoughts and Feelings

Sprint CAs and relay center staff are trained in three key principles to managing stress – that is the stress we experience as a result of negative or uncomfortable feelings.

**Principle 1:** You can't completely avoid feeling bad – it is inevitable- a part of life. (Sometimes it is appropriate to feel bad. Ex: loss of a loved one.)

**Principle 2:** Events do not cause feelings. Feelings result from what we think or believe about the event. (What the event means to us. Ex: supervisor doesn't speak to me.)

**Principle 3:** The way in which we talk to ourselves inside our heads ("self-talk") determines how we feel and how we manage those feelings.

### Detachment Techniques

Sprint CAs and call center staff are taught to deal effectively with negative feelings and difficult situations by self-talking in a healthy, rational manner and finding "outlets" for feelings. Sprint recommends a simple four-step process.

**Step 1:** Talk a long, deep breath.

**Step 2:** Ask yourself: "How or why is this important?" "How does this affect me personally or impact my life?"

**Step 3:** Ask yourself: "What can I do about it?" "Can I control this, or any part of it?"

**Step 4:** Vent appropriately to Supervisor or relay center management while maintaining confidentiality.

### Signed Agreement of Understanding

At the end of detachment training, CAs and relay call center staff sign an agreement that acknowledges that they understand and acknowledge that relaying obscenity is a part of the job responsibilities. Please see the next page.

Sprint

# Desensitization Module Agreement

In an effort to maintain quality service:

1. I will not reveal any information about the call, including the fact that the call is being performed.

2. I understand that Information learned from a call cannot be used for personal gain.

3. I understand that all call related questions or problems are to be discussed with management.

4. I will transmit exactly what is said in the way that it is said in the way that it is intended in the language of the consumer's choice.

5. I will not advise, counsel, or interject personal opinions, even when asked to do so by the consumer.

6. I understand that part of my job requirement includes relaying offensive language and content and that I cannot change or omit anything even if I find the words difficult to say. It is a mandatory part of my job to relay the customer's call in the manner they choose.

The items above were covered with me. I understand that failure to comply may result in corrective action.

_____ _____

Employee signature Date

_____ _____

Supervisor signature Date

Sprint

## Top 5 Reasons for Sprint's Obscenity Procedures

1) Sprint's staff is trained in Detachment and Customer Service to **diffuse user anger and resolve customer issues**, without escalation.

2) Sprint CAs are focused on providing communication access and continue to **relay calmly and professionally** if obscenity is directed at them while on a call.

3) If a caller uses obscenity rather than providing directions to place a call, the CA will attempt to **redirect the caller**.

4) When necessary, the call will be **escalated to a Supervisor** who will attempt to isolate the issue and address the relay user's concerns.

5) All CAs and relay call center staff receive **Healthy Detachment Training** where they learn to identify relay traps, acknowledge thoughts and feelings, and learn detachment techniques. At the end of this training, all staff signs an acknowledgement form.

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# Item 37. Emergency Calls (RFP ref. B-29)

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

Sprint will accept incoming emergency calls and automatically and immediately transfer a call to an appropriate Public Safety Answering Point (PSAP).

**How Sprint Complies:**

- ✓ Automatic and Immediate Call Processing
- ✓ Appropriate Public Safety Answering Point (PSAP)
- ✓ Pass along caller's number
- ✓ Processes for other Emergency Situations
- ✓ Detailed Reporting
- ✓ Text-to-911 Emerging Technology
- ✓ Outreach Support to 911 Providers

With Sprint as the FRS provider, relay users will reach a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner.

All Sprint CAs and relay call center staff have been trained on emergency call handling procedures.

As a previous provider of FRS, **Sprint's emergency database contains Florida PSAP telephone numbers and stands ready to support FRS users again in this critical capacity**. Sprint continues to support IP Relay users within Florida.

The CA will pass along the FRS user's telephone number to the PSAP in the event that a caller disconnects before being connected to emergency services.

Sprint now has the ability to provide **text-to-911 service**. Sprint currently has received requests for text-to-911 service from 3 Florida counties.

## Sprint's Emergency Solution

Sprint provides our TRS and IP customers with efficient and accurate access to emergency services. Sprint's 9-1-1 services provider, Bandwidth, **offers 9-1-1 services to more TRS and VRS companies than anyone in the industry**. Bandwidth also provides:

- The **largest footprint** of coverage across the U.S. to connect a TRS 9-1-1 call
- A web interface with complete application programming interface (API)
- Address geo-coding with a 99% address acceptance rate on the first submission, translating to a lot less manual work for TRS and internet calls.

Sprint's solution goes above and beyond minimum standards to route calls to an appropriate PSAP and delivers the call over **native 911 trunks.**

**Receiving a Call**

- Sprint receives a Florida Relay emergency call.
- CA presses 911 hot key.

**Routing the Call**

- Database looks up the rate center of the NPA-NXX.
- Rate Center boundary is compared to the corresponding boundary of the PSAP.

**Delivering the Call**

- Call is routed over native 911 trunks to the first PSAP listing.
- If problems occur, the call is routed to secondary listing automatically.

**If Problems Occur**

- If information is not available from database, the call is routed to Bandwidth's contact center for assistance.
- If no numbers available, Sprint calls Directory Assistance.

## Call Processing Procedures

Sprint will use the proven techniques described below to ensure that each and every FRS user who needs emergency services receives our undivided and personal assistance.

| Emergency Call Procedures | |
|---|---|
| 1. | Sprint always acts on the word "emergency." Calls placed to fire, police, ambulance, and rescue squad are also considered emergency calls. |
| 2. | The CA hits a Phoenix software function key (i.e., "hot key") which designates the call as an "emergency." This key also prompts the system to use the caller's NPA/NXX to automatically route the call to the E-911 center which is closest to the caller's rate center. This hot-key also "freezes" the screen with an emergency banner so that the call information remains displayed. If the customer hangs up, the caller's information is available to be shared with the 911 Center. |
| 3. | Simultaneously, the CA alerts a supervisor. The supervisor will assist the CA in processing the call, if needed. The supervisor does not take over the CA function unless requested or necessary to complete the call. |
| 4. | The caller's Automatic Number Identification (i.e., telephone number) is passed to the E-911 as Caller ID. |
| 5. | The CA identifies the call to the authorities, using the phrase:<br><br>**"This is an emergency. I am calling for a Deaf (or hard of hearing or Speech Disabled) person through the Florida Relay Service. They are calling from (caller's telephone number). This is CA # 1234, one moment please."** |
| 6. | The CA advises the inbound caller that emergency services is on the line. For example,<br><br>**(POLICE ON LINE NOW)**<br><br>and then types the way the 911 operator answered the phone. |
| 7. | The CA relays the call. Unlike other relay calls, CAs may step outside of their neutral role to more actively facilitate communication, as needed. |
| 8. | Upon request, the CA connects the TTY caller directly to the PSAP (TTY). |
| 9. | The CA fills out an "Emergency Incident Form" which documents the call. |
| 10. | In the rare case of an E911 routing error, the CA will fill out a technical "trouble ticket" for additional investigation. |

## Privacy

Emergency Incident Form information may be made available only to emergency call handlers, and emergency response or law enforcement personnel and is to be solely for the purpose of ascertaining a customer's location in an emergency situation or for other emergency or law enforcement purposes.

### Back up Procedures

Sprint's enhanced PSAP solution has proven extremely accurate. In many instances, two numbers are provided for each rate center. If one of the numbers fails, **a second contact center is automatically connected with no CA intervention.**

In the rare cases that a valid number is not available, Sprint will contact Directory Assistance for support. Sprint's TRS operations and training department have partnered with our Directory Assistance call center team to establish processes and procedures that will allow us to obtain a 10-digit police emergency number in the most expedient manner possible. The CA will request the number based on the caller's telephone number and/or address, as available. Once this number has been received, the CA immediately places the call and documents the issue with a trouble ticket so that the PSAP system can be updated.

## Training and Support Materials

Sprint ensures that each and every CA and supervisor receives in-depth training on all emergency processes and procedures. This training is reinforced through on-going refresher training where relay call center staff must demonstrate knowledge and proficiency of emergency processes and procedures.

Supervisors or operations administrators are available 24/7/365 to assist CAs when an emergency call occurs. CAs also have immediate access to call processing steps via an online help screen and position reference guide.

There are many things that can happen during an emergency call, which require immediate action outside traditional call processing. Sprint has established processes for many of these variations, as outlined below.

### Caller Disconnects Before Connecting to 911 Center

If the inbound caller disconnects prior to being connected to 911, the CA Phoenix software will continue dialing to the PSAP/emergency call center. The CA or supervisor will notify the PSAP call center of the premature disconnect and provide the user's information to assist the PSAP center with the emergency.

If a customer calls into the TRS center, types "HELP GA" and hangs up, we will treat this as an emergency call. Since the customer does not give an emergency service name, Sprint always connects the caller to 911. The CA will notify the supervisor who, in turn, calls the PSAP and passes on all known information about the call. The CA will also fill out an Emergency Incident Form as a record. The PSAP will make the determination as to what kind of emergency it is and will dispatch the required emergency service.

## Voice Emergency Calls

If a voice customer misdials 711 when actually they require assistance through 911, the CAs will immediately connect the caller to emergency services. The CA will inform the caller:

**You have connected to a telephone relay service for the deaf and hard of hearing. If possible, you should hang up and dial 911. If not, we can attempt to connect you to a 911 center near your assigned telephone number, but there could be significant delay in getting assistance."**

Sprint Relay never refuses a 911 call and will process the emergency call if the voice caller does not disconnect.

## CapTel

CapTel phones are designed to connect with 911 directly rather than relying on the relay service to connect. Please see Item 30 for detailed information.

## Sensitive Topics

Sprint has established procedures for calls where the CA hears or reads things that may be designated as suspected emergency calls, including the following:

- **Suicide Declaration to the CA:** If the caller dials relay and tells the CA they are going to commit suicide, the call is treated as an emergency call. The CA will dial the PSAP and allow 911 personnel to determine the best course of action.
- **Crisis/Hotline Calls:** Calls to crisis/hotline numbers are processed in the same manner as all other relay calls. If the caller requests a number for a hotline, the CA will dial Directory Assistance and provide the number, which can be called directly (if TDD number available) or through relay.
- **Privileged Communication:** If the CA overhears abuse (e.g., child, elderly, or spousal abuse), suicidal statements, or potentially illegal activity, the CA remains neutral and processes the call without paraphrasing, editing, or showing any personal bias.

## Emergency Numbers

Only from Sprint

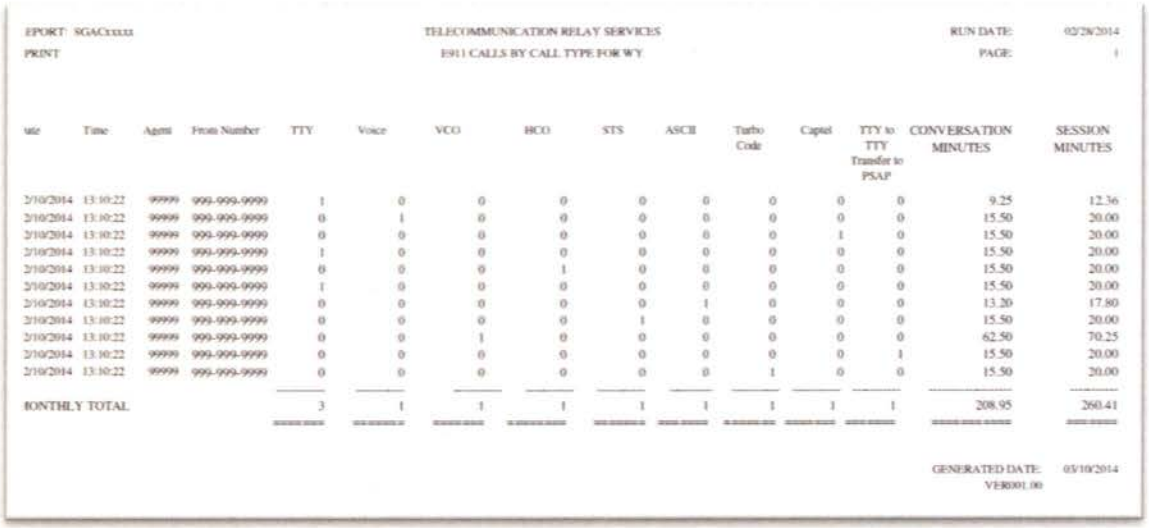
Sprint always advises relay users to dial 9-1-1 in an emergency. But, we know from listening to our customers that in some situations TRS users prefer to contact people other than

emergency services.

With Sprint, TRS users can designate up to 30 contacts in their Customer Profile as their emergency numbers. This can be anyone who they feel may aid them in an emergency situation including primary caregivers, home health nurses, doctor's office, a poison control center, or the local hospital.

## Detailed 911 Reporting

Although not required in the reporting section of the RFP, Sprint will offer detailed 911 PSAP reporting to the FPSC on a monthly basis. This reporting will demonstrate the number of 911 calls, by call type for each day of the month along with the associated conversation minutes and session minutes.



EPORT: SGACxxxxx — TELECOMMUNICATION RELAY SERVICES — RUN DATE: 02/28/2014
PRINT — E911 CALLS BY CALL TYPE FOR WY — PAGE: 1

| ate | Time | Agent | From Number | TTY | Voice | VCO | HCO | STS | ASCII | Turbo Code | Captel | TTY to TTY Transfer to PSAP | CONVERSATION MINUTES | SESSION MINUTES |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2/10/2014 | 13:10:22 | 99999 | 999-999-9999 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9.25 | 12.36 |
| 2/10/2014 | 13:10:22 | 99999 | 999-999-9999 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 15.50 | 20.00 |
| 2/10/2014 | 13:10:22 | 99999 | 999-999-9999 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 15.50 | 20.00 |
| 2/10/2014 | 13:10:22 | 99999 | 999-999-9999 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 15.50 | 20.00 |
| 2/10/2014 | 13:10:22 | 99999 | 999-999-9999 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 15.50 | 20.00 |
| 2/10/2014 | 13:10:22 | 99999 | 999-999-9999 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 15.50 | 20.00 |
| 2/10/2014 | 13:10:22 | 99999 | 999-999-9999 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 13.20 | 17.80 |
| 2/10/2014 | 13:10:22 | 99999 | 999-999-9999 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 15.50 | 20.00 |
| 2/10/2014 | 13:10:22 | 99999 | 999-999-9999 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 62.50 | 70.25 |
| 2/10/2014 | 13:10:22 | 99999 | 999-999-9999 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 15.50 | 20.00 |
| 2/10/2014 | 13:10:22 | 99999 | 999-999-9999 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 15.50 | 20.00 |
| ONTHLY TOTAL | | | | 3 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 208.95 | 260.41 |

GENERATED DATE: 03/10/2014
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## Emerging Text-to-911 Technology

Text-to-911 is the ability to type and send a Short Message Service ("SMS") text message to a public safety answering point ("PSAP") via a wireless phone to request emergency assistance. While the interim SMS text-to-911 solution may provide the most overall benefit to the deaf, hard of hearing, and speech-disabled communities, it is expected to be increasingly used by the general public. Due to the inherent limitations in text messaging, individuals should always attempt to call 9-1-1, whenever possible. Text-to-911 may also be an option in circumstances when voice calling is unavailable or unsafe, such as during incidents of domestic violence where a voice 9-1-1 call could endanger a victim further.

Sprint now has the ability to provide text-to-911 service. Interested PSAPs can send a request for service letter to Sprint and other tier one wireless carriers

requesting implementation of this service, once the PSAP is able to receive and respond to SMS text-to-911 messages. It could take up to 6 months from the date of the request to fully implement the service to that individual PSAP. Sprint currently routes enhanced wireless 9-1-1 calls to 198 PSAPs in the State of Florida and has received requests for text-to-911 service from 3 Florida counties.

As a company dedicated to the importance of communications, Sprint is enthusiastic about helping expand the public's ability to get critical assistance when they need it through additional services such as text-to-911. Towards that end, Sprint continues its active participation in standards bodies and industry working groups, along with cooperative efforts with PSAPs across the country. As part of those efforts, Sprint evaluated "text control center" vendors, participated in a 6 month text-to-911 trial with several different jurisdictions across the country prior to launching availability of the new service. These are innovative partnerships and we're proud to be a strong contributor in the ongoing evolution of emergency communications that bring benefit to our communities.

## Education and Outreach

Sprint will work with the FTRI and the FPSC to include procedures for accessing E911 through the FRS in their materials. Relay users are encouraged to dial 911 as their primary means of contacting emergency services.

However, as demonstrated above, if a user makes an emergency call through relay, the Sprint CA will make every effort to correctly route the call to an appropriate PSAP based on the network and user-provided information. As required by the FCC, CAs will remain on the line and give the emergency service provider the caller's telephone number, even if the caller is no longer on the line.

Sprint works closely with 911 call centers as a part of our Outreach program. If desired by the FPSC, Sprint will work closely with FTRI to ensure they have the tools and information necessary to educate 911 call centers on how to process 911 calls originating from the Florida Relay Service.

Sprint

## Top 5 Reasons for Sprint's Emergency Calls

1) Sprint encourages all TTY users to contact 911 directly for the fastest and most reliable emergency services. For customers who prefer to use relay, **Sprint will provide automatic and immediate critical emergency call processing using proven practices.**

2) All emergency calls will be routed to an **appropriate Public Safety Answering Point (PSAP)** who can dispatch immediate assistance to the relay user. Even if a user hangs up before being connected to the PSAP, Sprint's CA will report the call to the PSAP and pass along the user's phone number.

3) In addition to processing traditional emergency calls to the PSAP, Sprint has **documented and a consistent emergency procedure for other types of emergency situations** such as misdials to 711 when the caller intended to dial 911.

4) Sprint will provide **monthly detailed reporting** on the types of 911 calls made through FRS, if desired.

5) As a wireless carrier, Sprint is **knowledgeable and actively engaged in Text-to-911 technology**. Sprint will provide information to relay users about these important services.

**Unsolicited Customer Testimonial**

> "I am a police officer and I am calling to highly commend this operator for his quick, efficient and very professional handling of an emergency call. Because of how he handled the call calmly and efficiently, he saved the woman's life and assisted police in capturing the fugitive who severely wounded the victim. The police were very impressed when listening to the 911 tapes. The operator did an OUTSTANDING job."

# Item 38. Blockage (RFP ref. B-30)

**The provider is responsible for ensuring that 99 percent of all calls reaching the provider's 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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ P.01 Design
- ✓ 50% current circuit capacity
- ✓ End-to-end Approach
- ✓ 99.995% wireline network availability with bi-directional SONET technology
- ✓ Daily and weekly capacity management with automatic alarming

Sprint will ensures that at least 99 percent of all FRS calls that reach Sprint's relay center switch are answered by a CA ready to process the call or receive a ringing signal in compliance with federal and state regulations. In the unlikely event that a call is blocked by the TRS platform, the caller will receive a network blockage signal of 120 interruptions per minute.

As an IXC as well as a relay provider, Sprint brings more value when it comes to ensuring that calls are not blocked:

| | |
|---|---|
| Circuit Capacity | Sprint ensures that we always have enough circuits to meet TRS users' needs. As of July 1, 2014, Sprint has approximately **50% excess circuit capacity** and can add Florida TRS calls without the needs for additional circuits. |
| Automatic TRS Alarms | Sprint's industry-leading switches have automatic capacity alarms. If a switch exceeds pre-determined threshold levels (more stringent than the FPSC's requirement), the IT team is immediately notified. |
| End-to-End Approach | **Sprint monitors blockage on the 800 number network to the CA.** Sprint takes responsibility for end-to-end support of our customers ensuring that TRS users receive the same service as traditional phone users. |
| Wireline Network | **Sprint offers SONET technology with 4-Fiber Bi-directional Line Switched Rings (4FBLSR) design.** This provides the FPSC with network redundancy, flexibility, and millisecond circuit restoration times that are unequaled in the industry. While many IXC providers offer SONET technology, not all providers offer these same benefits. |

## Overview

Sprint's internal objective for call completion for wireline voice network availability is **99.995% - well above the State and Federal minimum requirements.** We strive to meet this same benchmark for our relay users.

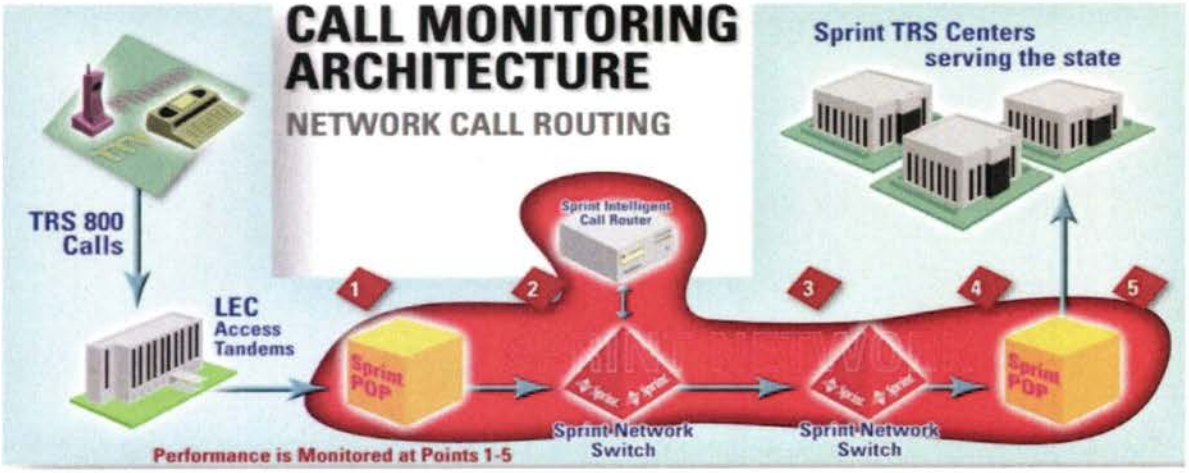
In compliance with the federal requirements, Sprint provides adequate network facilities so that even with projected calling volume the probability of a busy response due to loop trunk congestion is functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

Sprint does not have issues in complying with the P.01 requirements as incoming network capacity is well in excess of any peak load requirements. As a total communications provider, Sprint has a proven track record of going the extra mile to avoid blockage for our relay users by engaging the many tools and resources available, including, but not limited to:

- Sprint wireline SONET architecture with **4 Fiber Bi-directional Line Switched Rings**
- **Industry-leading relay switch technology** supporting the TRS platform
- Routine platform and circuit **capacity analysis**

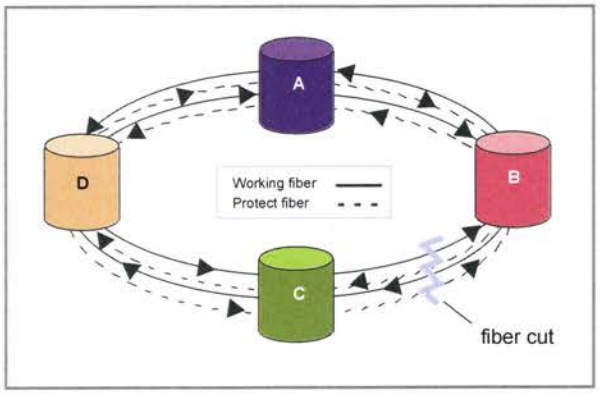
### End-to-End Support

As an IXC, Sprint's end-to-end support **fully meets the FPSC's definition of blocked calls as defined in the RFP**, "Calls being blocked by the carrier's 800 number network." Unlike the competition who does not own its network, Sprint works hard to ensure that each TRS user that reaches Sprint's 800 number network reaches a CA ready to process the call. Sprint is able to take blockage prevention measures from the time a caller reaches the 800 network.



## Sprint's Wireline SONET Architecture

Sprint's wireline SONET architecture is based on a 4-Fiber Bi-directional Line Switched Rings (4FBLSR) design. The 4FBLSR consists of two pairs of fiber, with **one pair designated for working traffic and one pair designated for protection.**




Bi-directional means Sprint is capable of sending traffic in either direction on a ring, allowing Sprint to route circuits on the most efficient paths through the network. This reduces the number of potential failure points and increases reliability.

**Sprint was the first carrier to implement 4FBLSR over its entire network.** Sprint's SONET topology offers the FPSC network redundancy, flexibility, and millisecond circuit restoration times unequaled in the industry. In general, most U.S. carriers, local as well as interexchange, use some form of SONET technology. However, not all SONET implementations are the same. The architecture that a carrier adopts for SONET determines whether significant improvements can be realized in network survivability, performance, and operation.

## Industry-Leading Switch Technology

Sprint's TRS platform is designed to prevent blockage and to exceed industry standards which means that no more than one call in 100 will receive a busy signal when calling the relay service at the busiest hour. Once the calls reach the Sprint TRS platform, they will be handled by one of 3 Avaya Automatic Call Distributors (ACDs).

Sprint's 3 TRS switches are connected to the 800 network by redundant inbound connections. If both connections to a switch go down, calls are automatically re-routed to the unaffected switches. Each switch is also segmented to support portions of CA positions at multiple relay call centers. If a portion of the switch is affected, the rest of the switch will continue to process calls. Sprint can reduce impact by having CAs log into unaffected CA workstations.

Sprint's switches also feature automatic alarming that alerts technicians if capacity thresholds are reached. As of July 1, 2014, Sprint has approximately 50% excess capacity and can take Florida TRS traffic without ordering new circuits and still have excess capacity in the network.

**Sprint's highly redundant TRS architecture and excess circuit capacity virtually eliminates blocked calls.** The redundant system provides quality and reliable performance, making blockage or any downtime nearly impossible. The system auto-detects any problems, including reaching pre-determined capacity levels, and moves to the secondary systems, immediately if necessary.

With system availability in excess of 99.995%, Sprint's Avaya digital advanced-technology switches provide **unparalleled reliability and fault recovery**.

**Sprint's Avaya switches and software were upgraded in 2012.**

Over one million businesses worldwide, including Sprint, rely on Avaya solutions and services to enhance value, improve productivity, and gain competitive advantage. Avaya is a world leader in secure and reliable IP telephony systems, communications software applications, and full life-cycle services. **This state-of-the-art switching technology is very different from the switching systems used by the competition.**

## Capacity Management Analysis

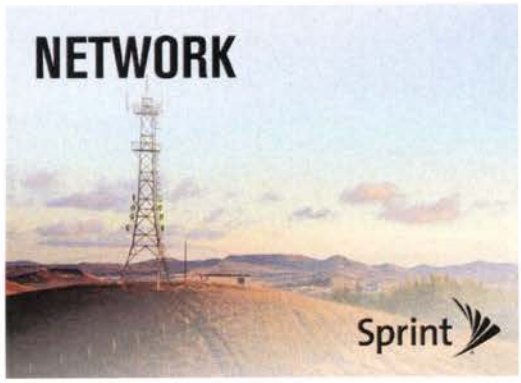
The key to providing a consistent quality experience is to ensure routine, periodic analysis of all components of the Relay Service. Usage studies of TRS system components ensure that optimum capacity requirements are met while ensuring maintenance to all service standards detailed in the RFP.

- ☑ Trunking capacity reports, including busy-hour information, are captured and reviewed daily and weekly to ensure that capacity levels remain within thresholds.
- ☑ Automatic alarms within the Avaya switches alert Sprint if pre-determined threshold capacity levels (more stringent than the FPSC requirements) are exceeded.
- ☑ Avaya switches have built-in algorithms that predict the number of circuits needed based on historical volumes that assist in both short- and long-term planning.
- ☑ Sprint reviews historic call volume to determine short-term and long-term personnel staffing needs on a periodic reoccurring basis.
- ☑ Equipment utilization, including the number of CA positions, is monitored weekly and quarterly.

Blockage is measured as a percentage of each group's calls received by the Sprint network for delivery to the appropriate platform that are either not delivered due to congested circuits on the platform, or are presented but not accepted by the platform.

## Wireline Capacity Planning

Capacity planning of the voice network is achieved by reviewing Dynamic Controlled Routing (DCR) node stats daily for traffic increases, decreases, and overflows. DCR is an automated processor that monitors all InterMachine Trunks **every 10 seconds** and allocates traffic among switch pairs in a manner to meet the changing traffic loads of congested routes. DCR will automatically recommend off-peak trunk pairs to complete traffic from congested routes.




Using these off-peak routes greatly reduces the chances of a call being blocked by a congested route. **Any switch exceeding a Grade of Service (GOS) of 4 calls blocked per 1000 callers in an hour will be analyzed for port augmentation.**

Augments are issued at half of the IMTs' historical undersized delta using Average Busy Hour (ABH) Erlang B in modular groups of 24. These IMT augments will allow calls to be completed via the direct route or DCR. Port augmentations are issued on overflowing IMT routes to avoid exceeding the maximum call blocking level of 5 calls per 1000 callers.

Sprint also collects Call Detail Records (CDRs) and Operational Measurements (OMs) for reporting purposes, and then creates reports to enable internal and external customers to monitor their traffic. If problems are identified, Sprint uses both CDR and OM data to help identify the issues in either the network or on a customer trunk. The data helps pinpoint problem locations so appropriate groups can be brought together to correct the problem.

**No one delivers more improved customer satisfaction.**

ACSI American Customer Satisfaction Index®

"Sprint is the most improved U.S. company in customer satisfaction, across all 43 industries, over the last six years." - 2014 American Customer Satisfaction Index (ACSI)

Learn more

## CapTel

The CapTel platform is also designed to avoid blockage. Sprint will ensure that CapTel call centers are fully staffed and are provided with sufficient network facilities to provide a Grade of Service (GOS) of P.01 or better. Daily results are reported monthly.

Recent CapTel P.01 results from a similar sized State served by Sprint are provided to the right.

| Month | CapTel P.01 Standard |
|---|---|
| July 2013 | 0.00 |
| August 2013 | 0.00 |
| September 2013 | 0.00 |
| October 2013 | 0.00 |
| November 2013 | 0.00 |
| December 2013 | 0.00 |
| January 2014 | 0.00 |
| February 2014 | 0.00 |
| March 2014 | 0.00 |
| April 2014 | 0.00 |
| May 2014 | 0.00 |
| June 2014 | 0.00 |

Sprint

## Top 5 Reasons for Sprint's Blockage Prevention

1) Unlike the competition, **Sprint is an IXC which provides end-to-end blockage protection**. This allows Sprint to take blockage prevention measures that fully supports the FPSC's definition of blocked calls: "calls being blocked by the carrier's 800 number network."

2) Sprint's wireline SONET architecture is based on a **4-Fiber Bi-directional Line Switched Rings design** consisting of 2 pair of fibers (a pair for working traffic and a pair for protection). This reduces the number of potential failure points, increases reliability, and reduces potential of blockage.

3) Sprint's TRS platform is supported by leading **Avaya switch technology**, a respected leader in call center technology. Sprint's digital advanced-technology switches provide unparalleled reliability and fault recovery including real-time alarming for capacity threshold limits.

4) Sprint conducts **routine, periodic short- and long-term analysis of all components of the Relay Service and wireline network**. Currently, Sprint has 50% excess TRS circuit capacity. Usage studies of system components ensure that optimum capacity while ensuring that we exceed the FPSC's expectations related to blockage.

5) Sprint also works closely with CTI to ensure that there are **adequate CapTel network facilities** so that under projected calling volume the probability of a busy response due to loop trunk congestion is functionally equivalent to what a voice caller would experience.

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# Item 39. Answer Time (RFP ref. B-31)

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ History of Exceeding Expectations
- ✓ Proven Technology and Tools
- ✓ Centralized Approach
- ✓ 15-minute Call Forecasting
- ✓ Professional Traffic Analysts Team

Sprint will answer at least 85% of all inbound FRS calls within 10 seconds on a daily basis except during network failure. This includes all call types including Spanish, French, STS, and VCO.

**Sprint answers all calls with a live CA who is ready to immediately process the call.** Our service is designed around the concept that relay users deserve the same calling experience as traditional phone users. When relay users dial 711 (or other access number), the access should be almost instantaneous in the same way traditional phone users pick up the phone and hear a dial tone.

Over the past 3 years, Sprint's average speed of answer rate for customers was **95% of calls answered within 10 seconds**[1]. In fact, each month was above 90%.

Even more important is Sprint's ability to consistently meet speed-of-answer requirements for its State and Federal customers. In 2013, Sprint met **99.4% of its 15,600 contractual speed-of-answer requirement** including during force majeure events such as hurricanes, tornadoes, and severe winter storms.

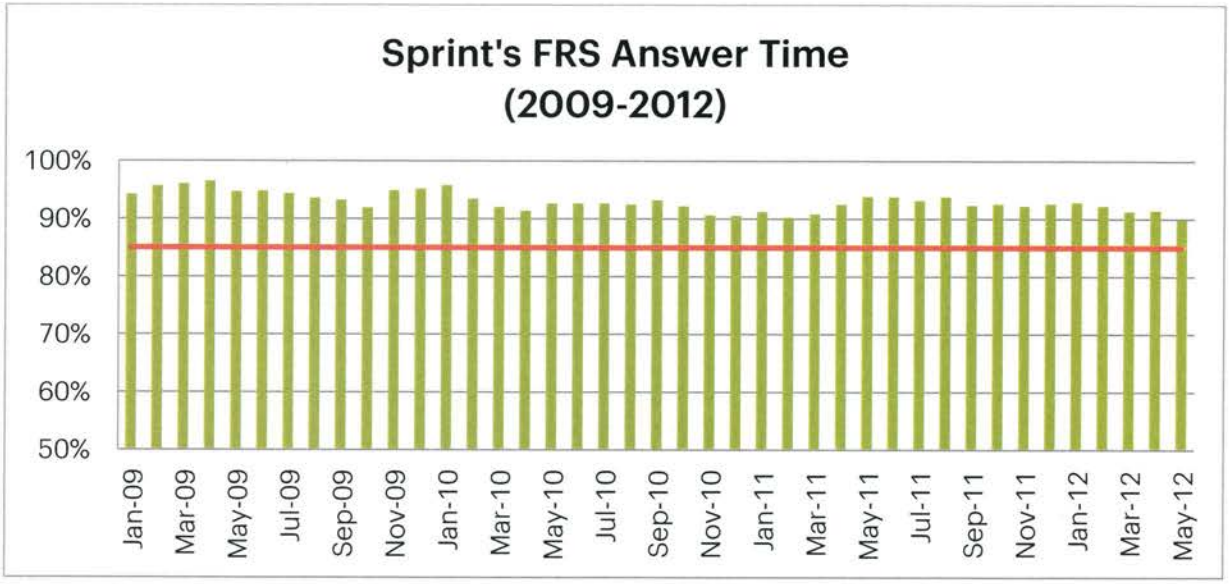
Sprint is able to achieve these industry-leading speed-of-answer results through the use of superior technology and people. All TRS call centers are connected by a central call routing system, workforce scheduling system, and a workforce management team called the Traffic Management Control Center (TMCC).

[1] July 1, 2011 through June 30, 2014

## Proven Results

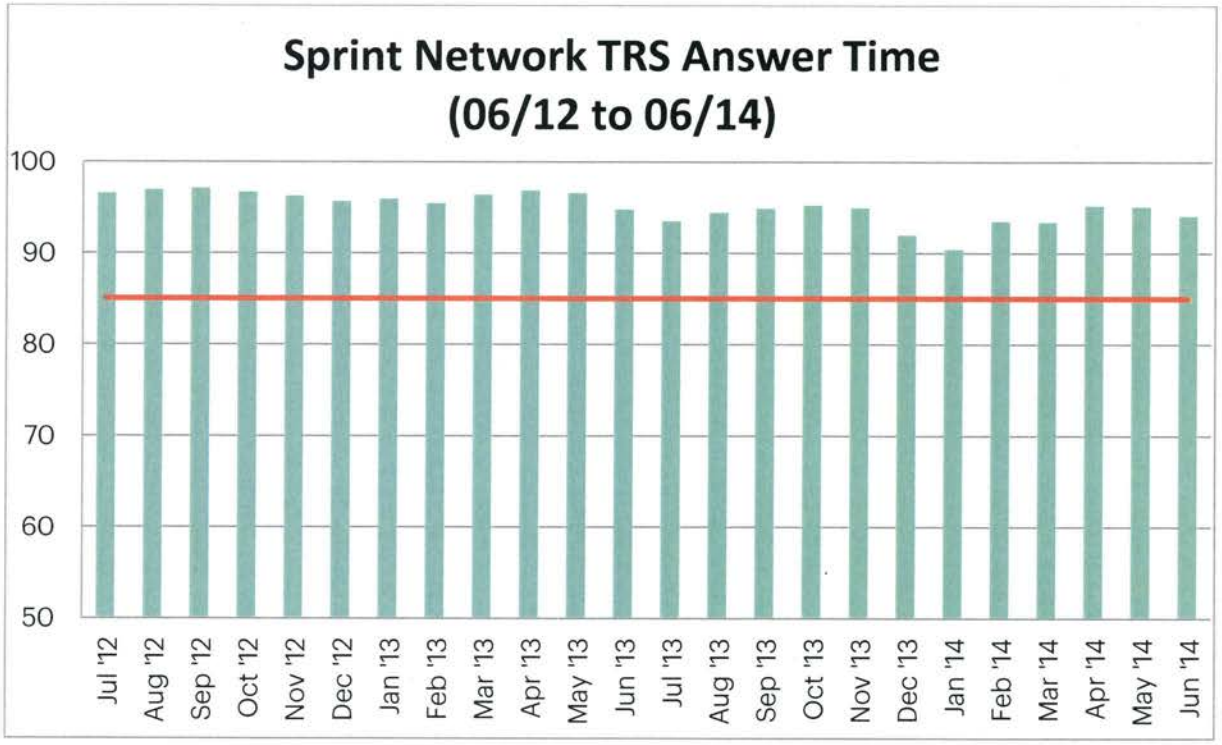
### Florida Relay Service

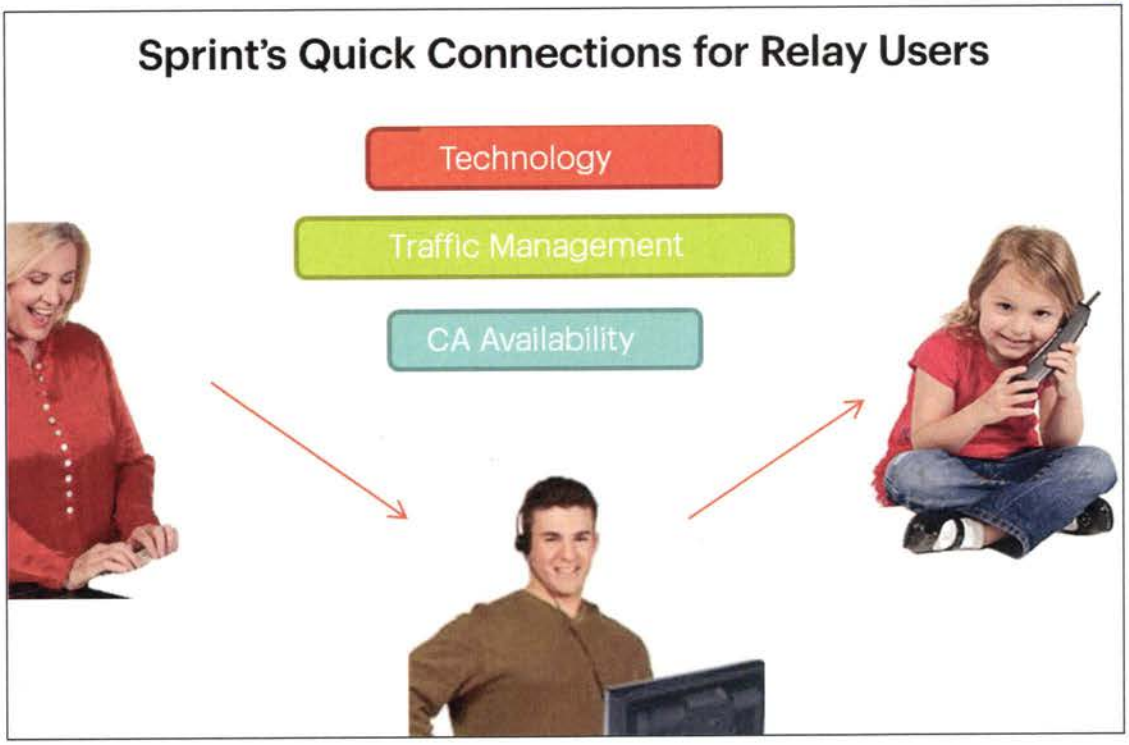
Sprint has a history of meeting and exceeding the FPSC's answer time requirements when we previously served the State, as demonstrated below.




### Recent Sprint Relay Results

Sprint continues to deliver speedy results to its TRS customers.






Sprint's Quick Connections for Relay Users incorporates the latest call center technology, experienced traffic analysts, and the largest CA workforce to deliver industry-leading results, even during times of planned or unplanned outages. Please see the chart below for recent examples.

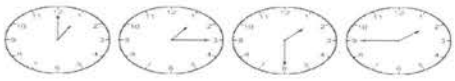
| TRS Issue | TMCC Actions |
|---|---|
| Syracuse, NY Center Fire Alarm (Call center closed for 20 minutes) | While the Syracuse staff was offline, TMCC secured additional staffing at all other call centers. |
| Lubbock, TX Network DS3/Fiber Cut | When a network issue briefly interrupted service at the Lubbock call center, TMCC arranged additional staffing at all other call centers including Spanish-language support from the Minnesota and New York call centers. |
| Mandatory Kansas Tornado Drill (Call center closed for 30 minutes) | When the main Customer Service office had to close to conduct a tornado drill (required by the State), TMCC arranged for Customer Service staff at the Moorhead, MN center to be on duty. |
| Blizzard in Moorhead, MN (reduced staffing levels at center) | A blizzard prevented many Minnesota call center employees from reaching the call center. TMCC was able to increase staffing at other call centers throughout the country to handle the reduced capabilities in Minnesota using overtime incentives. |

## Leading Technology

### Workforce Scheduling Software

Sprint's centralized workforce scheduling software allows us to handle daily number of relay calls and the CA amount of work more efficiently. The software gives Sprint real-time insight which gives Sprint's options on how to handle the daily activity.

Sprint ensures that there is adequate staff scheduled at all times for all call types to meet relay users' needs. **Sprint forecasts Relay call volumes every 15 minutes – four times more detailed than another relay provider.** To develop the 15-minute forecast, Sprint considers historical information, current trends, and special events (e.g., weather, scheduled political events, etc...).



Sprint's combined workforce scheduling software also directly benefits the CAs. Giving CAs more information and allowing them to manage their own time at work can make a big difference in morale, helping to reduce CA turnover, and attendance problems that can add up to considerable costs. Sprint's workforce scheduling software means that we are able to offer CAs greater flexibility.

Sprint's scheduling software also provides information about how well our CAs adhere to their schedule. **Following a CA schedule means FRS users won't experience unnecessary wait time when making calls.** This also saves the State as Sprint doesn't need to hire more staff and our price reflects that efficiency.

### Real-Time Display

Every 30 seconds, relay call centers and TMCC receive the latest information on how we are doing. The real-time display provides:

- Daily speed of answer (% of calls answered within 10 seconds)
- # of current calls
- # of calls on hold
- # of CAs logged in to the system
- # of CAs ready and available to take calls
- # of daily calls (with abandons)
- # of daily calls (without abandons)

The real-time display makes it easy for us to instantly take action, if needed. For example, if we have fewer calls than expected, we may choose to hold additional training sessions. Alternately, we may increase staffing or reschedule activities.

## Call Router

While it sounds simple to receive a relay call and route it to the next available CA, it is actually a science. With the cost of CA work time being the single most expensive part of providing relay service, there are many factors that play into doing it more efficiently.

Sprint has invested heavily in its call router to ensure we are doing it faster and better. Our extremely robust call router can route calls across the network seamlessly and transparently to users.

When a caller dials into Sprint, our call router uses "routing scripts" to determine which call center and CA should handle the call. With the information available to our call router, we can base that information on many key elements.

***Platform Health***

Before sending a call to a call center, Sprint checks to see which call centers are open. We also verify that there are no technical or other issues affecting the center (e.g., fire drill). This all happens automatically.

***Service Needed***

Sprint looks at what type of relay service is being requested. If the user dialed a dedicated number or has a Customer Profile for STS or Spanish, Sprint gets the relay user to the correct CA the first time – without forcing them to redial or be transferred.

***Multiple Available CAs***

When more than one CA is available, we can choose which CA will receive each call. We can monitor a CA's workload. This gives us the option to route relay calls to a CA who has not been as busy, giving the busier CA a break.

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***Anticipated Hold Time***

Sprint minimizes hold times whenever possible. There are times when no CAs are readily available. Sprint uses a network solution when faced with this dilemma. Similar to choosing a checkout line at a grocery store, Sprint analyzes many factors before making the decision what call center will be assigned the call. Choosing the shortest line is not always the quickest.

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***Florida Relay Scripts***

Sprint will create special routing scripts for FRS. These scripts will be based on the RFP requirements but may be customized based on the time-of-day, day-of-the-week, or day-of-the-year.

---

***Back-Up Call Router***

Sprint's primary router is reliable and rarely experiences any type of outage. In the unlikely event that the primary call router has an outage, Sprint has a back-up call router that delivers calls to the relay centers.

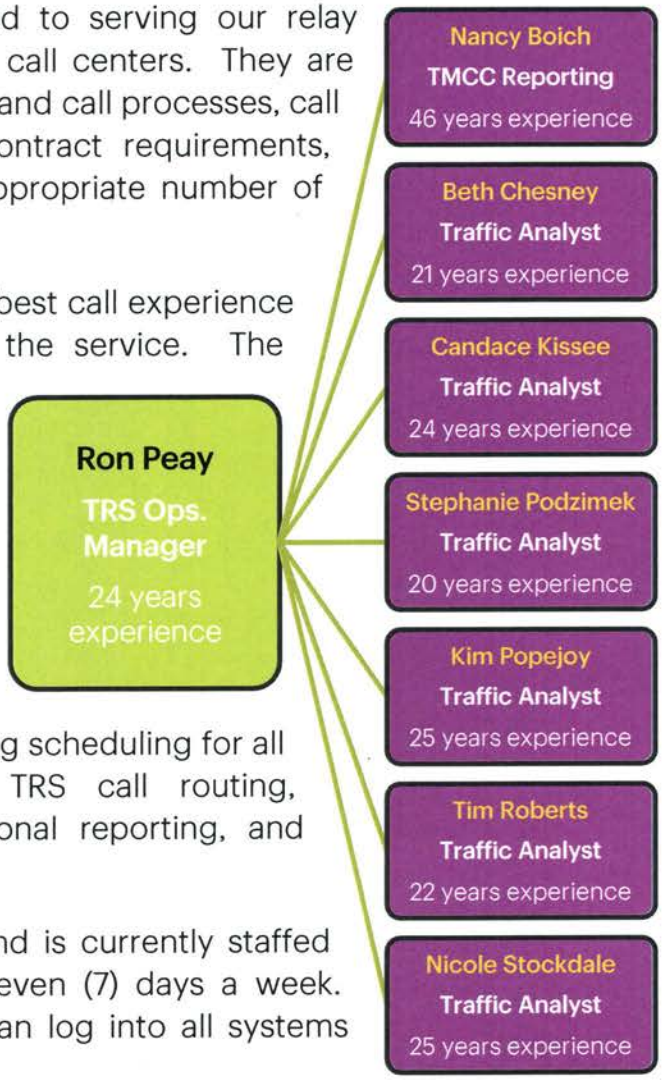
## People Who Make it Happen

### Traffic Management Control Center (TMCC)

Sprint's TMCC group is dedicated to serving our relay users and working with our relay call centers. They are workforce specialists who understand call processes, call volumes, distribution patterns, contract requirements, and call routing, to ensure the appropriate number of CAs are available at all times.

The TMCC's goal is to provide the best call experience for every TRS user that utilizes the service. The expectation is to achieve this goal 24/7, 365 days a year.

The TMCC group uses its talents and its experience – **an average of 25 years with Sprint** – to meet and exceed this goal and expectation.




They perform many duties including scheduling for all TRS call center employees, TRS call routing, forecasting TRS usage, operational reporting, and customer communication.

The TMCC is located in Kansas and is currently staffed from 7:00 am to 8:00 pm CT, seven (7) days a week. Someone is always on call and can log into all systems remotely to address any concerns.

### Call Center Staff

At each relay call center, there is an Administrative Control Unit (ACU) that works directly with TMCC, call center management, and local CAs to ensure that we are providing adequate staffing for all call types including VCO, STS, and language support.

### Call Center Services Assurance (CCSA) Group

During the overnight hours, the Call Center Service Assurance (CCSA) group supports TRS and other call centers as the initial point of contact for local TRS call center staff.

**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. Answer time shall not be reported as an average speed of answer or by using a weighted service level.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Start = TRS Switch Arrival
- ✓ End = Answer by Live CA
- ✓ Compliance with State Formula
- ✓ Actual results, no sampling
- ✓ Daily compliance

Sprint begins measuring speed-of-answer at the time the call hits the relay switch.

Elapsed time continues to accrue until the call is answered by a live CA ready to process the call.

Sprint's equation for answer time (i.e., Service Level) has the numerator representing the total number of calls that are answered in 10 seconds or less. The denominator is the total number of calls reaching the switch.

$$\text{Answer Time} = \frac{\text{the total number of calls answered in 10 seconds or less}}{\text{total number of calls}}$$

Sprint's answer time (Service Level) will use actual results of all FRS calls. **No sampling, weighted, or average methodology will be used.** Compliance will be evaluated on a daily basis and reported to the FPSC on a monthly basis.

### CapTel Speed of Answer

Please see **Item 30** for information on how Sprint will meet the answer speed requirements for CapTel by primarily routing calls to the Orlando, Florida call center and routing calls to the other 4 back-up call centers when necessary.

## Additional Time Savings for End Users

While the FPSC defines speed of answer as the time the call is delivered to the TRS provider's switch until the call is answered by a live CA, relay users total wait time is higher.

From a customer's perspective, however, the customer's wait time involves far more. A customer's wait time starts when a relay user dials 7-1-1 (or a toll free number) and lasts the time that user is connected to the CA in the correct communication mode, including the following:

- Originating LEC routing time,
- Toll-free network routing time,
- Terminating LEC routing time (if applicable),
- TRS platform and database set up time at the call center,
- Time holding for an available CA, and
- Time for CA to engage the caller in the correct mode (if not done automatically by the system).

Although not required by the FCC, Sprint has taken numerous steps to reduce "Customer Wait Time" – even in areas not defined by the FCC's definition of Speed of Answer. **These enhancements also save the FPSC money.** Sprint's updates include:

- **Automated 711 Call Routing-** FRS users who have registered a Customer Profile with Spanish or STS preferences will automatically be routed to a CA with those skills.

- **Dedicated Toll-Free Numbers-** Relay users can dial dedicated toll-free numbers to quickly reach a CA with the skills needed to handle the call (e.g., Spanish, French, VCO, STS).

- **Elimination of Terminating LEC connection-** Sprint's third generation platform connects directly to Sprint's toll-free network. Although not a part of the FCC's definition for Speed of Answer as this happens prior to being delivered to the TRS switch, Sprint has eliminated this potential point-of-failure.

- **Automated acceptance of calls by the CA software-** Sprint's intelligent CA software automatically accepts calls by inbound users. Rather than the CA physically pressing a key to accept calls, the software immediately answers and presents the call to an available CA who is ready to assist the caller.

**Sprint's technology enables us to maximize efficiency.** These savings provide significant benefit and greater price stabilization in the rapidly-declining wireline service and are unmatched by a smaller provider.

Sprint

## Top 5 reasons for Sprint's Answer Time

1) Sprint has a history of exceeding expectations. In addition to exceeding the minimum standards for the FPSC as a previous FRS provider, Sprint customers continue to enjoy our quick speed of answer. Today, **95% of Sprint's TRS customers have been answered within 10 seconds or less** (7/11-6/14).

2) Sprint has unmatched technology and tools provide the ability to **forecast the anticipated number of calls on a 15-minute basis (4 times more detailed than smaller providers)**. The forecast is developed based on both historical trends and current events.

3) **Sprint provides personnel that are experienced and knowledgeable in call center management at all times** including traffic analysts with over 25 years of experiences and a 24/7/365 (CCSA group) that monitors the service. Sprint is consistent in its ability to meet its contractual requirements. **In 2013 alone, Sprint met 99.4% of all answer speed requirements for its government TRS customers**. This includes force majeure events as Sprint is responsive when weather or other staffing events occur.

4) Sprint understands exactly how the FPSC expects the relay provider to measure and report answer speeds. **Sprint will meet or exceed the FPSC's expectation by providing state-specific speed of answer requirements that do not include weighted averages or sampling.**

5) Sprint also takes numerous steps to reduce "Customer Wait Time" – even in areas not defined by the FCC's definition of Speed of Answer. **These enhancements save the FPSC money**.

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# Item 43. Emergency Operations and Uninterruptible Power (RFP ref. B-35)

**In addition to a minimum of thirty (30) minutes battery capacity sufficient to operate each relay center processing Florida relay traffic at busy season busy hour load, each relay center shall have installed emergency power generating equipment capable of maintaining the relay center's operations. 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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

Sprint offers emergency options and uninterruptible power that exceeds the State's minimum requirements by offering an end-to-end approach that is unmatched in the relay industry.

**How Sprint Complies:**

- ✓ Unlimited back-up power
- ✓ TRS switch at telecom switch site with additional power supplies and protections
- ✓ Call centers protected with UPS and generators

Sprint has emergency operations and uninterruptible power systems supporting relay call centers, the TRS switches (located at wireline switch sites) and the network that powers Sprint Relay service.

Sprint knows that a large-scale loss of commercial power is one of the most critical factors impacting access to communication. We have proven programs to keep that from impacting relay services.

Both TRS and CapTel offer uninterruptible power supplies and generators to ensure that relay users will continue to have access to the service in the event of power outages.

## Wireline Switch Sites

Sprint's wireline network switch sites support relay users by delivering calls and housing Sprint's 3 TRS switches and peripherals within its secure sites.

## Switch Site Protections

Locating the TRS switches with network switch site locations provide a level of protection and resiliency not available through most relay providers. Sprint's approach means that relay customers receive the same level of protection and resiliency as other Sprint wireline customers.

Sprint's switch sites offer the following benefits above and beyond typical call centers:

- Switch locations have battery backup as well as permanent generators. In addition, site recovery plans have been developed for all major switch locations, prioritizing available options for relocation, and ensuring agility when faced with disaster recovery issues. Most switches also have tap boxes that readily connect the output of a portable generator in the event of primary generator issues.
- Switch locations feature enhanced "Building within a Building" construction.
- Switch locations are structurally-designed for support against hurricanes, earthquakes, lightning, floods, and wind storms.
- Switch locations offer redundant cooling units with 24/7 monitoring.
- Switch locations have very early warning fire detection and alarms with clean agent suppression
- Sprint locations are highly secure with 24/7 remote monitoring

Sprint has thousands of permanent generators – automatic cutover switches to minimize loss of commercial power installed at all wireline switches and the company's network Points of Presence (POP) – the facilities where traffic enters and leaves the company's global IP network.

## Relay Call Centers

Each Sprint Relay call center has technology and processes in place to deal with emergency situations, including loss of power.

## Call Center Power Solutions

Sprint provides a cost effective solution with an Uninterruptible Power System (UPS) using a combination of standard battery backup and an auxiliary generator to provide uninterrupted power for an unlimited duration for key components.

- The switch peripherals
- Switch room environment, including:
  - Air conditioning, if required to maintain service
  - Fire suppression systems
  - Emergency lights and system alarms
- CA consoles/ terminals
- CA work site emergency lights
- Call Detail Recording (CDR)

Sprint ensures that the UPS system capacity is sufficient to operate the call center during busy season and busy hour load. Sprint has installed power-generating equipment capable of operating call centers for extended periods.

In the event of a power outage, the UPS and back-up power generator ensure seamless power transition until normal power is restored. UPS is used only long enough for the backup power generators to come on line – a matter of minutes. Backup power generators are supplied with sufficient fuel to maintain operations for **at least 24 hours**. Generators can stay in service for longer periods of time as long as fuel is supplied.

As a safety precaution (in case of a fire during a power failure), the fire suppression system is not electrically powered. Once the back-up generator is on line, stable power is established and maintained to all TRS system equipment and facility environmental controls until commercial power is restored.

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**
- ✓ Training on Emergency Operations
- ✓ Exercises and Drills
- ✓ After action review and maturity

All Sprint Relay employees are trained on emergency procedures to minimize or prevent disruption to relay users. Sprint instructs its staff on the procedures to be followed in the event of an emergency or service impacting issue. Sprint provides annual training to ensure familiarity with systems and processes. Ad-hoc training is conducted for new procedures or team members.

Sprint's response organizations use exercises to evaluate plans, educate personnel, test functions, and operational capability. Information related to these exercises is propriety to Sprint. Additionally, as part of the nation's critical infrastructure, **Sprint participates in coordinated situation drills with FEMA, the Department of Homeland Security (DHS), and state emergency management agencies to ensure coordinated preparedness and response during a disaster**.

- Tabletop Exercises: In a round-table setting, members of the response team meet to discuss responsibilities and describe how to react as a team in an emergency.
- Walk-Through Drills: Both the response team and management perform their emergency functions within the emergency response location.
- Functional Drills: Tests designed to target specific functional processes within the recovery plan such as notification, response, communications, documentation, and team cohesiveness. Often, these functions are tested separately to help identify improvement areas and to eliminate confusion.
- Full-scale Exercises: Exercises simulated to be as close as possible to a real-life disaster. They may involve a combination of response teams, management, field operations, and outside agencies.
- After Action Reviews (AARs): Following an incident or an exercise, an AAR is conducted to ask participants to identify areas of success and improvement. These are documented as Lessons Learned and tracked to satisfactory completion.
- **Maturity:** Sprint uses an internally developed Maturity Model for benchmarking the Business Continuity Program success and progress. The model is based on the Capability Maturity Model as developed by Carnegie Mellon University.

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Business Continuity (BC) plan
- ✓ Developed by industry experts
- ✓ 24/7 monitoring of TRS platform and network
- ✓ Redundant Architecture
- ✓ Reliable wireline network

Sprint Relay network has a Business Continuity (BC) plan to deal with all types of natural and man-made problems which may prevent calls from reaching the relay center or impact the operation of the TRS platform. The plan identifies how Sprint minimizes impact to relay users and restores relay services.

As an IXC as well as a relay provider, Sprint brings more value when it comes to maintaining operations during natural and man-made events:

| | |
|---|---|
| **Trusted by Experts** | **Sprint's Business Continuity (BC) plans are based on industry-leading standards.** Sprint's BC methodology is trusted by experts in the field. Sprint's BC program supports the continued operations of critical services (such as TRS) and minimizes impact to the FPSC, relay users, and employees. |
| **24/7 Monitoring** | **Sprint provides 24/7 monitoring of the TRS platform and underlying network.** In addition to platform and network alarms, Sprint offers 24/7 monitoring to ensure that we aren't waiting for a relay user complaint before we act. |
| **Redundant Architecture** | **Sprint's platform has been designed with redundancy to minimize the impact of any issues.** Redundant network connections, switches, call centers, and switches mean that when issues occur, relay users continue to be served. |
| **Reliable Wireline Network** | **Sprint offers SONET technology with 4-Fiber Bi-directional Line Switched Rings (4FBLSR) design.** This provides the FPSC with network redundancy, flexibility, and millisecond circuit restoration times that are unequaled in the industry. While many IXC providers offer SONET technology, not all providers offer these same benefits. |

## Sprint Corporate BC Program

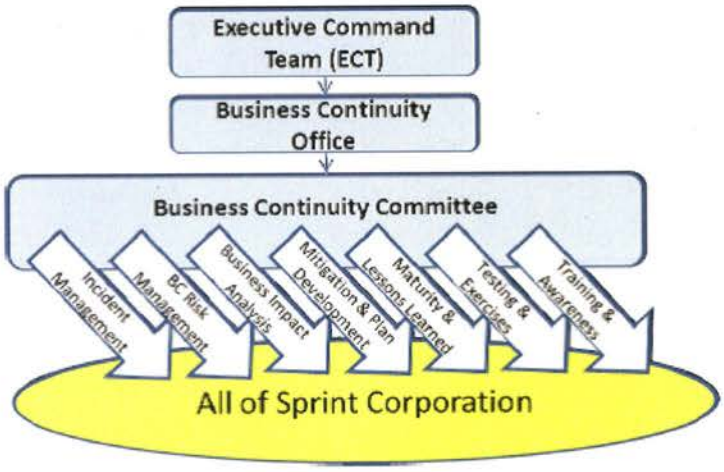
Sprint's Business Continuity (BC) methodology and implementation standards are **consistent with industry-wide best practices and trusted by experts in the field**. The Sprint dedicated Business Continuity Teams (BCTs) participate in government-provided and private sector training, and maintain certifications from:

- ☑ Disaster Recovery Institute International (DRII)
- ☑ International Association of Emergency Managers (IAEM)
- ☑ Department of Homeland Security (DHS)
- ☑ Business Continuity Institute (BCI)

Sprint understands the BC challenges faced by government organizations and has designed the Florida Relay Service accordingly. Sprint has experience in serving more than 160 federal entities and more than 150 military bases worldwide including the Department of Defense, State/Local Governments, Law Enforcement, and Homeland Security. These customers rely on Sprint to deliver when it matters most and so can the FPSC. Our strong history of providing services to the federal government has been recognized by *Washington Technology*, which listed Sprint as one of their Top 100 list of government contractors.

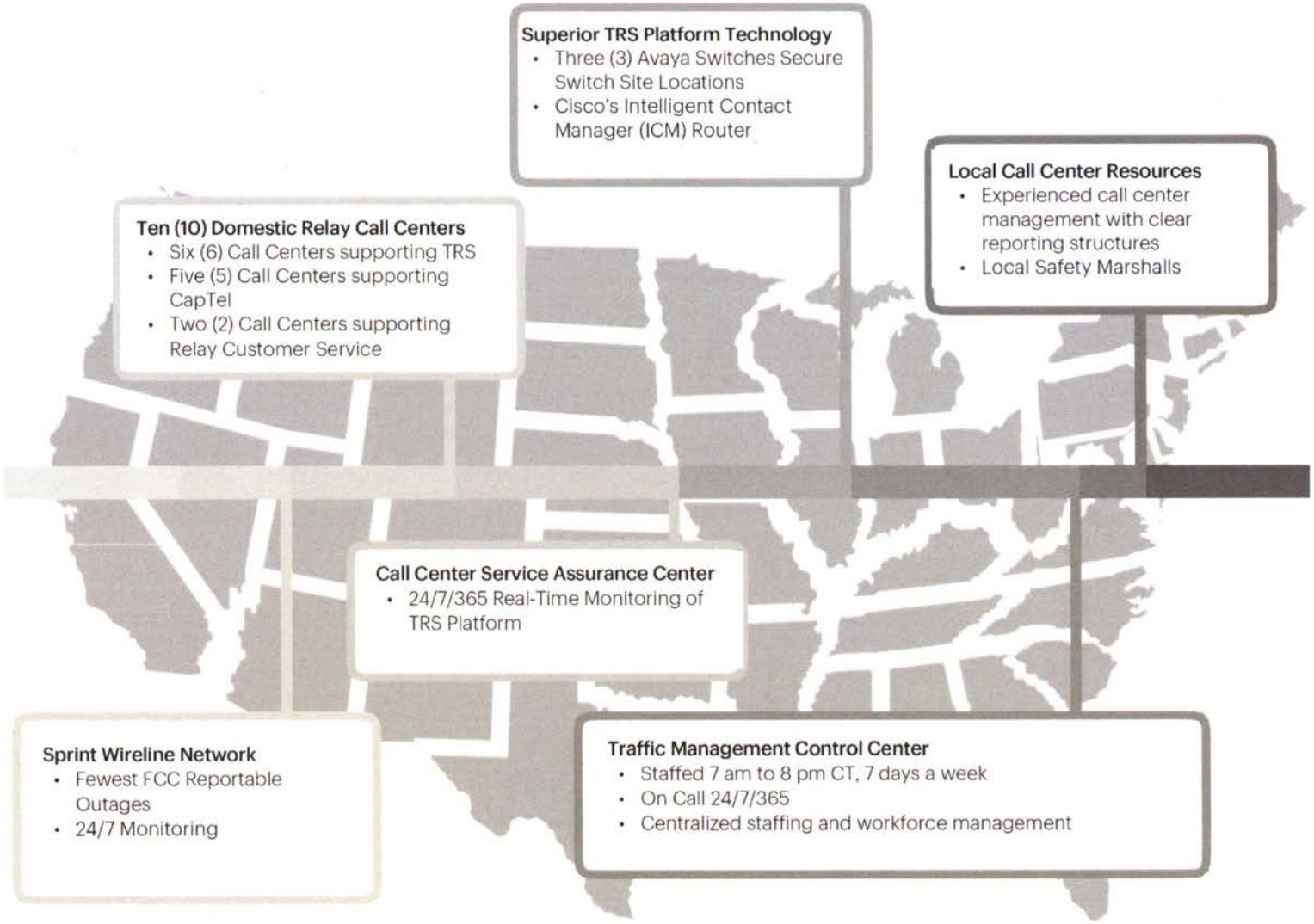
Information about Sprint's BC program including the program governance, incident management, and critical analysis/risk mitigation strategies have been provided as Attachment E.

All departments within Sprint, including the Sprint Relay program, follow these well-established programs to ensure top-notch support for our customers.




Please see the following page where we demonstrate how Sprint TRS is supported by the Sprint wireline network, superior platform technology, and 24/7/365 monitoring to **provide uninterrupted service to relay users**.

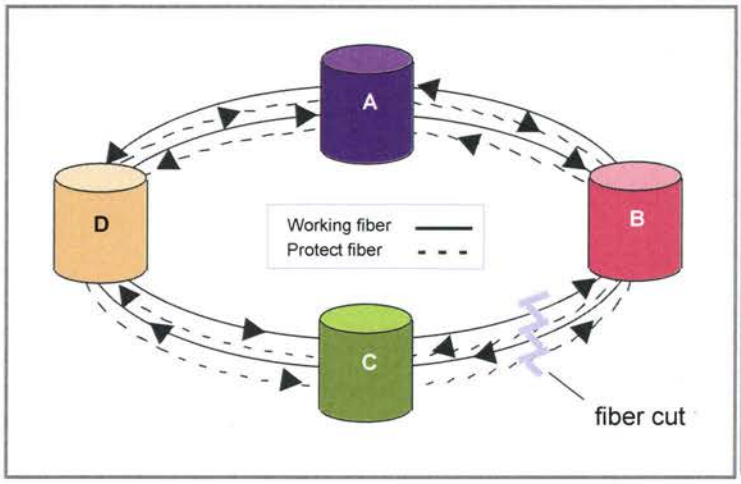
# Sprint Relay Disaster Recovery Teams and Tools



**Sprint Wireline Network**

Sprint's wireline SONET architecture is based on a 4-Fiber Bidirectional Line Switched Rings (4FBLSR) design. The 4FBLSR consists of two pairs of fiber, with one pair designated for working traffic and one pair designated for protection.

Bi-directional means Sprint is capable of sending traffic in either direction on a ring, allowing Sprint to route circuits on the most efficient paths through the network. **This reduces the number of potential failure points and increases reliability.**




With Sprint's 4FBLSR design, traffic is **automatically routed around a fiber cut** in milliseconds, with no service disruption

Physical route diversity (with 50/50 traffic allocations) is used to ensure survivability within the network for IMT. In the event of a route interruption, Inter Machine Trunk (IMT) traffic will continue to be carried on the remaining physically diverse routes.

Typically, calls pass through only two switches within the Sprint network: the originating and terminating switch. When the Sprint Network gets congested, an automated process known as Dynamically Controlled Routing (DCR) can send the call through a third switch to avoid congestion.

DCR monitors the network in real-time **(every 10 seconds)** and recommends tandem routes when direct routes are congested. In effect, DCR uses switches and transmission capacity that are not in their busy hour to carry additional traffic. This results in increased network efficiency and improved network survivability.

**In addition, Sprint's inbound 800 network connects directly to the TRS platform – eliminating an inbound LEC connection as a potential point of failure.** This unique architecture is not available through the competition.

Sprint

### Redundant and Segmented Switches

Sprint's TRS platform is supported by 3 redundant switches connected by 2 redundant inbound connections. If a switch goes down, calls are automatically routed to the unaffected switches and call centers. Each switch is also segmented to support pods of CA work stations at the relay center. If a single portion of the switch is affected, Sprint can continue to process calls by having CAs log into unaffected CA workstations.

Over one million businesses worldwide, including Sprint and more than 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity, and gain competitive advantage. Focused on enterprises large and small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications, and full life-cycle services.

With system availability in excess of 99.99 percent, these digital advanced-technology switches ensure that Sprint provides unparalleled reliability and fault recovery.

**"In our experience working with Sprint Relay, staff is very dedicated to providing their customers with the most reliable and redundant service available," Brad Snyder, Sprint's Channel Account Manager, Avaya**

### Call Routing for Relay Platform

Sprint's call router assesses the health of the network and routes the call to a CA in one of the 7 TRS and Customer Service call centers with the skills necessary to handle the call. If the primary call router is off-line, Sprint has a secondary call router automatically route the call based on pre-determined logic.

### Outbound Calling Redundancy

The Sprint TRS platform supports outbound calling using 5 different types of circuits and connections. If the primary connection is not available, the call can be placed using alternate outbound connections, including the following:

- **ISDN connections to the Local Exchange Company (LEC)** support local calls and is the back-up solution for toll-free calls
- **SS7 circuits** to the Access Tandem support toll calls and toll-free calls
- **ISDN connections to the DMS 250** support local calls (back-up) and transferred calls
- **Ultrawatts circuits** are maintained as a back-up solution for all calls types (with the exception of toll-free calls)
- **Virtual Private Network (VPN) connections to the DMS 250** support regional toll-free calls and Marine long distance calls

### Weather Events

Sprint maintains relay service during all weather and acts of nature including tornadoes, hurricanes, earthquakes, floods, blizzards, wild fires, volcano eruptions, land/mud slides, and avalanches. Sprint has an **early detection and active monitoring system** for monitoring weather events that may impact relay call centers.

Sprint's **centralized Traffic Management Control Center (TMCC)** oversees staffing and call routing for all TRS call centers. When alerted of possible weather impacting service, the TMCC is proactive in responding and takes the necessary steps including estimating impact, offering overtime incentives, implementing back-up specialty gates (e.g., Spanish, STS, Customer Service), extending hours of un-impacted centers, and implementing emergency call routing scripts.

### Call Center Evacuation Events

Sprint has plans in place to deal with call center events such as fires. Each call center has a designated Safety Marshal and clear chain of command. As a first step, the situation is identified and the threat is assessed.

If evacuation is necessary, the local authorities (e.g., 911) are immediately alerted along with the Call Center Service Assurance Center (CCSA) and TMCC. Call center management and Sprint Corporate Security are also alerted.

Traffic will be re-routed immediately to other call centers that are not impacted and work with those call centers to increase staffing, as needed. Once the issue is resolved, all CAs return to the center and the incident is fully documented.

### Technical Issues

Sprint's switches and call centers are staffed with Sprint technicians on-site with spare positions and platform components to deal with all types of technical issues. **The TRS platform offers automated alarming to notify personnel of issues and is monitored 24/7/365 by the CCSA.**

## Proactive Measures

Over the past 23 years, Sprint Relay users have rarely experienced any type of inability to place calls. Sprint's backup capabilities are unmatched in the TRS industry with 6 call centers capable of handling TRS calls and 3 switch locations supporting the TRS platform.

Redundancy is built into our infrastructure to deliver outstanding performance for all of our TRS customers. These attributes will ensure functional equivalency for Florida Relay Service callers during disasters. The benefits of our leading-edge platform and flexible configuration include:

- ☑ Sprint's Avaya switches, call controllers, and databases are housed in geographically-dispersed locations that conform to "critical" grade physical security requirements. Sprint's 3 switches and peripherals are located at switch sites in telecom bunkers.
- ☑ Redundant connections between switch sites, 800 network, and call centers
- ☑ If the problem is within Sprint's TRS center, maintenance can usually be performed from Sprint's centralized center, the Call Center Service Assurance (CCSA). If the problem requires on-site assistance, Sprint will page its on-site technician at the center to notify that person of the problem.
- ☑ Sprint retains hardware spares at each center to allow for the most common type of repair required without the ordering of additional equipment (except for complete loss of a building).
- ☑ Centralized routing and reporting systems enables Sprint to treat the entire call center complex as a single virtual call center rather than standalone call centers
- ☑ All TRS positions are capable of handling calls for any State customer.
- ☑ All training seats are configured and immediately ready to take production traffic.
- ☑ Sprint has pre-established plans for all types of outages.
- ☑ Sprint automatic routes calls away from a center that is undergoing a service recovery event. For example, if a fire drill forces CAs to evacuate, the call router automatically sends calls to other relay centers.

### TRS Data Center Disaster Planning

Sprint has implemented a distributed architecture for interconnection redundancy utilizing dual fiber facilities at all of our switch locations. These main switch locations currently have battery backup as well as permanent generators. In addition, site recovery plans have been developed for all major switch locations, prioritizing available options for relocation, and ensuring agility when faced with disaster recovery issues. Most switches also have tap boxes to readily connect the output of a portable generator in the event of primary generator issues.

**TRS Winter Preparedness Plan**

Sprint has processes in place if a known weather event is encountered. These known contingency plans are designed to mitigate our customers' degradation of service and are maintained by the Traffic Management Control Center (TMCC). Each specialty service (e.g., Spanish, French, Customer Service, STS) has back-up locations to ensure redundancy.

*Known Event*

- 4 days prior - Traffic Management and Vendor Manager Ron Peay will make a determination as to the severity and number of centers which might be affected.
- 3 days prior - Traffic Management and Vendor Manager Ron Peay will verify previous day's potential impact and begin calling to non-effected centers to post overtime (OT). All centers will be advised to put a list together of employees whom would be able to work overnight and weekends. TMCC will notify John Moore Manager - Customer Relations 303-721-4090 and CCSA 866-499-2271 of our "game plan"
- 2 days prior - TMCC will meet with Vendor Manager - Ron Peay to update impacts and "game plan". All non-impacted centers will be called to update OT requirements and overnight requests.
- 1 day prior - TMCC will meet with Vendor Manager - Ron Peay to update impacts and "game plan"
- Day of Event - TMCC will invoke emergency call routing as required. TMCC will be POC for all notifications. Affected centers will update TMCC every 4 hours. TMCC will update Vendor Manager who will update Business Continuity Manager through executive level. Management is also responsible for notifying the Business Continuity Team.

*Unknown Event*

The Activation Criteria Plan will be used when either weather or other events cause potential significant (excess of 25%) increase in call volumes or one or more TRS call centers is off-line for more than two hours, using the following procedure:

- Automated alarming and/or TRS call center notifies TMCC
- TMCC contact CCSA
- CCSA sends notification to a pre-established distribution list
- CCSA establishes a conference call to work on resolving the issue with impacted groups

After fix agencies are unable to re-establish center operations – the Business Continuity Plan (BCP) is invoked and Management will notify the Business Continuity Management Team.

## CapTel-specific Disaster Recovery Information

CTI and Sprint have worked together to develop a complete plan for dealing with all types of natural and man-made problems including but not limited to terrorism and phone line cut accidents. Performance at the CapTel call center is monitored continuously by CTI technicians 24 hours a day, 7 days a week. Sprint will be notified by the CapTel Service Center Manager immediately upon determination of any type of natural or man-made problem that causes disruption either:

### Due to the destruction of a CapTel Call Center

CapTel has established contingency plans in the event of a complete and extended loss of a CapTel call center. The plan includes a number of steps based on the estimated duration of the outage and takes advantage of the relative short travel time between the Wisconsin CapTel call centers.

- The first phase is organized to initiate the recovery process within hours and can be fully completed within days. This involves expanding service into available space in the operating call center locations and other CapTel facilities
- All training seats are configured and immediately ready to take production traffic.
- Additional production seats are established in unused and available space within the existing facilities.
- Regular shuttle services are established to transport qualified CapTel CAs and staff from the outage area to and from the expanded facilities.

The recovery plan includes a second phase for extended outages. To support this longer duration, CapTel has identified additional disaster recovery locations with appropriate facilities in the metropolitan area of each of the call centers.

### CapTel Inclement Weather Policy

The addition of the Orlando, Florida and Sprint's TRS/CapTel call centers has alleviated many of the inclement weather challenges presented by the winter season in Wisconsin. However, if inclement weather affects the CapTel staffs' ability to arrive to work, in most cases, with minor adjustments, CTI is able to still meet the call volume demand with enough staff coverage in a wide range of snow fall amounts.

However, if necessary, Sprint and CTI will institute proven tactics, as necessary, to motivate, encourage, and enable CapTel CAs to be present or to pick up additional hours so that CTI can meet its service level requirements during inclement weather.

## Recent Results

In the last 6 months, many scheduled and unscheduled events have impacted staffing levels at TRS call centers. In many instances, relay users are completely unaware as Sprint is able to seamlessly implement back-up solutions. In fact, in each example listed on the following page, **Sprint was able to continue to process calls for relay users without impact and all speed of answer objectives were met.**

| TRS Issue | TMCC Actions |
|---|---|
| Syracuse, NY Center Fire Alarm<br>(Call center closed for 20 minutes) | While the Syracuse staff was offline, TMCC secured additional staffing at all other call centers. |
| Lubbock, TX<br>Network DS3/Fiber Cut | When a network issue briefly interrupted service at the Lubbock call center, TMCC arranged additional staffing at all other call centers including Spanish-language support from the New York call center. |
| Mandatory Kansas Tornado Drill<br>(Call center closed for 30 minutes) | When the main Customer Service office had to close to conduct a tornado drill (required by the State), TMCC arranged for Customer Service staff at the Moorhead, MN center to be on duty. |
| Blizzard in Moorhead, MN<br>(reduced staffing levels at center) | When a blizzard prevented many call center employees in Minnesota from reaching the call center, TMCC was able to increase staffing at the other call centers through the use of overtime incentives. |

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Notification of outages lasting 5 minutes or longer
- ✓ Notifications of outages affection portion of state
- ✓ Regular status updates
- ✓ Formal report with avoidance plan

Sprint will inform the FPSC Contract Manager of any major interruptions to the TRS or CapTel service that exceeds 5 minutes in duration or isolates part of the State.

**Customer Notification Procedures**

To provide the Contract Manager with the most complete and timely information on problems affecting relay service, Sprint's trouble reporting procedure for TRS and CapTel includes multiple levels of response:

- Immediate notification of events that last 5 minutes or isolate part of the State[1]
- Notification when the issue is resolved and/or status updates (every 24 hours)
- Comprehensive final report within 3 days

Within 24 hours of the Relay service disruption, an intermediate report provides problem status and more detail of what action is necessary. In most cases, the 24-hour report reveals that the problem has been corrected and that full relay service has been restored.

Final reports include a comprehensive look at the event, including the following:

- How the problem occurred
- When the problem occurred
- The number of impacted customers (if known)
- What was required to correct the problem
- Time and date the relay service resumed full operation
- Avoidance plan for future (if applicable)

[1] Immediate notification is provided as soon as possible based upon the FPSC's desired contact method. In all cases, the immediate notification will occur in no longer than 3 hours after event.

Sprint

**Temporary Delay Message**

If approved by the FPSC, Sprint can also provide a temporary delay message for TRS users that is **turned on only when long hold times may occur as a result of weather or other event impacting service.** For example, if there were a terrorist attack or natural disaster that significantly increased the number of calls to the relay center, Sprint can add a temporary recording that alerts voice and TTY users, such as:

**"THE RELAY CENTER IS EXPERIENCING LONGER THAN NORMAL HOLD TIMES. PLEASE HOLD FOR THE NEXT AVAILABLE CA OR TRY YOUR CALL AGAIN LATER."**

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

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ TRS enrollment in TSP
- ✓ CapTel enrollment in TSP

All of Sprint's circuits supporting TRS and CapTel services have qualified for priority restoration under the Telecommunications Service Priority (TSP) program.

Sprint's participation in the TSP Program strengthens our robust reliability. If a national or regional emergency causes service to be disrupted and the call center cannot receive or place calls, Sprint's participation in the TSP program means that Local Exchange Carriers (LECs) would be required to restore service as rapidly as possible consistent with the priority status assigned. Sprint's reliable network and TSP participation ensures that our disaster recovery ability is unmatched by any Relay provider in the world.

## Top 5 Reasons for Sprint's Emergency Operations and Uninterruptible Power

1) Sprint's TRS platform offers uninterruptible power solutions at both the TRS switch sites and call centers. **Sprint's TRS Avaya switches are located in telecom bunkers that offer additional security and reliability.**

2) **Sprint's Business Continuity (BC) plans are based on industry-leading standards.** Sprint's BC methodology is trusted by experts in the field. Sprint's BC program supports the continued operations of critical services (such as TRS) and minimizes impact to the FPSC, relay users, and employees.

3) **As an IXC, Sprint provides 24/7 monitoring of both the TRS platform and underlying network.** In addition to platform and network alarms, Sprint offers 24/7 monitoring to ensure that we aren't waiting for relay users to complain before we act.

4) **Sprint's platform has been designed with redundancy to minimize the impact of any issues.** Redundant network connections, switches, call centers, and switches mean that when issues occur, relay users continue to be served.

5) **Sprint will keep the Contract Administrator fully apprised of all situations impacting a portion of the State or lasting more than 5 minutes.** The Customer Relations Manager or other Sprint representative will provide ongoing status updates and a comprehensive final report. If desired, Sprint can also implement temporary delay notifications for TRS users in voice and text.

**Customer Testimonial**

> "We had a storm and a center went down. Before we heard from any of our consumers, Sprint let us know this is what is happening and you may be getting calls this is what we are doing to resolve it. Before we would have to call our provider because our customers would call us and say, "we are having these problems" and we would call our provider and they wouldn't even know about it. So its instances like that that make Sprint really easy to work with."
>
> - Patty Kress, Illinois TRS Contract Administrator

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# Item 45. Intercept Messages (RFP ref. B-37)

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

Sprint has read, understands, and will comply. Please read below to understand our solution.

Sprint will provide appropriate intercept messages if a system failure occurs within the relay platform.

**How Sprint Complies:**

- ✓ TRS redundant, fault tolerant platform
- ✓ TRS Intercept Messages
- ✓ Courtesy announcement
- ✓ Temporary delay message
- ✓ CapTel intercept message

Sprint's TRS platform is supported by three switches connected by redundant inbound connections. If both connections to a switch go down, calls are automatically routed to the unaffected switches.

Each switch is also segmented to support portions of CA positions at multiple relay call centers. If a portion of the switch is affected, the rest of the switch will continue to process calls. Sprint can reduce impact by having CAs log into unaffected CA workstations.

Sprint's highly redundant TRS architecture virtually eliminates the need to play intercept messages to the customer. However, in the extremely unlikely event that all three switches fail completely or that callers are blocked by a carrier in the public switched telephone network before connecting to the TRS platform, the call will be blocked. These callers will receive either a fast busy signal (120 beats per minute) or an intercept message on the carrier's network such as:

**"I'M SORRY ALL TRUNKS ARE BUSY NOW, PLEASE TRY YOUR CALL AGAIN LATER."**

In the unlikely event that a relay user reaches one of the three Sprint TRS switches, but is unable to connect to a call center, the caller will receive an intercept message in voice or text (TTY), such as:

**"THE RELAY SERVICE CANNOT COMPLETE YOUR CALL AT THIS TIME. PLEASE TRY AGAIN LATER."**

In the highly unusual event that a call center experiences a complete and instant shutdown (such as a local disaster that requires immediate evacuation) an emergency intercept message may be enabled to notify callers in queue, such as:

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

Relay users with calls in progress are advised of the situation by the CA. Sprint's router sends calls to the other call centers which prevent more calls from being received at the impacted call center. Once the situation is resolved, all systems are returned to normal status.

### Temporary Delay Message

If approved by the FPSC, Sprint can also provide a temporary delay message for FRS users that is **turned on only when long hold times may occur as a result of weather or other event impacting service.** For example, if there were a terrorist attack or natural disaster that significantly increased the number of calls to the relay center, Sprint can add a temporary recording that alerts voice and TTY users, such as:

**"THE RELAY CENTER IS EXPERIENCING LONGER THAN NORMAL HOLD TIMES. PLEASE HOLD FOR THE NEXT AVAILABLE CA OR TRY YOUR CALL AGAIN LATER."**

### Billing for Intercept Messages

Sprint does not bill the FPSC for time associated with intercept messages. Billing to the State does not begin until the call is answered by a live CA who is ready to process a relay call.

### Courtesy Announcement

If desired in the future, Sprint can also provide a courtesy announcement for calls that are not answered promptly by a CA. This features alerts TRS users that they have reached the relay service and are on hold for the next available CA. The FPSC may use either a ring or the courtesy announcement, at no additional charge. Sprint does not use a busy signal once the call is connected to the TRS platform.

## CapTel Intercept Messages

CTI's platform technology instantly recognizes a problem anywhere in the relay system and routes the calls to another operating CapTel call center and/or supporting data center within seconds. This process is automated and does not require manual intervention. This should eliminate the need for intercept messages. However, the following is a description of all times where any type of intercept message is delivered:

- If a network failure occurs prior to being delivered to the CapTel platform, the caller may receive a fast busy signal, alarm tone, or a standard error message (i.e., "Sorry all trunks are busy, please try again later.") Since a CA is not yet present on the call, these messages are delivered only in voice. As the caller has not connected to the service, minutes of use are not included in billable minutes.

- If a system failure occurs after reaching the CapTel platform but prior to reaching a CA, the system is not programmed to send an error message. In these instances, the CapTel user would receive only a caption that says, "Waiting for the CapTel Operator" or "Waiting for Captions. Captioning Service Line is Ringing." In these instances, there is not a voice recording. As the CA is not on the call, minutes of use are not included in the billable minutes.

- If a network failure occurs after connecting with the CA, the CapTel user is able to hear any telephone company recordings (e.g., "Sorry all trunks are busy, please try your call again later") or indicators (e.g., fast busy signal or alarm signal). These signals are also captioned for the CapTel user. Likewise, voice users who encounter a network failure after connecting with a CA will hear telephone company recordings. Minutes of use attributed to these calls are included in billable minutes.

- If an emergency occurs at the center or if a switch failure occurs preventing the processing of calls while still allowing the CA to communicate with the CapTel user, the CA will provide appropriate text messages (e.g., "Due to an emergency, CAs need to leave the center. Please hang up and try your call again.") If the CapTel user is in the middle of a conversation, the State would be charged for the associated minutes. If this occurs prior to connecting the user with the called party, the State would only be charged if it selects to be billed based on session minutes.

While outages are extremely rare, Sprint understands that informing CapTel users of outages is a great concern to many customers. Sprint's priorities for CapTel include working proactively with our subcontractors to continue to increase the system reliability, improve redundancy, and improve communication with CapTel users during outages. Sprint will keep the FPSC fully apprised as Sprint makes progress in these critical areas.

Sprint

## Top 5 Reasons for Sprint's Intercept Messages

1) **Sprint's fault-tolerant and redundant platform virtually eliminates the need for intercept messages.** Sprint's architecture offers redundant network connections, switches, switch segmentation, and call centers.

2) Although extremely rare, **Sprint will provide appropriate intercept messages** in both voice and TTY for callers who reach the TRS platform and experience a system failure.

3) At the FPSC's discretion, Sprint can implement **a courtesy announcement** for voice and TTY users at no additional cost rather than a continuous ringing.

4) Also at the FPSC's discretion, Sprint also offers **a temporary delay message** to be used for brief periods of time when callers may experience longer than average call wait times.

5) CTI's CapTel platform also **provides intercept messages** for call center evacuations.

# Item 46. Service Expansion (RFP ref. B-38)

**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, and equipment capacity. The plan shall also indicate how any time lag shall be avoided to meet any increased call volume. The above plans shall allow the provider to be able to maintain all standards listed in the RFP.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ 25% excess capacity thresholds
- ✓ Proactive monitoring with short- and long-term planning
- ✓ Proven expansion plans
- ✓ Commitment to meeting standards

Sprint continually monitors and manages all areas of capacity including trunking capacity, CA work stations, personnel staffing, facilities, and other Relay service equipment. **Sprint plans expansion when usage studies indicate that the system components are operating at greater than 75% capacity.** Sprint Relay's 25% excess capacity means increased call volumes or disasters are not an issue for TRS customers.

Sprint's use of the excess 25% capacity was apparent when hurricanes struck the State of Florida in our last contract with the FPSC, causing significant damage to wire line and wireless providers. However, those customers reaching the TRS platform experienced uninterrupted, exceptional service. This was due to Sprint's experience in staffing with additional capacity.

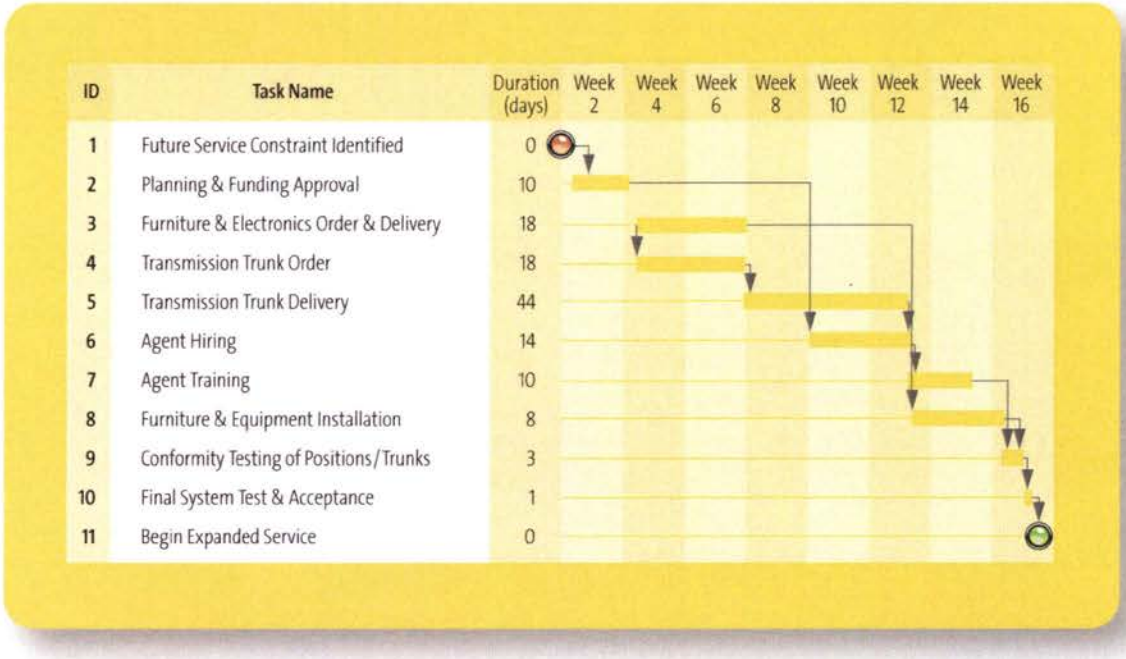
The FPSC will not incur any additional charges if additional expansion is required throughout the life of the contract. Further, Sprint will proactively review Florida Relay call data to determine trends, taking into account any call affecting issues such as weather, holidays or technical problems. Utilizing this information, Sprint develops a TRS platform forecast for each upcoming scheduling week in 15 minute increments – **4 times more detailed than offered by the competition**.

Sprint also reviews each center's results for the previous 6 weeks, as well as anticipated changes in staffing levels to determine each center's capacity to handle forecasted calls. Once the forecast has been determined, Sprint ensures that total network traffic is accounted for by each of the centers. By continually monitoring current capacity with regards to trunking, CA workstations, staffing and equipment, lag time between anticipated need and implementation will be minimized.

## Expansion plans

With AT&T's announcement to exit the TRS business, many of its State and enterprise customers will be migrating to the remaining 2 TRS providers. **Sprint has formed short- and long-term strategies for the increased demand as AT&T customers search for a new TRS provider.** Sprint will ensure during this expansion process that all of the FPSC and Federal requirements are met.

Sprint will use the existing excess capacity. Once capacity thresholds (25%) are breached and the determination is made that additional capacity is needed in the Sprint Relay network, approximately 16 weeks is needed in a worst-case scenario if additional capacity is needed in all areas. The example schedule below highlights a typical service expansion schedule. An actual schedule will depend on the expansion components required.



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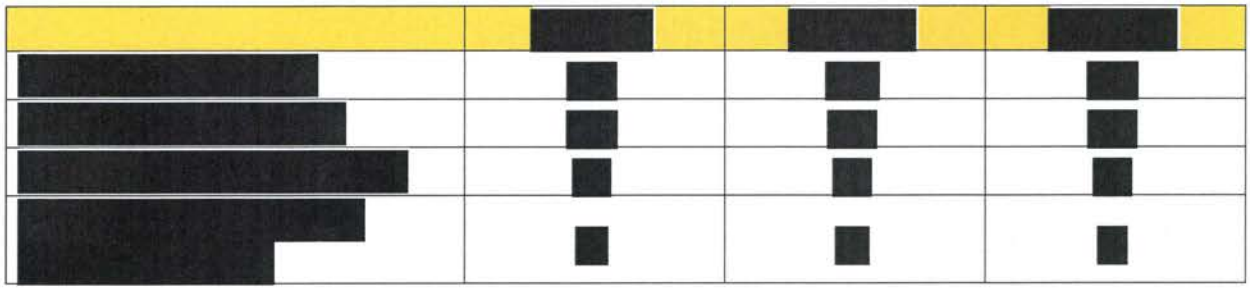

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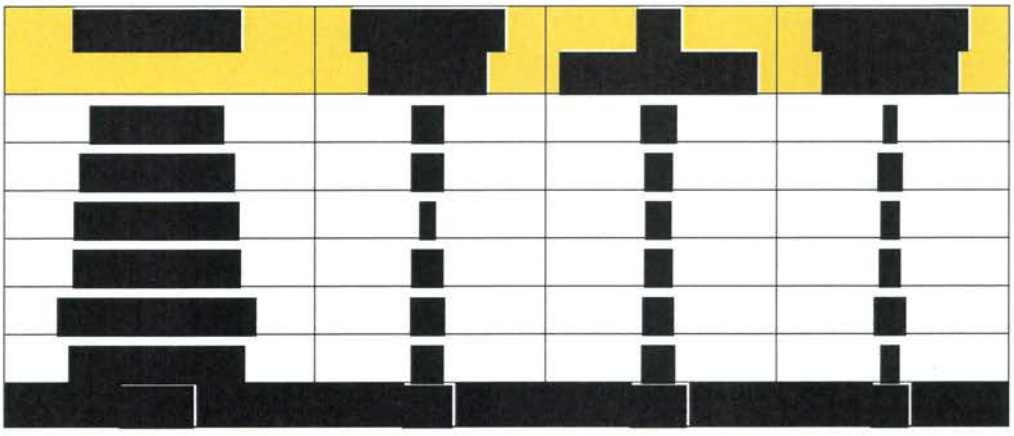

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## Proactive Monitoring

The key to providing a consistent quality experience is to ensure routine, periodic analysis of all components of the Relay Service. Usage studies of TRS system components ensure that optimum capacity requirements are met to keep costs at a minimum while ensuring maintenance to all service standards detailed in the RFP.

Trunking capacity reports, including busy-hour information, are captured and reviewed daily and weekly to ensure that capacity levels remain within thresholds. Sprint reviews historic call volume to determine short-term and long-term personnel staffing needs on a periodic reoccurring basis. Equipment utilization, including the number of CA positions, is monitored weekly and quarterly.

## Decreases in Call Volume

From a long-term perspective, we expect TRS call volumes in the industry to continue to transition from TRS to emerging forms of relay. Sprint continually evaluates the most cost-effective and efficient call center configuration for all of its customers individually and as a whole. Some TRS providers continue to build new centers and pass those costs on to all of their customers. Sprint has instead taken drastic steps to minimize costs while ensuring high quality is maintained.

If selected as the next FRS provider, Sprint will work directly with the State to ensure that the most cost-effective use of available resources is maintained so that the cost to the State and FRS users is fair and competitive.

## CapTel Expansion

Sprint works with CapTel, Inc. (CTI), FTRI, and the phone manufacturer to monitor the number of phones sold, active users, and anticipated call volume to ensure adequate capacity is available. As CTI currently handles 100% of the operations for Florida CapTel (as a subcontractor to AT&T), there will be no immediate additional capacity necessary for the transition to Sprint.

Sprint provides CapTel from 5 call centers including 2 TRS call centers in Lubbock, Texas and Syracuse, New York. Sprint has over a decade of experience working with CapTel, Inc. (CTI) to deliver CapTel services.

If CapTel capacity thresholds are reached, it may become necessary during the term of the contract to expand. If so, this will be done at no additional charge to the FPSC and Sprint will provide an expansion schedule based on the project scope.

Sprint

## Top 5 Reasons for Sprint's Service Expansion

1) **As a standard business practice, Sprint offers a standard 25% capacity threshold for all service elements.** When thresholds are reached, Sprint begins expansion planning.

2) With AT&T's announcement to exit the TRS industry, **Sprint has built up additional capacity** in the anticipation of migrating Florida and other former AT&T customers to the Sprint TRS system. This will ensure that Florida Relay Service users receive service that meets or exceeds State and Federal requirements.

3) **Sprint proactively tracks and forecasts trunking capacity, CA workstations, personnel, and equipment capacity.** On a biannual basis, all functional teams refine and modify short- and long-term plans.

4) Sprint will also work with CTI, FTRI, and the phone manufacturer to monitor the number of phones distributed, active users, and call volumes to **forecast future demand and ensure adequate capacity**.

5) If expansion is needed during the term of the contract, Sprint will provide **expansion at no additional charge**.

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# Item 48. Consumer Input and Participation in Advisory Committee and FPSC Proceedings (RFP ref. B-40)

**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 individuals with hearing and speech loss statewide to conduct periodic community forums. The community forums shall be for the purpose of gaining user input on the quality of relay service and for responding to user questions and problems on use of the relay service. The community forums shall be planned and conducted in conjunction with organizations serving people with hearing and speech loss.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

Sprint fully supports the concept that all telephone users will have input into the quality of service delivery. Sprint has proactively worked with the FPSC, FTRI, TASA, organizations serving relay

**How Sprint Complies:**

- ✓ Proven ability to listen and adopt changes
- ✓ In-state Customer Relations Manager
- ✓ Florida Quality Assurance Manager
- ✓ Full lifecycle team
- ✓ Online survey
- ✓ Focus groups
- ✓ Annual in-state STARS Conference
- ✓ $25,000 annual outreach budget, CapTel PSA campaign, and 15-20 outreach events

users, and individual relay users to identify areas for improvement and implemented plans to address those areas.

**Sprint will hire an in-state Customer Relations Manager to serve as the primary point of contact for Sprint and to lead the Consumer Input plan.** Additional personnel such as the Florida Quality Assurance Manager, Senior Sales Executive, CapTel Product Manager, and full lifecycle team may frequently attend meetings and will be available to address questions or issues.

Sprint is committed to providing a robust Consumer Input program. Sprint has provided information about Sprint's approaches for gathering Consumer Input. The final Consumer Input plan will be finalized based on FTRI and FPSC preferences.

Sprint has not included travel or per diem costs for the FPSC or its Advisory Committee in its bid price as it understands that the State funds these expenses.

Sprint also understands that this RFP requirement does not preclude Sprint staff from conducting additional internal evaluations. Sprint will report the results of all Florida Relay Service additional internal quality evaluations to the FPSC office within 15 calendar days of the last month in each quarter.

## Proven Ability to Accept Feedback and Implement Change

Sprint takes very seriously all consumer input and proceedings. As we demonstrated from 2000-2012, Sprint solicits suggestions, ideas, and feedback on our services. All input is researched and considered by the Sprint Relay management team for incorporation and implementation into relay operations. Our goal is to delight the FPSC, FTRI, TASA, and relay users.

Many improvements were made to the Florida Relay Service as a result of consumer input obtained by Sprint during the last contract term. Sprint was able to successfully address concerns and implement changes, including the following:

- **CapTel Task Force Meeting:** CapTel Focus Group were held to gather Consumer Input specifically relative to documenting service issues, identifying appropriate users for the phone, suggesting service improvements, and training for new users. Sprint received a total of 423 responses which indicated the following results:
    - 88% of users liked using the CapTel phone
    - 92% rated the CapTel experience as average or better
    - 88% rated the CapTel speed and accuracy as average or better
    - 30% of CapTel users would like additional training

As a result of these studies, Sprint began Quality Assurance testing on the Sprint CapTel service. Sprint continues to work closely with CTI and independent testers to implement processes to improve both the speed and accuracy of the CapTel service. In addition, Sprint and FTRI refined some of its procedures regarding identifying potential customers and educating them.

**These CapTel Task Force Meetings and follow-up changes were completed at no additional cost to the State.**

- Typing Speed Compliance: When a concern over the ability for all CAs to meet the 60 words per minute typing speed requirement was presented, Sprint worked closely with the FPSC and TASA to quantify the problem and address the issue. Testing programs conducted by TASA and Sprint resulted in significant variance. To address the FPSC and TASA's concern, Sprint hired an independent third-party testing firm to conduct monthly typing tests along with specialized operational programs, which continue to be provided each month during the contract at no additional cost to the State.

  Sprint will continue this tradition by providing monthly testing for both TRS and CapTel using an independent auditor to validate compliance with State and Federal typing and transcription requirements.

- Improving the Customer Experience: Sprint also held focus groups and interviews with end users and CAs to gather feedback on initiatives to improve customer service part of relaying calls. Users and CAs told Sprint they want a Relay services that excels in the following areas:

  - Quality
  - Speed
  - Reliability
  - Ease of Use
  - Mobility

  Sprint implemented many of the suggestions presented after researching the FCC requirements around the suggestions. Improvements included:

  - ✓ **Friendly salutations and acknowledgements:** CAs were permitted more flexibility in greeting callers in a friendly manner (e.g., "Good Morning" at the beginning of a call or "Thank you for using relay" at the end of a call).

  - ✓ **Flexible announcements and explanations:** Rather than following strict scripts, CAs were given the flexibility to modify announcements and greetings based on the individual call. For example, if a TTY user asks to call mom, the CA assumes that mom knows about relay and no longer provides the same announcement and explanation as would be given to a toll-free number or business.

- ✓ **More manageable recorded menus:** Interactive voice response units can be very challenging for TTY users to navigate through relay. Relay users felt that communication with a live person proves to be more effective and efficient in most cases. To accommodate this preference, the CA now immediately informs the TTY user that he or she has reached a recording by typing the business name, recording, and asking if the TTY user would like to hold for a live person.

## Consumer Input Plan

Sprint will seek input from the FPSC, Contract Manager, the TASA Advisory Committee, FTRI, consumer organizations, and relay users to gather feedback on the quality of services provided by Sprint. Sprint will also solicit ideas and suggestions for relay center improvements and new products. Sprint uses a variety of input methods, including the following strategies.

***FPSC and its Contract Manager***

Sprint understands that the FPSC and Contract Administrator are knowledgeable and active in the relay industry. Members of Sprint's management team including the National Director of Sprint Relay Mike Ellis and the Sales Branch Manager Maggie Schoolar will frequently reach out to the FPSC staff and Contract Manager to ensure that Sprint is meeting or exceeding expectations as it relates to the service and staff performance.

***TASA Advisory Committee***

Advisory committees offer some of the most productive feedback and ideas for improving relay services. Sprint is very experienced in working with advisory committees, including the TASA Advisory Committee.

Sprint's Customer Relations Manager, Florida Quality Assurance Manager, Senior Account Executive, and other members of the lifecycle and management team may attend TASA meetings and will be available, upon request.

Sprint is committed to working cooperatively with the TASA Advisory Committee in the upcoming contract term. For example, in a recent TASA Advisory Committee meeting, a request was made for Relay Conference Captioning (RCC) service. To answer this need, Sprint has included 15,000 minutes of free RCC service as a part of its proposal.

FTRI

As both the outreach and equipment distribution provider in the State of Florida, FTRI is an invaluable resource for consumer input. Sprint will work closely with FTRI and Sprint's in-state Customer Relations Manager will attend outreach events in coordination with FTRI and will solicit feedback from FTRI and relay users.

One of the many positive impacts of the recent Softbank acquisition of Sprint is a company culture that fully embraces the impact of new technology on how we do business. Recently, all Sprint Relay management-level employees who perform outreach services have been given iPad devices to support them with customer interactions. These devices mean that employees always have immediate access to outreach power points, videos explaining service, and other marketing materials.

To support the FTRI outreach staff, **Sprint will provide the FTRI with 10 tablet devices featuring WiFi capability at no additional cost** to support outreach efforts. These tablets are especially helpful when seeking feedback from relay users.

### Customer Relations Manager

Sprint's Customer Relations Manager will be located in-state and be available for one-on-one feedback from customers. The Customer Relations Manager will also host or attend other community events to solicit feedback. He or she will be available via phone, video, e-mail, fax, videophone, as well as in person when appropriate or necessary.

### Customer Service

Sprint provides 24/7 access to live Customer Service. All feedback is documented and reviewed by the Florida Quality Assurance Manager on a weekly basis to ensure that all relay user issues are resolved to the relay user's satisfaction.

### Relay User Surveys

Sprint will provide an online survey form which can be linked to the FTRI website, www.ftri.org. This online survey will be open to all Florida Relay users. The content and design of surveys will be reviewed with the FTRI and FPSC for further revision or if desired and updated every six months or sooner, as deemed necessary by the FPSC and/or the FTRI.

The online survey will allow Sprint and FTRI to solicit feedback from relay users at expos and outreach events with Wi-Fi access. Relay users will be able to answer a short series of questions on one of the 10 tablets being furnished by Sprint to offer feedback on the service.

This online feedback submission will also reduce paper waste, which is one of the environment initiatives that are a part of Sprint's Good Works corporate responsibility program.

### Focus Groups

Sprint will solicit feedback at focus groups to gather input on the quality of the service and products. As a part of Sprint's Customer Input budget, Sprint intends to host Focus Group meetings with targeted individuals and organizations for the purpose of seeking feedback and areas for improvement. Sprint will collect and share the number of participants, feedback, and other mutually agreed-upon data. As a part of the focus group, participants will also be asked to provide feedback on the focus group and event facilitator.

### Facebook and other social media

A growing number of individuals are using Facebook and other social media channels to ask questions or submit feedback. With over 7,300 likes on its Facebook page as of July 2014, **Sprint Relay is by far the most effective TRS provider at engaging its customers using Facebook.**

If approved by the FPSC, FTRI, and TASA, Sprint will provide additional support to the FTRI Facebook fan page by providing routine posts. FRS users, government agencies, businesses, and the general public will be encouraged to visit and "like" the page to receive ongoing updates to the service – including, but not limited to upcoming outreach events, new products and services, and links to the FTRI website.

One way Sprint encourages participation on social media and engages customers for customer feedback is by creating interactive opportunities at tradeshows and expos, such as photo booths.

State Telecommunication Administrators of Relay by Sprint (STARS)

In addition to frequent communication with the Customer Relations Manager, Sprint also proudly sponsors an annual conference for State Telecommunication Administrators of Relay by Sprint (STARS). **The STARS conference, which was held last year in Florida and is tentatively scheduled as the new location of future STARS events, is a great forum to hold discussions on current FCC rules and upcoming industry trends and get the perspective of other State Relay Administrators.**

At past STARS conferences, representatives have attended, and had the opportunity to participate in the following:

- Visit to CapTel Call Center
- Visit to the "Sprint Experience" Center to view first-hand how Sprint is "On the Move" with new technology, both relative to Relay products and services and general telecommunications
- Meet Dan Hesse and hear first-hand how dedicated our CEO is to Sprint Relay products and services
- Listen to Industry and Regulatory representatives who provide their perspective on industry trending including Representatives from the FCC Disability Rights organization

Sprint truly values our state customers. Your consumer input is necessary to ensure that the CapTel service meets your needs. The information gathered at STARS from our customers is not only used to shape the future of CapTel, but it also provides opportunities to have open discussions with the FCC and other key players in the industry.

### Local Agencies and Organizations

Sprint will solicit feedback from community agencies and community forums across the State of Florida relative to the quality of Relay services, and will educate the users on new and emerging features and to respond to questions or issues. Sprint will plan and conduct these forums in conjunction with organizations serving people with hearing loss and speech-disabilities in the State of Florida. Sprint Relay has enjoyed great success in conducting community forums. These venues are excellent vehicles for collecting user feedback and responding to user questions and concerns regarding Relay services.

Sprint Relay has sponsored and attended the Florida Association of the Deaf (FAD) Conferences. This will be another excellent opportunity to collect feedback specific to Relay services and to respond to users' questions and concerns about Florida Relay.

Sprint's in-state Customer Relations Manager, in coordination with FTRI, will work with local community agencies to schedule community forums in coordination with service agencies and organizations which may include, but are not limited to:

- Florida Telecommunications Relay, Inc. - Tallahassee
- Florida Association of the Deaf
- Florida Hearing Loss Association of America
- Florida State Vocational Rehabilitation
- Florida Deaf-Blind Association
- Florida School for the Deaf and Blind – St. Augustine
- Deaf Service Center Association, Inc.
- Deaf Services Bureau
- League for the Hard of Hearing – Oakland Park
- DSC of Palm Beach County – West Palm Beach
- Delray Beach RDC – Delray Beach
- Deaf and Hard of Hearing Services – Daytona Beach
- Independent Living Resource Center of NE FL – Jacksonville
- Deaf and Hard of Hearing Services of NW FL - Pensacola
- Citrus Hearing Impaired Program Services – Crystal River
- DHHS of Pasco/Hernando – Port Richey

- Deaf and Hearing Connection for Tampa Bay – Seminole
- DSC of Manatee – Bradenton
- North Central Florida CIL – Gainesville & Ocala
- DHHS of the Treasure Coast, Inc – Port St. Lucie
- DSC of SW Florida – Ft. Myers
- CIL of Central Florida – Winter Park
- Central Florida Speech and Hearing Center – Lakeland
- Space Coast CIL – Cocoa Beach
- HIP in Charlotte County – Punta Gorda
- DSC of Lake and Sumter Counties, Inc. – Leesburg
- Broward County Association of the Deaf
- Deaf Wings, Inc.
- Bay Area Deaf Senior Citizens of Florida, Inc.
- Greater Daytona Association of the Deaf
- Greater Tampa Bay Association of the Deaf
- Orlando Club of the Deaf
- Palm Beach County Association of the Deaf
- River City Association of the Deaf, Inc.
- St. Johns County Association of the Deaf, Inc.
- Florida Hands & Voices
- UCP
- West Central Florida Association of the Deaf, Inc.

Sprint, with FTRI's guidance, also will extend invitations to other organizations, such as

- State and local Agencies
- Community Colleges and Universities
- State and local chapters of Florida Association of the Deaf
- State and local hard of hearing chapters of Hearing Loss Association of America (HLAA)
- Health care providers
- Local Deaf and hard of hearing service providers
- Audiology and speech-disability clinics
- Local Deaf Clubs
- State and local disability organizations
- Independent Living Centers
- Florida Businesses
- Florida Public Schools
- Religious organizations
- Social organizations

In each community forum, the following information will be presented to the audience:

- ✓ Opportunities to submit consumer input and feedback on the spot
- ✓ Awareness of survey tools available to evaluate Florida Relay Service
- ✓ Better understanding of the relationship between the FPSC, FTRI, and Sprint, the Florida Relay provider
- ✓ Contact information for the Florida Relay Customer Relations Manager
- ✓ 'Hands On' demonstrations of all Sprint Relay Products and services, including:
    - Traditional Relay Service
    - Voice-Carry-Over
    - Hearing-Carry-Over
    - Speech-to-Speech
    - Sprint IP Relay
    - CapTel
    - Relay Conference Captioning
    - Sprint Relay Wireless
- ✓ FAQs related to common issues encountered by Florida Relay users

Sprint Relay, with FTRI's guidance, will invite geographic and age-diverse user groups including individuals who are:

- Deaf
- Mobility-Impaired
- Deaf-Blind
- Hard-of-hearing
- Late-Deafened Adults
- Speech-Disabled
- Parents of Deaf, hard-of-hearing and speech-disabled Children
- Senior Citizens
- Speech-to-Speech users
- Hearing Individuals
- Veterans
- Other potential users of Florida Relay

### Industry Forums

Sprint is active in other relay industry events including the RLSA Interstate TRS Advisory Council, National Association for State Relay Administration, and national relay industry and accessibility tradeshows and expositions. Sprint Relay's Mark Tauscher, the Branch Manager of Program Management and Product Development, currently serves as the Chair of the RLSA TRS Advisory Council.

Consumer Input Management

**Sprint's Consumer Input program will be led by an in-state Customer Relations Manager**. However, Sprint's support does not stop there. Sprint will provide a full life-cycle team including the Florida Relay Quality Assurance Manager and many members of the team who have Sales Executive and Quality Assurance Manager to support the Florida Relay Service program.

Based on over 23 years of experience in the industry and 12 years of experience serving Florida, we feel strongly that these personnel have dramatically strengthened the input into service quality of Florida Relay Services.

The Florida Life-cycle Team will accomplish the following as a part of the Consumer Input Program: Work closely with the Commission and the community on a regular basis

- Serve as Sprint's primary Point of Contact for Florida Relay Services
- Attend meetings of TASA , FPSC workshops, and hearings relating to Relay services
- Provide updates on evaluations of the Relay system
- Be available to receive input from Telephone Relay users
- Develop the methodology to solicit consumer input in a timely manner
- Act as a liaison between the quality assurance team and relay users
- Compile a quarterly Consumer Input report which outlines all feedback received from all methods. The report will be presented within 15 days of each quarter and at each TASA meeting
- Coordinate with, and support FTRI on all Florida Relay Outreach efforts
- Be an active member of the Florida Relay user community; maintain visibility and be readily available to respond to issues
- Work closely with the Quality Assurance Manager to identify quality issues gained from consumer input
- Conduct Outreach for specialized services by continuing to utilize the existing Sprint Marketing team.

Please see Attachment F for additional information on Sprint's full lifecycle team.

## Additional Value

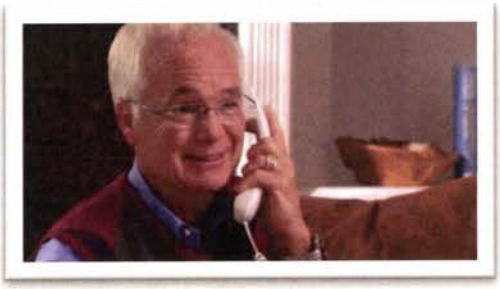
Sprint will also conduct outreach and education to Florida Relay customers while promoting new technologies such as IP CTS and wireless products and services for individuals who are deaf, hard of hearing or have a speech disability. At all events in Florida supporting Sprint Relay's other products and services, Sprint will distribute Florida Relay Service Survey (online or cards).

It is important to note that outreach is a win/win for both consumers and the State. As Sprint educates customers on their choices and seamlessly transitions customers from traditional wireline devices (such as the TTY or CapTel phone) to new devices such as a wireless device or a computer, the State saves money and customers are also able to take advantage of new and emerging technologies.

As a result of Sprint's experience in these areas, Sprint is able to reach more potential relay users and receive valuable input from present users. Through these activities, Sprint Relay has had an opportunity to interact with hundreds of individuals. Going forward, Sprint will continue to capitalize on these opportunities to distribute Consumer Satisfaction surveys to countless other Relay users.

Upon contract execution, Sprint will work with the FPSC, FTRI, and TASA to devise a detailed plan of activities and events Sprint will support for the purpose of collecting consumer input and promotion of relay products and services. **Sprint will invest $25,000 annually in consumer input and outreach plus an annual Public Service Announcement campaign and 15-20 CapTel outreach events.**

### Public Service Announcements



Public Service Announcements (PSAs) create public awareness and are successful in educating residents about CTS and IP CTS. In 2013, Sprint spent $700,000 on PSAs in Florida. With the new contract, **Sprint will provide a CapTel PSA campaign each year**. Sprint will consult with FTRI on the scripts for the PSAs and clearly explained to television stations that this is separate from other FTRI efforts to avoid confusion.

### Outreach Events

**Sprint will conduct or attend 15 to 20 CapTel outreach events annually** in the State of Florida at no additional charge. These events will include:

- Presentation to service providers
- Exhibits, conventions, tradeshows
- One-on-one training sessions
- Town Hall meetings
- Consumer social events

To support these new and emerging services, Sprint's in-state Customer Relations Manager or Wireless Account Executive will assist FTRI in promoting the use and understanding of Florida Relay Services. This is done to reach out to underserved populations who can benefit from relay services and provide feedback to improve services.

### Wireless Account Executive

Ken Goulston, a resident of Florida, is Sprint's Wireless Sales Executive and routinely meets with consumers to discuss Relay products and services. With the addition of Wireless CapTel and the Florida Relay Wireless application, his expertise will be invaluable in gathering customer input.

## Incorporating Changes into FRS

Customer input drives the evolution of Sprint Relay products and services. Quality is a continuous process and must be accomplished in a way that is sustainable. Sprint provides a formal Quality Assurance program led by the Florida Quality Manager and the entire Florida Relay lifecycle team.

Customer service satisfaction is primarily determined through the use of online Surveys, Customer Contacts, and feedback from the FPSC, Advisory Board, FTRI, and other user organizations. These surveys gather information on customer satisfaction, CA performance, product performance and the overall Florida Relay experience, including satisfaction with the various Sprint channels such as CAs, Customer Service representatives, Customer Relations Manager, or Sales Executive.

In addition, quality and key performance indicators are closely monitored, tracked, and reported internally. Within the relay call centers, there are several important steps to ensure quality. First, representatives receive coaching and immediate feedback regarding world-class behaviors, call control, and any process related to the quality of a call. Next, supervisors receive tracking and trending information on common quality issues to develop plans for immediate improvement. Finally, follow-up action is taken to ensure corrective actions have been instituted.

Sprint will also use independent 3rd party testing on Florida Relay services. Sprint tasks its staff with improving the customer experience, to be team players, and to provide more effective and efficient processes and systems. By continuing to improve quality, we can become more customer-driven, make fact-based decisions through better measurement and focus on metrics, and create a culture of continuous improvement leading to better results and value creation.

As issues are raised, Sprint follows standard procedures to understand and quickly address the problem, including the following approach:

- Gather detailed explanation of the issue
- Validate or recreate the issue
- Research possible solutions
- Determine impact of all proposed solutions
- Devise recommended approach
- Share findings with FPSC, Advisory Board and/or FTRI
- Implement solution, as applicable

Sprint will also share any and all emerging technologies with the State. Depending on the outcome of feasibility studies and results of cost/benefit analysis is conducted, new features or products will be implemented on case-by-case basis.

If the State elects to implement the new technology for FRS, Sprint will obtain written permission prior to implementation. Again the State will be fully apprised and approve of any and all new developments before they are fully installed for FRS.

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

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Participation in Florida meetings
- ✓ In-state Account Manager
- ✓ Florida Quality Assurance Manager
- ✓ Lifecycle team

Sprint is committed to participating in all Advisory Committee meetings, FPSC workshops, and hearings related to the relay service.

The Florida Customer Relations Manager, Florida Quality Assurance Manager, Senior Account Executive, Wireless Account Executive, and/or CapTel Product Manager will be available to attend and participate in all Florida Relay meetings. Sprint's goal will be to solicit feedback, answer questions, and provide our insight and perspective on industry activities. Sprint places great value on consumer and staff input gained from TASA meetings. Sprint will continue to collect feedback and will report on any issues identified and corresponding resolutions.

## Top 5 Reasons for Consumer Input and State meetings

1. Sprint has a solid history of working with the FPSC, FTRI, and the TASA Advisory Committee to solicit feedback and implement suggestions. **Sprint will continue to work closely with Florida agencies to solicit feedback and ensure relay users are delighted with Sprint's service.**

2. Sprint will provide an **in-state Customer Relations Manager** to lead the Customer Input program and coordinate with FTRI. **Sprint will also spend $25,000 each year on Consumer Input and outreach programs.** Sprint will host or attend FTRI community events, expos, one-on-one meetings and other outreach activities for the purpose of soliciting feedback and answering questions on Sprint's provision of FRS.

3. **Sprint will evaluate all requested changes to the relay operations.** As issues are raised, Sprint follows standard procedures to understand and quickly address the problem, including thoroughly understanding the issue, investigating potential solutions, working with the customer to determine the final approach and effectively communicating resolution.

4. To support the growth of CapTel usage in Florida, **Sprint will sponsor an annual Public Service Awareness (PSA) campaign and attend or host 15-20 CapTel events annually.** Sprint will notify FTRI prior to these events and will market these services as "CapTel" or "Sprint" to ensure that these events are not confused with FTRI marketing or outreach efforts. Our goal is to work cooperatively with FTRI, not competitively.

5. Sprint will also be an active participant in industry events. **The annual for STARS convention will be held in Florida.** In addition, Sprint's Branch Manager of Program Management and Product Development, currently serves as the Chair of the RLSA TRS Advisory Council.

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# Item 49. Complaint Resolution (RFP ref. B-41)

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

Sprint's procedures ensure that complaints, inquiries, and comments regarding the relay system or staff are addressed quickly and to the user's satisfaction.

**How Sprint Complies:**

- ✓ Accepts complaints, inquiries, and comments
- ✓ Access to supervisor while on a relay call
- ✓ All complaints documented in Customer Contact Online Database and reviewed by Florida Quality Assurance Manager
- ✓ Records available, upon request
- ✓ Fewer complaints

If a relay user requests to talk to a supervisor, Sprint honors the request. Sprint makes supervisors or administrators available all day, every day to assist callers[1]. Callers are not directed to dial a different number to talk with a supervisor; it is done while on the call.

**All complaints and resolutions are reviewed by the FRS Quality Assurance Manager** and shared with members of the relay management team, including the National Director of Sprint Relay on a weekly basis.

Sprint's Customer Contact Online Database (CCOD) documents complaints, assigns resources, provides status, generates automatic reminders, and offers detailed reporting. This means quicker resolution and accurate reporting for FRS.

From the technology used to our caring staff, Sprint is dedicated to resolving issues and takes necessary steps to make sure relay users are happy.

[1] Please note that due to the natural call flow of CapTel with the CA remaining invisible that this requirement is not applicable to CapTel. This is true of all providers and is not unique to Sprint.

## Customer Contact Process

**Sprint initially addresses all complaints and compliments within 24 hours and strives to resolve the customer issue within 72 hours.** If a complaint is not resolved within 72 hours, automatic triggers within the CCOD system are activated and the situation is closely monitored. Sprint has a well-documented 5-step procedure for responding to a customer's feedback on the relay service.

### Step 1: Customer contacts us with a complaint, inquiry, or comment.

Sprint is always available to receive feedback from customers and address any questions or concerns. Relay users can contact Sprint:

- ☎ Ask for a supervisor while on a relay call
- ☎ Contact Relay Customer Service
- ☎ Contact the Customer Relations Manager
- ☎ By phone, mail, email, on-line forms, fax
- ☎ Talk with a Sprint representative during a community or outreach event
- ☎ Customer contacts the FPSC or FTRI.

### Step 2: Sprint listens to the relay user and fully documents the issue.

Sprint knows that it is important to make sure we fully understand the customer's concern or compliment. Sprint gathers as much information as possible and records all of the following information, if provided by the relay user.

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| CCOD # | TRS CUSTOMER CONTACT | | | | | ☐ **Commendation** ☐ **Complaint** | | |
| Center Tracking #: | | | | | | | | |
| Date Filed: | Time of Call: | | | State/Relay Called: | | | | |
| Name: | | | | Handling Center: | | | | |
| Address: | | | | Agent #: | | | | |
| City: | State: | Zip: | | ☐ | TTY | ☐ | Voice | |
| Phone: | | | | ☐ | VCO | ☐ | HCO | |
| Fax: | | | ☐ | CapTel | ☐ STS | ☐ | IP | |
| Email: | | | ☐ | RCC | ☐ VRS | ☐ | FEDVRS | |
| Follow up: ☐ Yes ☐ No | | | Person taking contact information | | | | | |
| Trouble Ticket # | | | | | | | | |
| *CDR* request | Call date: | Time of Call | From # | To # | | | | |
| Nature of Complaint/Notes | | | | | | | | |
| | | | | | | | | |

Step 3: The customer contact is classified and assigned (if applicable).

Once a customer contact is received, Sprint classifies the contact as a compliment (i.e., commendation), a complaint, or an inquiry.

## Compliments

Compliments for specific individuals are forwarded in the CCOD system to the employee's call center. Sprint and its subcontractors formally recognize our CAs and other personnel who delight our relay users. In the past 12 months, Sprint has received over 900 compliments on our service and personnel, such as the following:

> "I have never had people who cared so much as you do. Everyone there is so kind. Everywhere else I call I get people who just don't care and don't want to actually help me but you are so nice and so helpful it really is something. You all have been so good to work with." (04/01/14)

> "This operator did a marvelous job utilizing all the techniques and tools to make the call go smoothly." (03/19/14)

> "I'd like to say kudos to the operator who has made my call more easy going and comfortable from beginning to the end. They were very helpful with the whole point which impresses me. Please acknowledge her wonderful job. Thank you." (03/13/14)

> "CA makes me feel welcome to use services with good manners and sensitivity. It is important to me to get good kind smart operators. Very good operator makes me feel good. She was very kind and professional. Deserves a pat on the back." (01/27/14)

Compliments from users are posted on bulletin boards in the call center to recognize performance and motivate our employees. (Customer sensitive information such as names, telephone numbers, and other identifying information is removed prior to posting).

Recognition comes in many forms such as balloons, candy, or other rewards for providing great service.

## Complaints

Complaints are classified by category (service, technical, or miscellaneous) and subcategories are indicated for tracking and reporting. If complaints are not immediately resolved, personnel are assigned based on the complaint category.

| Service Complaints | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 00 | ☐ | Answer Wait Time | 01 | ☐ | Dial Out Time | 02 | ☐ | Didn't Follow Database Instructions |
| 03 | ☐ | Didn't Follow Customer Instructions | 04 | ☐ | Didn't Keep Customer Informed | 05 | ☐ | Agent Disconnected Caller |
| 06 | ☐ | Poor Spelling | 07 | ☐ | Speed / Accuracy | 08 | ☐ | Poor Voice Tone |
| 09 | ☐ | Everything Relayed | 10 | ☐ | HCO Procedures Not Followed | 11 | ☐ | VCO Procedures Not Followed |
| 12 | ☐ | Two-Line VCO Procedures Not Followed | 13 | ☐ | Background Noise Not Typed | 14 | ☐ | Feelings Not Described |
| 15 | ☐ | Recording Feature Not Used | 16 | ☐ | Noise in Center | 17 | ☐ | Agent was Rude |
| 18 | ☐ | Problem Answer Machine | 19 | ☐ | Spanish Service | 20 | ☐ | Speech to Speech |
| 21 | ☐ | Other Service Type | | | | 61 | ☐ | Not Satisfactory Captioning (CapTel) |
| 51 | ☐ | Poor Signing (VRS) | 52 | ☐ | 900 Number Access (VRS) | 53 | ☐ | 800 Calls (VRS) |
| **Technical Complaints** | | | | | | | | |
| 22 | ☐ | Lost Branding | 23 | ☐ | Charged for Local Call | 24 | ☐ | Trouble Linking up |
| 25 | ☐ | Line Disconnected | 26 | ☐ | Garbled Message | 27 | ☐ | Database Not Available |
| 28 | ☐ | Split Screen | 29 | ☐ | Other Technical Type | | | |
| 54 | ☐ | VRS Phone number Not Appearing (Caller ID) | 55 | ☐ | Video Quality (VRS) | 59 | ☐ | Transmission |
| **Miscellaneous Complaints** | | | | | | | | |
| 30 | ☐ | Rates | 31 | ☐ | OSD (TTY Operator) | 32 | ☐ | No 900 Number Access |
| 33 | ☐ | Carrier of Choice | 34 | ☐ | Network Recording | 35 | ☐ | Other Miscellaneous Type |
| 60 | ☐ | Illegitimate Relay Calling | | | | | | |

### Service Complaints

Feedback involving specific call center staff is directed to the employee's manager through the CCOD system. The manager will meet with the employee to discuss the relay user's complaint as soon as possible once a complaint is received to investigate the issue. The manager will verify that the employee understands the correct procedures and performance expectations. The manager may recommend coaching, re-training, or take disciplinary action depending on the nature of the complaint. If a technical issue impacted the call, the manager will immediately open a trouble ticket with the technical team.

### Technical Complaints

Technical complaints are immediately documented in the CCOD system by the person who spoke with the relay user. When investigation from the technical team is needed, a trouble ticket is also entered and the corresponding number is noted in the CCOD system. The Florida Customer Relations Manager will be responsible for following up with the internal teams for resolution.

### Miscellaneous Complaints

Likewise, when miscellaneous complaints are received, the Customer Relations Manager will take ownership of the issue and work with the appropriate internal staff and the State to resolve the issue.

**Step 4: Sprint follows-up with the relay user regarding the resolution.**

Each relay user is asked when they file a complaint or compliment if they would like to be contacted once a resolution has been identified. For relay users who would like to be contacted, we confirm how they would prefer to receive the information. Some relay users prefer to receive a letter in the mail (or e-mail) and some users prefer to have a telephone discussion. Sprint leaves those options up to the relay user. If Sprint attempts to contact the relay user and is unsuccessful (e.g., changed address or multiple unanswered calls), Sprint will note that in the contact.

If the relay user is not satisfied with the resolution, Sprint will provide information to the relay user on how they can escalate the issue to the FPSC Contract Administrator and/or the FCC.

**Step 5: Records are finalized and available for reporting and analysis.**

Once a customer contact is complete, the Customer Relations Manager reviews all records to make sure they are accurate and complete. All complaints will be documented (including resolution) and kept on file and available to the FPSC upon request.

As a standard business practice, Sprint's Quality Assurance Manager, Loraine Overland, will review all FRS complaints on a weekly basis to ensure relay users are satisfied with the services provided and the complaint resolutions. The complaint report is also shared with the management team on a weekly basis, including the Sprint Relay National Director.

Sprint welcomes the opportunity to discuss with the FPSC the various monthly reports and ad-hoc information that is available to keep the FPSC Contract Administrator fully apprised of FRS customer complaints and compliments. Based on the level of information and frequency desired by the FPSC, Sprint will provide the available information in a reasonable timeframe that allows for information to be consolidated and delivered. These records will also provide the basis for annual complaint reporting logs required by the FCC.

A diagram of the CCOD documentation process has been provided on the following page.

Sprint

# CUSTOMER COMPLAINT TRACKING PROCESS

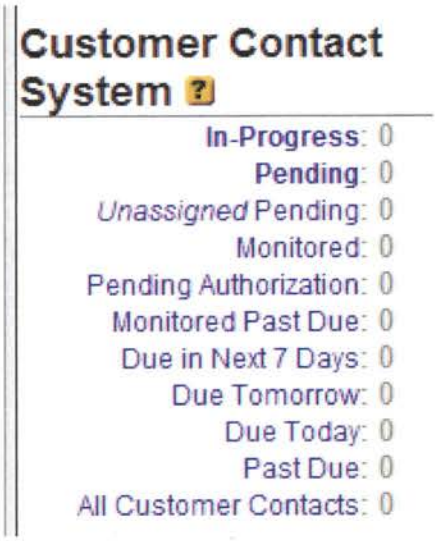
## Instruction chart for complaints received by Sprint Personnel

1. Customer complaint information is entered into the TRS Customer Contact form with it's own tracking number
2. Person taking complaint information determines who will be responsible for resolving complaint. Enters the appropriate information on the Customer Contact on-line Database.
3. Copy of complaint ticket is E-mailed to person responsible for resolution of complaint. (The on-line system tracks the progress of the open ticket)
4. Person responsible for resolution documents all information into the Customer Contact On-line database.
5. Complaint gets resolved and communicated to Customer. All updated information is entered into the Customer Contact on-line database.
6. Resolved complaints are saved in Sprint's Customer Contact on-line database. The system tracks complaints in data reporting logs.
7. The Customer Contact On-line database automatically generates a monthly tally sheet (Monthly Log Report).
8. Account managers perform any follow-ups needed to ensure that all information is available and accurate.
9. Account managers deliver copies of all TRS Customer contacts, a monthly tally reports to contract administrators.

MONTHLY REPORT TIME

## Sprint's CCOD System

Sprint's Customer Contact Online Database (CCOD) system does much more than simply store customer contacts; Sprint's CCOD assigns resources, generates automatic reminders, provides instant status, and offers detailed reporting that far exceed federal and state reporting guidelines.




### Notifications

When a customer contact is entered into the CCOD system and a resource is assigned, the CCOD system notifies the individual via email. Automated reminder emails using pre-determined thresholds ensure that the contact receives timely attention. When users log into the system, they are reminded of all customer contacts assigned to them individually or to the associated work group.

### Detailed Reporting

Sprint's CCOD system supports ongoing quality assurance efforts for both individual States as well as our performance from a network level, CA level, and call center level for both TRS and CapTel.

- **Florida Relay Service Report** includes monthly tracking number, date of complaint, CA identification number, type of complaint, nature of complaint, date of resolution and explanation of resolution, status *(available upon request)*
- **Florida Relay Service Tally Report** includes total commendations and total complaints by classification and category number *(available upon request)*
- **Total Tally Report:** This internal report is used as a part of our quality assurance program. It contains consolidated compliment and complaint information by category number for all products.
- **Global Call Center Report:** This internal report is used as a part of our quality assurance program. It contains compliments and complaints (by category) for each call center.
- **Florida Account Report:** This internal report provides a snapshot of the State's total customer contact files, open and closed files for each month *(available upon request)*
- **Annual FCC Tally Report:** This report is shared with FPSC for annual FCC reporting.

### CCOD Protections

The CCOD system provides confidentiality and security protections. Only authorized staff has access. Any changes and updates to customer contacts are recorded, along with the person making the change. Once a complaint has been

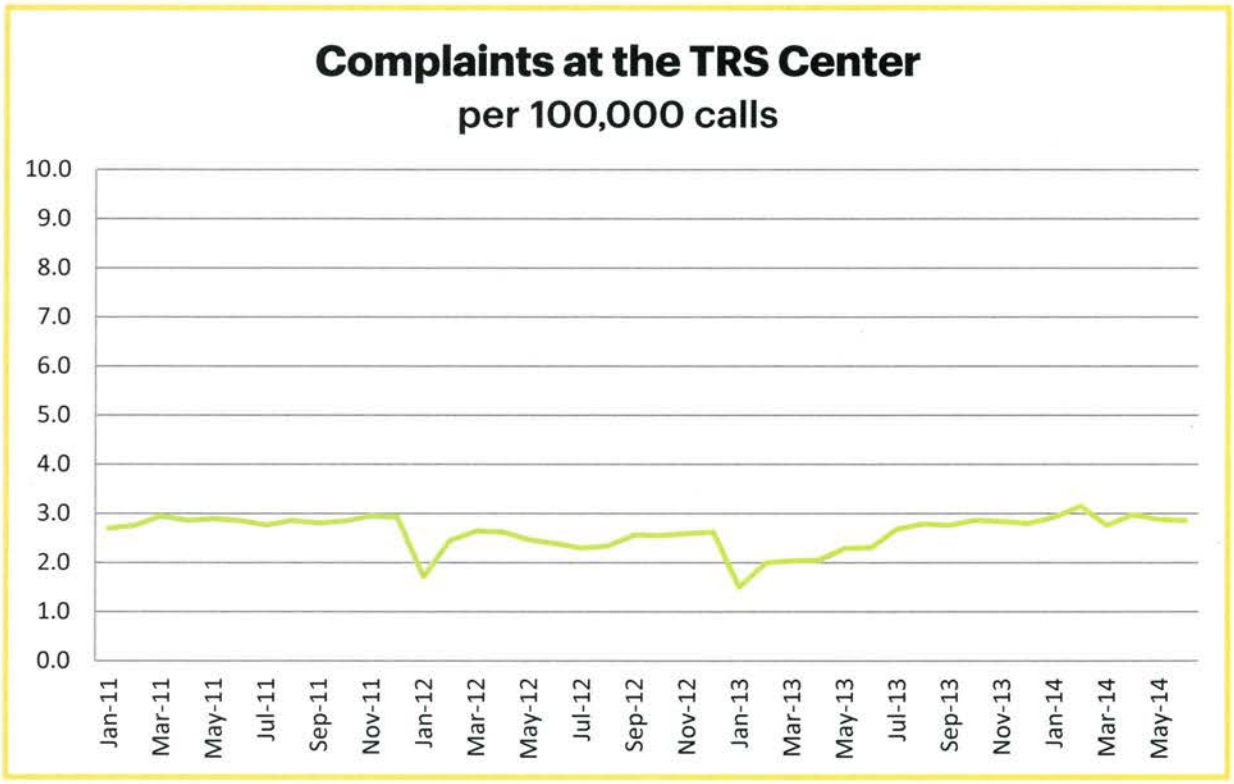
added to the system, protections exist to keep it from being deleted. We also have systems in place to protect the integrity of contacts.

## Historical Performance

**Because Sprint offers end-to-end support for our relay users, we traditionally have a much lower ratio of complaints.** Sprint's position as an IXC means that items that are issues for a smaller provider like network provisioning issues, carrier of choice selections, long distance billing, billing related to 900 (pay-per-call), directory assistance, and operator assistance can easily be handled by Sprint staff.

However, it is important to note that we take each and every complaint very seriously – regardless of the issue being reported. We do everything in our power to quickly address any service issues.

This approach has paid off. As is demonstrated in the chart below, **out of every 100,000 calls processed by our TRS call centers, approximately 3 complaints** are received on a monthly basis.



**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

Sprint will provide toll-free Customer Service that is accessible to all FRS users statewide 24/7, 365 days a year.

**How Sprint Complies:**

- ✓ 24/7 Customer Service
- ✓ Specialized Customer Service Options
- ✓ Accessible from anywhere in the US
- ✓ No per-minute charge for Training Lines
- ✓ Empowered representatives
- ✓ No sales quota for Customer Service

Sprint will allow the FPSC to determine how Customer Service calls are announced on the general access number – as either "Florida Relay Customer Service" or "Sprint Relay Customer Service."

The toll-free Customer Service number will support all communication modes (e.g., TTY, ASCII, VCO, HCO, STS, Deaf-Blind Pacing, and CapTel). Sprint also provides specialized Customer Service options for CapTel, Spanish-speaking users, STS, and VCO users.

All of Sprint's Customer Service solutions are available from anywhere in the nation. Sprint does not assess per-minute charges for its Customer Service Training Lines (STS or VCO).

Sprint empowers its Customer Service (CS) staff to be an advocate for relay users – rather than an extension of the sales team. The CS staff are empowered to make changes directly on the customers' behalf in Sprint systems and do not have sales quotas.

## History

Since Sprint first introduced 24/7 Customer Service for relay users in 1993, we have been committed to work with our customers to identify ways to improve the service. Recent upgrades include:

- ☎ In 2013, Sprint introduced an online chat access to the Video Customer Care team.
- ☎ In 2012, CapTel Customer Service hours were extended to 24/7 (excluding holidays).
- ☎ In 2011, Sprint introduced Speech-to-Speech dedicated Customer Service access.
- ☎ In 2010, Sprint introduced the Customer Care team for additional State support.
- ☎ In 2009, Sprint began Video Customer Care for American Sign Language users.

## General Customer Service Access

Sprint will provide a dedicated Customer Service number that will be answered as "Florida Relay Customer Service" if that is desired by the FPSC. Alternately, Sprint can offer access through Sprint's national toll-free Customer Service access numbers, if that is preferred.

- ☎ Phone: 1-800-676-3777 (English)
- ☎ Mailing Address: PO Box 29230, Shawnee Mission, KS 66201-9230
- ☎ Fax: 1-877-877-3291
- ☎ Email: Sprint.TRSCustServ@sprint.com

## Specialized Customer Service Options

While anyone can use the general access number for Sprint Relay Customer Service, Sprint also offers specialized Customer Service for select user groups who may need further assistance in learning to use the service, submit feedback, or have questions.

### CapTel Customer Service and Training Line

As a part of Sprint's provision of CapTel, Florida CapTel users will have access to CTI's dedicated CapTel Customer Service. CapTel Customer Service is staffed by representatives who specialize in assisting CapTel users who have questions, feedback, or need assistance in establishing service. CapTel Customer Service has immediate access to CTI technology and personnel to quickly resolve concerns.

CapTel Customer Service is open 24 hours a day, 7 days a week excluding select holidays. On holidays, Sprint gives CapTel users the option to leave a message directly with CapTel Customer Service for follow-up the next day or CapTel users may call the general access number for assistance.

### Spanish Customer Service and Training Line

Sprint provides a separate national Customer Service number for all Sprint Relay customers (1-800-676-4290) who speak Spanish. This number is answered by a live Customer Service Representative 24 hours-a-day for the purpose of assisting with information on placing a Relay call, tips for improving the efficiency of Relay calls, information on new Relay Service functions, changes in the service, and to accept commendations and complaints.

## STS Customer Service and Training Line

Sprint provides nationwide STS Customer Service (877-787-1989) to assist STS users and caregivers such as family, friends, medical professionals, businesses, and organizations. This service is available 24 hours a day, every day of the year.

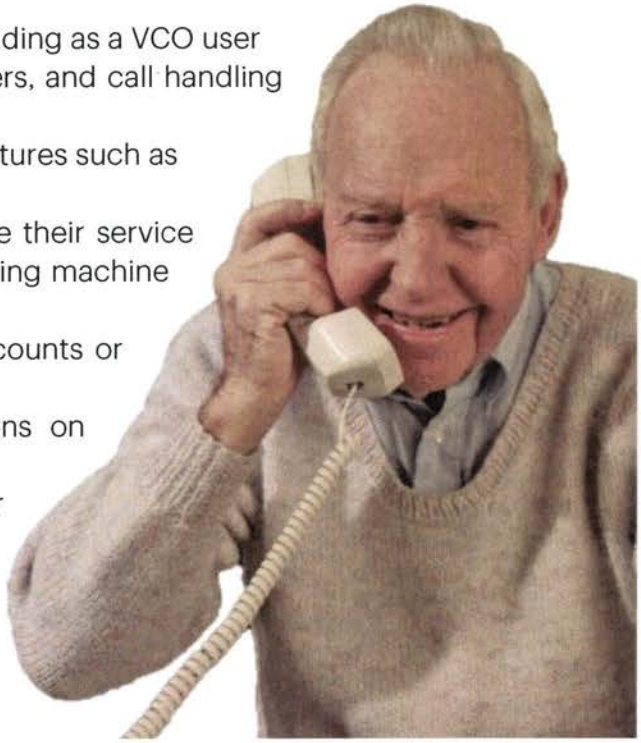
Sprint's STS Customer Representatives assist people with:

- Understanding the basics of STS calls, including CA's role
- Establishing, explaining, or updating STS Customer Profile and call handling options
- Providing information on enhanced features such as E-Mail Call Set-Up or Message Retention
- Establishing long distance service accounts or assist with billing inquiries
- Referring callers to FTRI for questions on accessibility equipment
- Explaining the processes Sprint CAs will use to help clarify speech patterns
- Distributing STS brochures, call-me cards, promotional materials
- Referring customers to the STS website for more information
- Making practice calls

## VCO Customer Service and Training Line

Sprint will soon implement the industry's first national VCO-specialized Customer Service and Training Line. Sprint's VCO Customer Representatives can help VCO users and/or advocates with:

- Understanding the basics of VCO calls, including TTY etiquette and abbreviations
- Establishing Customer Profile and branding as a VCO user
- Explaining VCO basics (access numbers, and call handling preferences)
- Educating users on enhanced VCO features such as 2-Line VCO and Privacy
- Empowering VCO users to personalize their service with examples such as leaving answering machine messages
- Establishing long distance service accounts or assist with billing inquiries
- Referring callers to FTRI for questions on accessibility equipment
- Distributing VCO brochures or other promotional materials
- Referring customers to the FRS website for more information
- Making practice calls



## Sprint Relay Customer Service Philosophies

Sprint believes that our relay service isn't just hardware, software, or an operator in a call center. It's our customers, employees, and our communities in touch and in sync working together for the betterment of the Florida Relay community. An integral part of this is the Sprint Relay Customer Service team. The following key principles define Sprint Relay Customer Service.

### Customer Service should be free.

Sprint has never charged our State customers or end users a per-minute fee for Customer Service. We believe that Customer Service is simply a part of doing the right thing for our customers and should not be a revenue generator.

### CS Staff should be empowered.

Sprint empowers its Customer Service Representatives with the ability to make **real-time updates to Customer Profiles and LD accounts**.

Unlike Hamilton Relay which refers Customer Profile changes to their technical team,[2] Sprint Relay Customer Service has access to the TRS Customer Profile database and can make real-time changes.

Sprint Relay Customer Service can also establish Sprint LD accounts and answer questions immediately about rates.

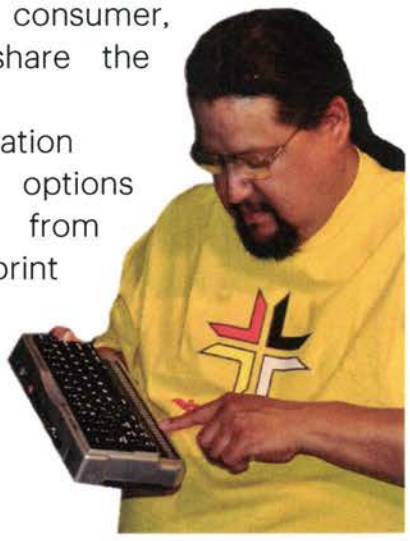
### CS should be available everywhere.

All of Sprint's Customer Service solutions are available from anywhere in the US. **We don't limit access to Florida residents**.

### Customer Service staff should be advocates; not sales people.

Sprint's Customer Service staff is **advocates for our relay users** rather than an extension of our sales team. In the competitor's job description for Customer Service Representatives, they list the' "**ultimate goal is generate relay business from non-traditional relay users**" and "**performs cold calling** to businesses to inform them of relay" as one of the activities.[2]

In contrast, Sprint's CS staff is an advocate for the relay user. Sprint works with each caller to understand any feedback, educate users on their rights as a consumer, and to share the available communication access options available from both Sprint and the industry.



[2] FPSC Docket 110013-TP Hamilton Telecommunications application submitted on 12/20/2011

**Records of such reports and copies of written reports regarding service or other deficiencies shall be maintained for the life of the contract and for twelve (12) months after conclusion of the contract period. This record shall include the name and/or address of the complainant, the date and time received, the CA identification number, the nature of the complaint, the result of any investigation, the disposition of the complaint and the date of such disposition. Each signed letter of complaint shall be acknowledged in writing or by contact by a representative of the provider. The necessary replies to inquiries propounded by the Commission's staff concerning service or other complaints received by the Commission shall be furnished in writing within fifteen (15) days from the date of the Commission inquiry.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Online and hard copy records maintained
- ✓ Records retained for contract period plus 5 years
- ✓ All record fields
- ✓ Signed acknowledgement provided
- ✓ FPSC inquiries addressed within 15 days and more frequent reporting (if desired)

Sprint will maintain records of customer contact reports and all written documentation of service or other deficiencies. The original hard copy of all customer contacts is retained and also stored online in the CCOD system.

Sprint retains records for much longer than the minimum requirement. Sprint's standard corporate policy is to retain customer contact records for the life of the contract plus 5 years after the expiration of the contract.

Sprint's customer contact records include all of the minimum fields required by the FPSC and more. The following fields are included in Sprint's records:

- Name of complainant
- Address of the complainant
- Date and time complaint received
- CA identification number
- Nature of the complaint
- Results of any investigation
- Disposition of the complaint
- Date of such disposition
- Tracking number
- Call Center receiving complaint
- Call Center handling the call
- Communication mode of caller
- Person taking the information
- Calling number
- Called Number
- Follow-up
- Complaint category/ subcategory
- Person being assigned to resolve

When Sprint receives a complaint, the option for follow-up in writing or direct contact (phone) is offered. **If the relay user prefers to submit a complaint anonymously, Sprint honors the request.**

## Working with the FPSC

As we have done in the past, Sprint will work closely with the FPSC and FTRI to make sure we meet or exceed all requirements and offer a seamless customer support experience.

### Responding to Specific Inquiries

Sprint will provide replies to the State's inquiries concerning service or other complaints received by the Commission in writing within 15 days from the date of the Commission inquiry. Members of the Sprint Relay management team and the FRS Customer Relations Manager will remain in close contact with the FPSC and FTRI throughout the life of the contract.

### Providing Complaint Reports

Sprint believes in offering its State customers transparent access to relay user complaint information. Sprint's descriptions of issues and resolutions in our contacts offer detailed information on the exact comments from and to relay users during the process. We fully embrace constructive feedback so that we can continue to improve our services and deliver industry-leading service.

Sprint welcomes the opportunity to discuss with the FPSC the various monthly reports and ad-hoc information that is available to keep the FPSC Contract Administrator fully apprised of FRS customer complaints and compliments. Based on the level of information and frequency desired by the FPSC, Sprint will provide the available information in a reasonable timeframe that allows for information to be consolidated and delivered.

### Dedicated Team

Sprint takes great pride in providing an entire team that is dedicated to being the leading employer of people who are deaf and hard of hearing in the TRS industry, employing dozens of deaf or hard of hearing managers.

These employees, along with their spouses, children, parents, and siblings, have the same communication needs and concerns as that of Florida Relay users.

The Sprint Relay team lives and works within the communities we support. As daily users of the Relay services, we are **fully committed to the pursuit of true functional equivalency and doing everything in our power to provide the best service possible.**

## Customer Relations Manager Responsibilities

Sprint will assign an in-state Customer Relations Manager to serve as the primary point of contact for Sprint and to support the FPSC, Contract Administrator, and FTRI. The following is a high-level description of the responsibilities and qualifications for the position.

- Ensure contract compliance
- Act as a liaison between Sprint, CTI and the FPSC Contract Administrator
- **Be available almost immediately to discuss any questions or problems** related to reporting, billing, subcontractors, or other issues as they relate to contract performance – in no event will the FPSC have to wait more than one business day to communicate concerns
- Work closely with the Sprint lifecycle team including Florida Relay Senior Account Executive, Florida Relay Quality Manager, and Florida Relay Customer Service
- Coordinate outreach activities with FTRI
- Handle FCC reporting
- Handle complaint resolution and maintenance of the customer complaint log
- Provide invoice monitoring
- Supply annual trending projections
- Conduct Customer Input sessions
- Offer evaluations of various reports, including outreach/marketing reports

### *Qualifications*

- Strong customer relations skills
- Excellent presentation skills
- Computer literacy
- Excellent oral and written communication skills
- Strong knowledge of American Sign Language
- Deaf Culture awareness/sensitivity
- Bachelor's degree or equivalent experience totaling 5 years post-high school

### *Approach*

Sprint adheres to fundamental policies and practices that make this strategy real. Putting the customer first includes, but is not limited to the following:

- The Customer Relations Manager (CRM) will **take ownership** of all issues or requests. Once an issue is identified, the CRM owns the issue or request until full resolution. The FPSC does not need to make multiple calls to various Sprint organizations for status and/or resolution. This policy has practices surrounding it to ensure that we record, track, and communicate the status and results of the inquiry.
- The CRM will **communicate** with the FPSC, FTRI, or relay user using the method preferred by the customer. For example, if a FPSC requests that all correspondence from Sprint be provided via email, Sprint will communicate with the customer using email.

Sprint

### Lifecycle team

Sprint offers a full lifecycle team approach in its support of the Florida Relay service. Led by a Customer Relations Manager, the lifecycle team represents Sprint's ongoing commitment to providing support for all functional groups including billing, contracts, customer service, IT (information technology), legal, operations, product development, quality assurance/training, regulatory, reporting, subcontractor management, sales, supply chain management, workforce management. Please see Item 48 for additional information.

### Care Support Team

In 2010, Sprint also introduced a Customer Service Department known as the Care Support team to support our State customers. Located in Denver, Colorado, this team provides support for customer contacts, invoices, annual FCC filings, monthly traffic reports, and numerous other issues. The Care Support team can work directly with the State or work behind the scenes with the Customer Relations Manager (i.e., Contract Manager) to ensure that the State continues to receive the best Customer Care in the industry.

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

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ CCOD Report
- ✓ All complaints resolved
- ✓ Report provided by June 15th each year
- ✓ Additional support for recertification and other FCC reporting

Sprint will provide a customer complaint log for Florida Relay service that complies with federal reporting requirements. Prior to submission, Sprint will ensure that all complaints have been resolved.

Sprint's complaint log reporting will be provided to the FPSC in adequate time for the FPSC to review prior to submission to the FCC. Sprint will provide complaint logs no later than June 15th of each year, for the previous term (June-May YYYY).

Sprint will also support other federally-required reports including the recertification application process that will occur in 2018 and the annual Interstate TRS Fund administrator's cost/payment information known as the Multistate Average Rate Structure (MARS) reporting.

## Top 5 Reasons for Sprint's Customer Contacts

1) Sprint is **always available to listen to relay users' complaints, inquiries, or comments.** Sprint offers 24/7/365 access to supervisors while on a call or through a toll-free customer service number. In addition, Sprint provides customized customer service and training lines for CapTel (operated by CTI), Spanish users, STS, and VCO.

2) Sprint's Customer Contact Online Database (CCOD) assigns resources, generates automatic reminders, provides instant status, and offers detailed reporting that far exceed federal and state reporting guidelines. This equates to **faster resolutions for relay users and more accurate reporting for the FPSC.**

3) **Sprint is dedicated to using the constructive feedback provided by relay users to continue to improve our product.** The Florida Quality Assurance (QA) manager will review complaints and resolutions on a weekly basis with reports distributed to Sprint Relay management, including the National Director of Sprint Relay.

4) Sprint's customer service representatives are advocates for our customers. With direct access to systems like long distance accounts and Customer Profile information, **Sprint's Customer Service can more quickly and effectively address the needs of FRS users.**

5) Sprint maintains accurate records that comply with both State and Federal complaint reporting requirements. **Sprint will provide complaint reports to the FPSC to support annual filing requirements and more often, if desired.** All records will be maintained for the life of the contract plus 5 years.

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ITEM 51

# Item 51. Billing Arrangements (RFP ref. B-43)

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Support for collect, person-to-person, third-party, and calling card billing
- ✓ Access from hotel rooms and pay phones
- ✓ Sprint Long Distance Billing Options
- ✓ Billing by Other Toll Carriers
- ✓ Customer Support for Billing Errors

Sprint has processes in place to support all billing options that are made available by the relay user's long distance (LD) company, including:

- ☎ Paid by the Calling Party
- ☎ Collect
- ☎ Person-to-Person
- ☎ Third-party
- ☎ Hotel Rooms
- ☎ Pay phones
- ☎ Calling Cards (prepaid, IXC, Credit Cards)

**Sprint's role as both a relay provider and long distance company allows it to provide more comprehensive billing support than its competition.** We offer discounted rates with full access to the same billing arrangements that are available to traditional phone users. Most importantly, Sprint provides its customers direct access to Sprint Relay Customer Service for billing questions or issues, and one stop billing resolution for its long distance customers since we have total control over rates and processes.

## Billing Options

Local calls are free through the relay service. Sprint does not charge relay users for calls originating and terminating within the same toll-free local calling area including all Extended Area Service (EAS) locations.

For customers who do not select Sprint to process LD calls, Sprint forwards the appropriate telephone network information such as the calling number, called number, and status as a relay call so that the long distance company can bill the customer at the correct rate through their normal billing process. Calls are rated as all other LD calls based on the locations of the calling and called party. FRS users are only charged for conversation time.

Sprint also makes it possible for callers to register permanent billing preferences as a part of their Customer Profile. This allows FRS users to speed up their call by not having to type out billing preferences on each long distance call.

**My Preferred Billing:**
*select one*

| | | |
|---|---|---|
| ☐ Credit Cards * | ☐ Paid by Inbound | ☐ Other Long Distance CallingCard * |
| ☐ Collect | ☐ Third Party | ☐ Third Party - In State |
| ☐ FON Card * | ☐ LEC Calling Card * | ☐ LEC Card - In State * |

** If one of your preferred billing options selected above, it is required to provide your information below:*

Number _____ Exp. Date: Month ____ Year ____

Relay users who register a preference may also make a per-call request (which overrides the Customer Profile preferences).

### Paid by the Inbound (Calling Party)

Just like traditional phone users, FRS users will be able to place long distance calls and bill the call to the number they are calling from.

Sprint's relay platform is able to detect telephone network information when the call arrives. This includes the telephone number of the caller and information about the type of phone the caller is using (such as a standard phone, payphone, wireless device). If the caller is calling from a telephone that does not permit direct billing, Sprint will offer alternate billing arrangements to the caller.

Unless relay users have registered a preference in the Customer Profile or make a request at the time of the call, all toll calls are processed as paid by the inbound caller using Sprint long distance and offered the applicable relay discount.

## Collect Calls

FRS users will be able to bill long distance (LD) calls to the person they are calling. In addition to the phrase "collect call", some relay users refer to the call as a "reverse charge call."

To place a collect call, the FRS user simply provides the number to call and his or her name. The CA will prompt the user for this information (if not provided).

The CA will dial the caller's preferred LD operator and announce the call:

**Hello. This is the Florida Relay Service with a TTY (or Voice) caller placing a collect call. The caller's name is (Name). Please allow for 10 rings.**

The LD operator dials the call and the called party is asked to accept charges.

During this time, the calling party is kept informed of the call status, for example:

**(SPRINT OPERATOR PLEASE HOLD)**

Once charges are accepted, the relay call is processed as normal.

## Person-to-Person

FRS users will also be able to bill long distance calls to the called number and request a specific person.

Person-to-person calls are typically more expensive than collect calls. As many relay users provide names of the called party as a courtesy, Sprint confirms with the caller when it not clear which billing option is preferred to avoid billing errors.

To place a person-to-person call, the FRS user asks for a "person-to-person call" and provides the number to call, his or her name, and the name of the person being called. If not provided, the CA will prompt the user for this information.

**Did you know?**

When volunteer relay services started, callers were often required to provide the name of the person they were calling.

That is not required today. However, many relay users still do so as a courtesy.

To ensure that relay users are not overcharged for long distance calls, we confirm all person-to-person requests.

Once provided, the CA will dial the caller's preferred long distance operator and announce the call:

**Hello. This is the Florida Relay Service; with a TTY (or Voice) caller placing a person-to-person call for (Called Name). The caller's name is (Name). Please allow for 10 rings.**

The LD operator dials the call and asks for the person being requested and approval for the charges. The acceptance information is embedded in the call detail record and is used to bill the call to the called party.

### Hotel Rooms

Sprint processes TRS calls to and from hotel rooms. The relay user is able to dial 711 or other toll-free access numbers to reach FRS. Once connected, the relay user may select to have toll calls billed collect, person-to-person, third-party, calling card, or credit card as accepted by the user's long distance provider.

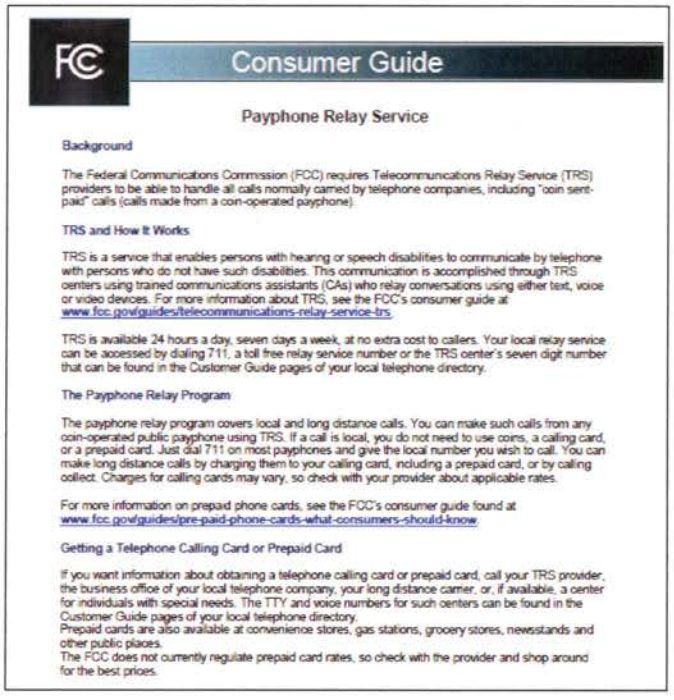
### Payphone

As recognized by the FCC, calls through coin-operated public payphones present a challenge to relay providers who cannot monitor coins being placed in the payphone. Sprint has processed coin-sent paid relay calls placed from pay telephones since 1990 by providing local calls free of charge.

Due to Sprint's successful handling of payphone calls, **the Federal Communications Commission (FCC) began requiring TRS providers to process payphone calls using the Sprint (alternative plan) methodology** which was adapted by the FCC in 2002.

As a part of this plan, relay users may bill toll calls using collect, third-party billing, person-to-person, LEC calling cards, non-proprietary IXC calling cards, credit cards, debit (pre-paid) cards, or any other billing method that is accepted by the caller's long distance provider (i.e., Carrier of Choice).

Sprint will also provide consumers with the FCC Consumer Guide for payphones upon request.



FCC Consumer Guide

Payphone Relay Service

**Background**

The Federal Communications Commission (FCC) requires Telecommunications Relay Service (TRS) providers to be able to handle all calls normally carried by telephone companies, including "coin sent-paid" calls (calls made from a coin-operated payphone).

**TRS and How It Works**

TRS is a service that enables persons with hearing or speech disabilities to communicate by telephone with persons who do not have such disabilities. This communication is accomplished through TRS centers using trained communications assistants (CAs) who relay conversations using either text, voice or video devices. For more information about TRS, see the FCC's consumer guide at www.fcc.gov/guides/telecommunications-relay-service-trs.

TRS is available 24 hours a day, seven days a week, at no extra cost to callers. Your local relay service can be accessed by dialing 711, a toll free relay service number or the TRS center's seven digit number that can be found in the Customer Guide pages of your local telephone directory.

**The Payphone Relay Program**

The payphone relay program covers local and long distance calls. You can make such calls from any coin-operated public payphone using TRS. If a call is local, you do not need to use coins, a calling card, or a prepaid card. Just dial 711 on most payphones and give the local number you wish to call. You can make long distance calls by charging them to your calling card, including a prepaid card, or by calling collect. Charges for calling cards may vary, so check with your provider about applicable rates.

For more information on prepaid phone cards, see the FCC's consumer guide found at www.fcc.gov/guides/pre-paid-phone-cards-what-consumers-should-know.

**Getting a Telephone Calling Card or Prepaid Card**

If you want information about obtaining a telephone calling card or prepaid card, call your TRS provider, the business office of your local telephone company, your long distance carrier, or, if available, a center for individuals with special needs. The TTY and voice numbers for such centers can be found in the Customer Guide pages of your local telephone directory.
Prepaid cards are also available at convenience stores, gas stations, grocery stores, newsstands and other public places.
The FCC does not currently regulate prepaid card rates, so check with the provider and shop around for the best prices.

## Third-Party

FRS users will also have the option to bill a long distance call to a third number (i.e., a number other the originating or terminating number).

To place these calls, the relay user provides the number being called and billing number. The CA will ask the relay user for his or her name, verify someone is at the number to accept charges, and confirm if the billing number will be answered as TTY or Voice.

Once that information is obtained, the CA contacts the appropriate LD operator and announces the call:

**Hello this is the Florida Relay Service, with a TTY caller placing a third party call. The billing number is XXX-XXX-XXXX. The caller's name is (Name). Please allow for 10 rings.**

The LD operator dials the third-party number to request acceptance of charges. If approved, the LD operator will connect the calling party to the dialed number.

The CA will keep the relay user informed of the call status during this process.

## Calling Cards

Sprint is able to process credit cards, any Florida local exchange calling cards, and all non-proprietary interexchange company calling cards that are available by the relay user's preferred LD company and made accessible by dialing a toll-free number. This includes all major interexchange company calling cards. Sprint also processes relay calls using prepaid calling cards.

## Sprint Long Distance

Sprint provides relay users with the same LD billing options as our other non-relay customers. The chart below highlights the options that are currently available to all Sprint LD customers.

| Sprint LD Billing Arrangements | |
|---|---|
| Station-to-Station (Sent Paid) | Call placed to a terminating number; caller pays if anyone answers |
| Person-to-Person | Call placed to a specific person; caller pays only if desired person is reached |
| Collect-to-Person | Call placed to specific person and billed to terminating number. Sprint has contracted with LECs to do billing on collect calls if the called party is not a Sprint customer |
| Collect-to-Station | Call placed and billed to terminating number |
| International Termination | Sprint agents can complete station-to-station and person-to-person calls to over 300 direct and non-direct dial countries or islands. International Directory Assistance is also available |
| Third Party Billing | Call billed to a telephone number different from the calling from and called number |
| Problem Assistance | Assists in completing call when experiencing network trouble in dialing direct |
| Directory Assistance | A phone service used to find out a specific telephone number and/or address of a residence, business, or government entity |
| LEC Calling Card Billing | Allows long distance users to place calls over the Sprint network using some LEC calling cards. Only LIDB-validated (Line Information Database) is supported. |

### Processing of Sprint LD Bills

Sprint automatically captures all information pertaining to the billing of relay calls and creates a network 'virtual' Call Detail Record (CDR) that contains the following information:

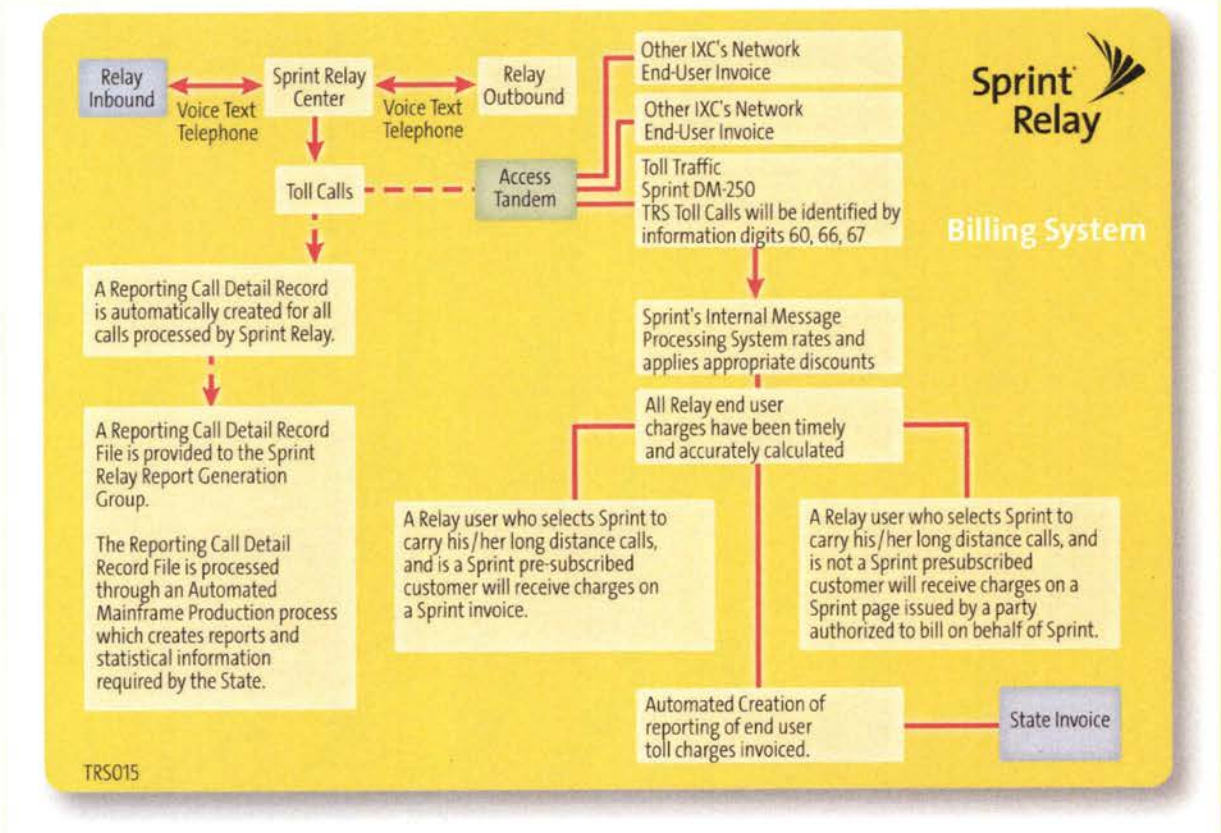
- Telephone number or credit card number (encrypted to protect customer privacy in accordance with CPI and CPNI standards)
- Originating telephone number
- Terminating telephone number
- Date
- Start Time
- End Time
- Call duration to the full second

Sprint's core billing systems utilized for rating, discounting, and invoicing residential voice traffic include MPS (Message Processing System), PDPS (Promotion Definition Processing System), IPS (Invoice Processing System) and EMMS (External Message Management System) to invoice end-users that select Sprint to complete their relay calls.

FRS users who use Sprint for long distance calls and are already Sprint LD customers will receive charges on their regular Sprint invoice. FRS users, who are not already Sprint LD customers, will receive their charges on a Sprint page of their bill issued by a party authorized to bill on behalf of Sprint.

To accomplish this, Sprint packages the CDRs with Sprint's "Casual Caller" files and transmits them to the appropriate billing agent for invoicing. Please note that Sprint LD does not charge casual caller fees for relay users. End user billing will occur within 60-days of the call-date.

Please see the figure below for an Overview of the TRS Billing Process:




Overview of TRS Billing Process

***Sample Bill***

A sample bill format is shown on the following page.

270130810575413 0000000446999999999999

Thank You For Using Sprint.
Make Check or Money Order Payable to Sprint in U. S. Dollars.

JOHN SPRINT
SPRINT BASIC WEEKENDS


Billing Period Ending: 7/04/14
Customer Number: 999999999

## Account Detail

SPRINT CHARGES

| STANDARD WEEKENDS | Calls | Minutes | Amount |
|---|---|---|---|
| State-to-State | 4 | 7.0 | $2.80 |
| SUBTOTAL ITEMIZED CALLS | 4 | 7.0 | $2.80 |

| OTHER CREDITS AND CHARGES | Amount |
|---|---|
| CARRIER COST RECOVERY CHARGE | $.99 |
| TOTAL SPRINT CHARGES | $3.79 |
| CURRENT MONTH SUBTOTAL | $3.79 |

TAXES, SURCHARGES AND FEES

| | |
|---|---|
| GOVERNMENT FEES AND TAXES | |
| STATE SALES TAX | $.22 |
| COUNTY SALES TAX | .07 |
| SURCHARGES AND FEES | |
| CARRIER UNIVERSAL SVC CHG | .38 |
| TOTAL TAXES, SURCHARGES AND FEES | $.67 |
| CURRENT TOTAL | $4.46 |

## Itemization of Calls

ORIGINATING NUMBER: 212 555-1000

| Nbr | Date | Time | * | Called Location | | Called Nbr | Minutes | Charges | |
|---|---|---|---|---|---|---|---|---|---|
| 1 | 6/10/14 | 9:58 AM | D | ARDEN | NC | 828 555-1000 | 3.0 | $1.20 | |
| 2 | 6/14/14 | 7:10 PM | E | GALESBURG | IL | 309 555-1000 | 1.0 | .40 | B |
| 3 | 6/18/14 | 9:21 AM | D | PEKIN | IL | 309 555-1000 | 1.0 | .40 | B |
| 4 | 6/18/14 | 9:23 AM | D | PEKIN | IL | 309 555-1000 | 2.0 | .80 | B |
| TOTAL FOR 212 555-1000 | | | | | | | 7.0 | $2.80 | |
| TOTAL ITEMIZATION OF CALLS | | | | | | | 7.0 | $2.80 | |

For a description of rate periods, please see terms and conditions.

Call Legend:
B = VIA RELAY CALL

## Customer Service

With Sprint, FRS users will enjoy LD support directly through the Sprint Relay Customer Service team which supports end-user inquiries and can assist relay users directly with:

- Quoting LD and international rates placed through FRS
- Creating a new Sprint LD account
- Supporting casual billing questions for non-Sprint customers

If a FRS user receives an incorrect bill, he or she can contact Relay Customer Service to request a credit be applied to their account. Customer Service will research the reason for the billing error. Once the research is completed, the Representative will determine if a credit is due then the Relay Customer Service will process the request. Credit adjustments will appear on the customer's bill within two billing cycles.

Sprint also has **processes in place to avoid billing issues before it happens**, including the following:

### Customer Wants to Know If Call is LD before Placing the Call

If a customer wants to know if a call is local or toll, the CA will ask for the number and enter it into the system. Sprint has the ability to check the number and give the information to the customer. Sprint can inform the caller if the number is local, long distance, international, toll-free, or marine.

### Immediate Credit

If a customer mistakenly dials the wrong number and notifies the CA, the CA will contact the LD operator for assistance. Most LD operators have the capability to process requests for credit from customers whom experience problems placing LD calls. Likewise, if the CA notices that they have dialed the incorrect number, the CA will inform the customer and seek an immediate credit for the LD charges. This process prevents the relay user from being billed.

## People Who Make It Possible

### Sprint Long Distance Operators

Sprint's LD operators are provided 24-hours a day, 7-days a week from Regional Operator Centers (ROCs) in Corpus Christi, TX and **Daytona Beach, FL.**

Sprint has approximately 200+ LD operators supporting both U.S. and international services.

### Relay Customer Service

Relay Customer Service Representatives are provided 24-hours a day, 7-days a week from relay call centers in Overland Park, KS (primary) and Moorhead, MN (back-up).

The Relay Customer Service team is comprised of both TRS Customer Service and our Video Care team that supports Sprint wireless customers using text and/or video with American Sign Language.

MaryAnn Ingolia-Dry is the Operations Location Manager for the Sprint Relay Customer Service and Video Customer Care call center in Overland Park. In addition, to promoting services and answering customers' questions over the phone and internet, these Customer Service organizations also provide Outreach services in the local area highlighting the services available, such as CapTel. Mary Ann Dry has worked for Sprint since 1989 and has a Bachelor's Degree and a Master's Degree in Business and Human Resources.

Sprint

## Top 5 Reasons for Sprint's Billing Arrangements

1) **With Sprint as the FRS provider, relay users will be able to place LD calls and use alternate billing arrangements** including collect, person-to-person, third-party, and calling cards. Sprint will also ensure that FRS users can make calls to and from hotel rooms and pay phones.

2) **Most importantly, Sprint's role as both a relay provider and long distance company equals better support to relay users.** We offer competitive rates, full access to the same billing arrangements that are available to traditional phone users, and direct access to Sprint Relay Customer Service for billing questions or issues.

3) Sprint's LD Billing Options support **existing Sprint LD callers as well as casual callers** – with no casual usage fees.

4) For FRS users who wish to use a different LD carrier, Sprint has a **Carrier of Choice program** that and provides the other carrier with the necessary network information to process billing arrangements.

5) Sprint has **processes in place to avoid billing issues before they happen.** We inform customers when toll calls are being made and the number being dialed. Sprint can also request immediate credits to avoid bills being sent to the customer.

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# Item 52. End User Billing for Intrastate Calls (RFP ref. B-44)

**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 percent of the provider's rate for non-relay calls. An additional 10 percent discount (60 percent 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 five 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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**
- ✓ Free 1+ Sprint Intrastate Long Distance
- ✓ No charge for time spent explaining relay
- ✓ Free Intrastate Directory Assistance

**Sprint will offer free intrastate long distance for FRS callers who select the TRS rate.** When a FRS user places a "1+" intrastate toll call and is not on a Special Plan, the FRS user does not receive a bill for the call.[1]

### Timing for Intrastate Billing

Sprint Relay, like all other TRS providers, does not control when the timing of end-users' toll calling begins. Providing true functional equivalence, TRS calls are rated and billed by Sprint or the relay users' preferred COC when the outbound call is connected.

However, as a long distance company, Sprint is able to meet the spirit of requirement for all intrastate toll calls where Sprint is chosen as the preferred carrier. **Sprint FRS intrastate callers will not be charged for the time spent explaining relay.**

[1] Free calling does not apply to intrastate 0+ (Operator-assisted) calls.

## Free Intrastate Directory Assistance

As a part of its offer to the FPSC, Sprint will provide free intrastate directory assistance to Florida Relay callers placing calls through the Relay service. Please note that this does not include calls processed through Sprint's TTY Directory Assistance and is only available for calls placed through Florida Relay Service.

**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.).**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Free Intrastate 1+ LD through Sprint
- ✓ Support for extended area service and calling services through other carriers

Sprint does not charge for local calls or charge more for non-relay calls than it does for relay.

**Sprint offers the advantage of free intrastate long distance for FRS users who choose Sprint's TRS rate.** Callers who prefer another Special Promotion Plan are billed according to that plan.

### Alternate LD Carriers

For FRS users who prefer to use another LD carrier, Sprint provides the necessary information so that the FRS user's LD carrier can rate and bill the call at the actual time of the call. This includes information such as the calling number, the called number, and call type (e.g., person-to person, collect).

For these calls, the LD carrier is able to rate the call in the same manner they do other calls. If the customer has signed up for a special promotion plan or unlimited calling, the LD carrier can access that information and bill accordingly.

All long distance calls are based on conversation time using the selected LD carrier's own rounding calculations. The LD carrier also bills and collects using its standard practices.

**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.**

This is not applicable to Sprint as Sprint offers free intrastate LD service and offers access to other carriers using industry-standard practices that allow for real-time rating and billing of calls.

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

Sprint has read, understands, and will comply. Please read below to understand our solution.

As described above, **Sprint will provide** free intrastate LD calling to FRS users selecting the TRS rate.

How Sprint Complies:

- ✓ Free Intrastate long distance through Sprint
- ✓ Support for extended area service and calling services through other carriers
- ✓ Will notify FPSC in any change of billing methodologies

For users selecting another carrier, Sprint's billing solution is in full compliance with the standards accepted by the Alliance for Telecommunications Industry Solutions (ATIS) titled "ATIS-0300084, Telecommunications Relay Service" (July 2006).

Sprint supports the necessary interconnection and signaling required for carriers to accurately rate and bill toll calls including but not limited to: collect calls, international calls, person-to-person calls, third-party calls, and calling cards.

Sprint will advise the Contract Manager in advance if changes are made to billing methodologies.

Sprint

## Top 5 Reasons for Sprint's End User Billing for Intrastate Calls

1) Sprint exceeds the State's minimum requirement of 50% discount for FRS users. With Sprint as the relay provider, FRS users selecting Sprint long distance for toll calls will receive **free intrastate 1+ long distance.**

2) Alternately, FRS users can sign up for **Sprint Special Promotion Plans** and will be billed according to that plan via the relay service.

3) **Sprint supports Carrier of Choice** and provides the necessary interconnection and signaling required for carriers to accurately rate and bill toll calls including but not limited to: collect calls, international calls, person-to-person calls, third-party calls, and calling cards.

4) Sprint will also provide **Free Intrastate Directory Assistance** through the Florida Relay Service.

5) Sprint will **notify the Contract Administrator promptly** if any changes are made to the billing methodology.

# Item 53. Relaying Interstate and International Calls (RFP ref. B-45)

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**Sprint will relay interstate or international calls that originate or terminate in Florida.**

How Sprint Complies:

- ✓ Interstate and International Access
- ✓ No Relay Charge to the State
- ✓ Carrier of Choice for Interstate and International Calls
- ✓ Support for International TTYs

Interstate and outgoing international calls can be placed using 711 or the FRS dedicated toll-free numbers. To place calls from points outside of the United States to Florida, relay users can dial 1-605-224-1837.

**Sprint has experience in serving both TRS users both domestically in the US and internationally.** With this experience, Sprint will ensure FRS users can access the service using domestic and international TTYs speeds of 45.45 and 50 baud.

For FRS users placing an outbound international call to a country using a non-standard TTY, Sprint's CA software automatically sends a message to the CA to alert them that a possible non-standard TTY will be used. This alerts the CA to press a designated hot-key once the call is connected. After this key is pressed, the FRS user's call will be processed without delay, in the same manner as domestic text users.

**Sprint will not bill the FPSC for interstate or international calls.** Sprint will seek reimbursement for the processing of these calls from the FCC's Interstate TRS Fund. We show (but do not bill) these minutes on the FPSC monthly invoice for tracking purposes.

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

Sprint bills interstate and international long distance (LD) as a part of our relay service.

How Sprint Complies:

- ✓ Sprint Interstate and International LD
- ✓ 50% Interstate Sprint Discount
- ✓ Carrier of Choice support
- ✓ Standard International Rates
- ✓ International Billing Options

**Sprint will offer a 50% discount for FRS users on standard Interstate MTS rates to compensate for the additional time necessary to place relay calls.** This ensures that relay users are not charged more than traditional phone users.

Sprint also allows relay users to enroll in publicly available Special Promotion plans which may provide greater discounts or unlimited calling. If the FRS user elects to enroll in one of these plans, the caller will be charged at his/her Special Promotion rate and not the TRS rates.

Relay users are also able to select another LD company for their interstate or international calls. If selected, that carrier will bill and rate the call based on the location of the callers, time of day, day of week, and will apply discounts for relay (if offered).

Sprint does not currently offer toll discounts for relay users who place international calls through Sprint LD.

Please see the following page which describes Sprint's LD support and billing arrangements for international calls.

## International Operator Solutions

Sprint International Operator Solutions offers relay users access to virtually every country and location in the world. Sprint handles outbound and inbound International Operator Solutions calls. Sprint's outbound International Operator Solutions provides the following:

- **Station-to-Station Calls:** Station-to-station outbound international calls can be dialed directly or completed with the aid of a Sprint agent. This type of assistance is most commonly used by callers who are not familiar with international calling and need assistance, or by callers who are using a FONCARD or LEC card from a rotary phone.
- **Person-to-Person Calls:** Person-to-person calling ensures the FRS user will only pay when they have reached the desired party.
- **International Directory Assistance:** International Directory Assistance provides access, through the Sprint International Operator Solutions agent, to directory assistance around the world. Callers can receive local phone numbers for over 300 countries and locations around the world. The Sprint International Operator Solutions agent can also complete the call, once the number is obtained from the offshore carrier. The process for an International Directory Assistance call will be dependent on the offshore carrier's capability. The query will be made directly with the offshore operator. Current International Directory Assistance billing options include:
  - ANI - presubscribed
  - FONCARD
- **International General Assistance:** Sprint International Operator Solutions agents can obtain items such as country time of day, rate information by country, dates of holidays, international dialing assistance, and trouble assistance for call completion. Current International General Assistance billing options include:
  - ANI – presubscribed sent paid
  - FONCARD
  - LEC card (selected cards only)
  - Third party (billing number U.S.)
  - Collect (if available to country)
- **Foreign Language Assistance for Call Completion Only:** When needed, the International Operator Solutions Sprint agent contacts an offshore operator for assistance in language support for acceptance of charges or desired party for person-to-person to complete a call. Language assistance is provided by an in-country operator. Translations services are not offered by the International Operator Solutions agent.
- **Access to Non-Direct Dial Countries:** This capability allows Sprint to provide customers with access to most countries in the world, including non-direct dial countries, which represent less than 1/10 of 1% of the world's traffic.

Sprint

## Top 5 Reasons for Sprint's Interstate and International Calls

1) Sprint will ensure that all FRS users have **access to interstate and international relay service** based on Sprint's 24 years of experience offering TRS domestically and internationally.

2) **Sprint will not bill the FPSC for interstate or international calls.** Sprint will seek reimbursement for the processing of these calls from the FCC's Interstate TRS Fund.

3) **Sprint's role as both a relay provider and long distance company equals better support to relay users.** In addition to our standard operator services offered domestically, Sprint provides international operator assistance designed to make calling easier for our relay users.

4) Sprint will offer an interstate discount of **50% off of standard 1+ MTS rates for TRS users** that have not signed up for other Special Promotion Plans.

5) Relay users will be able to select other LD carriers for interstate and international calls as a part of the Carrier of Choice program. **FRS users will be able to register preferred carriers for both interstate and international calls as a part of their Customer Profile.**

# Item 54. End User Selection of Carrier (RFP ref. B-46)

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

Sprint will provide LD service as a part of its offering to the FPSC.

**How Sprint Complies:**

- ✓ Carrier of Choice
- ✓ Complies with industry recommendations
- ✓ Multiple ways to register a preference
- ✓ Proactively encourages participation
- ✓ Over 250 current carriers in Sprint's program

For users preferring to use another interexchange company, Sprint provides network information to the carrier at the time of the call to allow for billing and rating.

Sprint's Carrier-of-Choice (COC) solution is in full compliance with the standards accepted by the Alliance for Telecommunications Industry Solutions (ATIS) titled "ATIS-0300084, Telecommunications Relay Service" (July 2006).

Please see Attachment M for a copy of the current standard followed.

History

Sprint fully implemented COC functionally by the FCC-mandated date of July 26, 1993. On that date, Sprint had both the technical and operational capability to send and receive COC calls to and from other providers.

Sprint's network has the capability to permit users to select the IXC (Interexchange Carrier) or LEC of their choice in accordance with State and Federal law.

Sprint

## Carrier Selection

FRS users can select a preferred carrier from Sprint's long list of available providers. Sprint encourages participation by other long distance companies and continues to add more providers.

As pricing for different call types can vary by provider, **Sprint will also allow FRS users the option of registering separate LD carrier preferences as a part of their Customer Profile for intraLATA, intrastate, interstate, and international calls.** Enhanced Turbocode users can also select their preferred carrier using the Dial-Through technology.

Users can also request a carrier on a per-call basis (which overrides permanent preferences). When a FRS user indicates their COC preference, the CA will verify that the requested Carrier is a COC participant. If so, the call is routed accordingly.

**Sprint is pro-active about encouraging carrier participation.** If the carrier is not a participant, the request is logged. The Customer Relations Manager will receive a report and attempt to follow up with the carrier directly to let them know that their customers would like access to their services via relay. Sprint will forward the carrier a copy of Sprint's Carrier-of-Choice letter.

A report of all unfulfilled carrier requests will also be provided to the FPSC each month as a part of Sprint's reporting package.

## Outreach

Sprint will include an explanation of COC in all appropriate FRS publications. Sprint also maintains a list of participating long distance carriers and shares it publicly, upon request. Sprint currently has over 250 carriers participating in the Sprint Relay's TRS Carrier-of-Choice program.[2]

[2] Participation of Carriers in Florida is dependent on whether carrier is authorized to provide service in Florida and connectivity to the Sprint Access Tandem.

Sprint

## Top 5 Reasons for Sprint's End User Selection of Carrier

1) **Sprint's Carrier-of-Choice program provides consumer choice for long distance billing.** Sprint's COC program allows FRS users to select from a long list of toll carriers who have agreed to accept calls originating from the relay service.

2) **Sprint's Carrier-of-Choice program is in full compliance with the industry standards** accepted by the Alliance for Telecommunications Industry Solutions (ATIS) titled "ATIS-0300084, Telecommunications Relay Service" (July 2006).

3) Sprint will make it easy for FRS users to register their COC preference by providing **multiple ways to request a carrier and multiple COC options** including designating a preferred carrier for interLATA, intrastate, interstate, and international calls.

4) Sprint has programs in place to **proactively encourage other carriers to participate in the COC program**. We will track direct customer requests for carriers and follow-up with the requested carriers. In addition, we will inform the FPSC Contract Administrator of all unfulfilled COC requests.

5) Sprint has an expansive list of providers in its COC program including **interconnection agreements with over 250 providers.**

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# Item 56. Long Distance Call Billing (RFP ref. B-48)

**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)**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**
- ✓ Platform Timing Controls
- ✓ LD Network Timing Controls
- ✓ Monitoring and Automated Notifications
- ✓ LD Network Call Detail Records
- ✓ LD Billing Systems

All FRS calls will be rated and billed directly by the long distance (LD) company selected by the relay user. For callers who have not made a LD selection or choose to use Sprint, the call will be rated and billed by the Sprint LD network.

While the relay platform does not start or stop LD billing, Sprint does have systems in place to ensure accurate timing is in place on the relay platform. All calls to the Relay Center will be disconnected promptly upon termination of the call. Sprint's system automatically releases the call once the inbound user has released the line. This ensures that any toll-charges are not billed to the inbound caller upon disconnect.

Quality checks of the TRS platform timing clocks are made once each 24 hours to ensure that the clocks deviations are synchronized and that the time is correct. It is understood that clock deviations are not to exceed 12 seconds.

Network Timing

The Sprint LD switches take its timing from a **Stratum 3 timing source**. The Sprint LD switches produce real-time alarms if its timing slips beyond threshold levels which are less than 12 seconds.

**The Sprint LD network is set up to automatically alert the Remote Network Management teams to intervene immediately if timing thresholds are exceeded.**

Sprint's core billing systems utilized for rating, discounting, and invoicing residential voice traffic include MPS (Message Processing System), PDPS (Promotion Definition Processing System), IPS (Invoice Processing System) and EMMS (External Message Management System) to invoice end-users that select Sprint to complete their relay calls.

FRS users who use Sprint for long distance calls and are already Sprint LD customers will receive charges on their regular Sprint invoice. FRS users, who are not already Sprint LD customers, will receive their charges on a Sprint page of their billl issued by a party authorized to bill on behalf of Sprint.

To accomplish this, Sprint packages the CDRs with Sprint's "Casual Caller" files and transmits them to the appropriate billing agent for invoicing. Please note that Sprint LD does not charge casual caller fees for relay users. End user billing will occur within 60-days of the call-date.

Once Sprint has processed the CDR through its internal rating system, it is packaged with Sprint's Casual Caller files and transmitted to the appropriate billing agent. The call and associated charges are reflected on the customer's monthly invoice from Sprint.

All CDRs for the purpose of invoicing and rating calls includes the following information:

- Telephone number or credit card number to be billed
- Originating and terminating telephone number (NPA-prefix-line number)
- Originating and terminating exchange name
- Date
- Start time
- 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).**

Sprint has read, understands, and will comply. Please read below to understand our solution.

Long distance bills for Sprint customers list calls chronologically and reflect the relay user's correct time zone.

**How Sprint Complies:**

- ✓ Control over Sprint LD invoices
- ✓ LD calls listed chronologically in user's time zone
- ✓ Same billing processes as other Sprint LD customers

FRS users who select another long distance carrier will receive bills directly from that carrier following their own billing and invoice processes.

## Sprint's Billing Systems

Sprint's core billing systems utilized for rating, discounting, and invoicing residential voice traffic include MPS (Message Processing System), PDPS (Promotion Definition Processing System), IPS (Invoice Processing System), and EMMS (External Message Management System).

### Message Processing System (MPS)

The purpose of MPS is to authorize and rate (including surcharges) all billable calls and prepare those calls for invoicing through IPS or EMMS. These records include essential information such as call duration, time, phone number, etc.

MPS performs the call processing for the Sprint Long Distance Division. The main business functions include control, rating, and information distribution. It accomplishes these functions through four major processes: Log, Capture/Update, Authorization/Rating, and Distribution. This system receives raw CDRs from the switch, pulls out all of the billable calls, matches those calls with a corresponding customer from CIS, applies a rate on a per call basis, and creates a billable CDR. These billable CDRs are then placed in an appropriate billing "bucket" and passed on to the invoicing process.

### Promotions Definition Processing System (PDPS)

The purpose of PDPS is to manage the rules surrounding the application and calculation of promotions that can be applied at a customer account level.

The Promotion Definition System is used to define promotions and assign those promotions to Sprint customers. Promotions are designed to give customers discounts on specific products, equipment, or calls for a specified number of invoices. Examples include: Free Friday calls for the next 6 months, 5 cents-a-minute on Mother's Day, 10% off all international calls, and a flat $20 off at the account level.

### Invoice Processing System (IPS)

IPS is the core billing system for Sprint Long Distance customers. The purpose of IPS is to calculate total charges and any applicable discounts for each customer invoice. Additionally, IPS will apply any monthly and one-time charges to the customer account. Customers are invoiced once a month according to the bill cycle the customer belongs to. Charges for call traffic are for the prior month's calls. Monthly recurring charges can be for current month, prior month or a month in advance depending on the product selected by the customer.

IPS receives information from multiple systems, including customer and transaction processing systems, combines this information with data provided by an external tables system, and creates invoices for Sprint customers. It computes charges, discounts, promotions, and taxes and generates and formats invoices, marketing messages, and various telecommunication management reports. This system combines billable CDRs with customer information (such as billing plans), adds in any monthly recurring charges or one-time charges / discounts, and accounts receivable data. It produces the MBA (Management Billing Advantage) landscape invoice for the large business market, and the SAHO (Sprint Advantage with Hierarchy Option) portrait invoice for the small business and residential market.

### External Message Management System (EMMS)

The purpose of EMMS is to bill for any Casual Caller traffic. A casual call is identified in MPS through the 'authorization' step. EMMS processes CDRs for distribution to Local Exchange Carriers (LECs), foreign Postal Telegraph and Telegraph companies (PTT) and Service Provider (SP). These external billing entities then issue the customer a bill. While EMMS is considered a billing system, it does not calculate any rates, discounts, or promotions.

Please see the following page for a sample bill.

270130810575413 00000004469999999999

Thank You For Using Sprint.
Make Check or Money Order Payable to Sprint in U. S. Dollars.

JOHN SPRINT
SPRINT BASIC WEEKENDS

Page: 3
Billing Period Ending: 7/04/14
Customer Number: 999999999

## Account Detail

| SPRINT CHARGES | Calls | Minutes | Amount |
|---|---|---|---|
| STANDARD WEEKENDS | | | |
| State-to-State | 4 | 7.0 | $2.80 |
| SUBTOTAL ITEMIZED CALLS | 4 | 7.0 | $2.80 |
| | | | |
| OTHER CREDITS AND CHARGES | | | Amount |
| CARRIER COST RECOVERY CHARGE | | | $.99 |
| TOTAL SPRINT CHARGES | | | $3.79 |
| CURRENT MONTH SUBTOTAL | | | $3.79 |
| | | | |
| TAXES, SURCHARGES AND FEES | | | |
| GOVERNMENT FEES AND TAXES | | | |
| STATE SALES TAX | | | $.22 |
| COUNTY SALES TAX | | | .07 |
| SURCHARGES AND FEES | | | |
| CARRIER UNIVERSAL SVC CHG | | | .38 |
| TOTAL TAXES, SURCHARGES AND FEES | | | $.67 |
| | | | |
| CURRENT TOTAL | | | $4.46 |

## Itemization of Calls

ORIGINATING NUMBER: 212 555-1000

| Nbr | Date | Time | * | Called Location | | Called Nbr | Minutes | Charges | |
|---|---|---|---|---|---|---|---|---|---|
| 1 | 6/10/14 | 9:58 AM | D | ARDEN | NC | 828 555-1000 | 3.0 | $1.20 | |
| 2 | 6/14/14 | 7:10 PM | E | GALESBURG | IL | 309 555-1000 | 1.0 | .40 | B |
| 3 | 6/18/14 | 9:21 AM | D | PEKIN | IL | 309 555-1000 | 1.0 | .40 | B |
| 4 | 6/18/14 | 9:23 AM | D | PEKIN | IL | 309 555-1000 | 2.0 | .80 | B |
| TOTAL FOR 212 555-1000 | | | | | | | 7.0 | $2.80 | |
| TOTAL ITEMIZATION OF CALLS | | | | | | | 7.0 | $2.80 | |

For a description of rate periods, please see terms and conditions.

Call Legend:
B = VIA RELAY CALL

Sprint

## Top 5 Reasons for Sprint's Billing Arrangements

1) Sprint's billing process for relay users are **functionally-equivalent to traditional phone users** with the Sprint LD network controlling the timing of all LD billing for users who select Sprint or default to Sprint LD.

2) Sprint switches have use Stratum 3 timing sources. The Sprint LD network is set up to **automatically alert the Remote Network Management teams** to intervene immediately if timing thresholds are exceeded.

3) **Long Distance Network Call Detail Records exceed the minimum component requirements** and provide information to support billing for LD users. Sensitive information such as credit card numbers is encrypted to preserve customer sensitive information.

4) Customer Invoices show calls **chronologically, in the user's time zone, and include applicable TRS discounts (including Sprint's free 1+ intrastate calling for users who select the TRS rate).**

5) For relay users who select another LD carrier, the **call will be rated and billed according to that carrier's existing processes**. Sprint provides the necessary network information (at the time of the call) in accordance with industry standards.

# Item 57. Special Needs (RFP ref. B-49)

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

Sprint provides many special needs services at no additional charge to the user or to the FPSC.

**How Sprint Complies:**

- ✓ Text Pacing
- ✓ STS Enhancements
- ✓ Limited English or Spanish support
- ✓ All enhancements free-of-charge to end users and included in price per minute
- ✓ Additional wireless and IP relay options

## Pacing Feature for Deaf-Blind and Other Special Needs Users

There are many relay users who benefit from Sprint's ability to offer CA typing at a slower rate including deaf-blind users and relay users who may have cognitive issues or simply need additional time to read the message.

Sprint's pacing feature is designed to allow the CA to type at a normal quick pace. The CA's text is then transmitted to the relay user at a pace that is comfortable and customized for the relay user. The text is presented at a rate of speed that is slow and steady with no bursts of text streams.

Sprint's default rate is 15 wpm and the minimum rate of speed is 10 wpm. The CA has the ability to increase the transmission speed in increments of 5 words per minute. This means that customers can request 10, 15, 20, 25, 30, 35, 40, 45, 50, 55, and 60 wpm transmission speeds. The transmission speed is visible to the CA so that the CA can identify the current transmission rate and provide that information to the customer, upon request.

If a customer has registered a preferred speed in the Customer Profile, the CA will ensure that transmissions occur at that speed. If at any time during the call the relay user indicates that the transmission is either too fast or too slow, the CA have the ability to increase or decrease the transmission speed appropriately.

Sprint CA have the ability to test different speeds at the request of the relay user to ensure the transmission speed most closely meets the needs of the user. Sprint CAs start at the lowest transmission speed and then can test various speeds with the user. Once the transmission speed is modified, the CA presses a hot key which transmits the following message to the customer: "(IS THIS SPEED ACCEPTABLE Q GA)" or in Spanish, "(ESTA VELOCIDAD ES ACEPTABLE Q GA)"

In Sprint's experience, many Florida Relay users request this service and indicate their preferred text speed in the Customer Profile, in the notes section. This feature is available in all languages including English, Spanish, and French.

## STS for Users with Special Needs

Sprint STS serves people with speech, cognitive, and mobility disabilities. For many STS users, it can be difficult to speak for long periods of time.

Mild dexterity problems or physical or cognitive challenges may slow responses or communication. Sprint treats such challenges with sensitivity and patience.

***Retain Information***

STS users may not have obvious speech impairments, but may have mobility impairments which limit their ability to dial phone numbers or take notes during a phone call. These users from can benefit from the assistance of an STS CA who is able to take notes and retain information that the caller cannot capture in real time due to physical or mobility issues. The CA will take down the information and after the calls is over the CA may spend time with the caller to assure all necessary information was obtain from the call.

**Deaf-blind customers**

Some deaf-blind, hard of hearing, low vision customers may find that STS can support their communication needs. Many deaf-blind people speak and many have enough sight and/or hearing to understand speech; however, others may have difficulty understanding their speech. The deaf-blind user may require re-voicing assistance. Some deaf-blind people can read large print, but may not be able to read a standard TTY display or the large screen visual display may transmit too quickly for them to take notes. These users can benefit from the assistance of a STS CA.

***711 Automated Call Routing***

To assist STS users (who may also have mobility challenges), Sprint automatically routes these callers to a STS CA, if the user has registered a Customer Profile. This removes the necessity of reaching a 711 TRS CA and then being transferred or dialing a 10-digit toll-free access number.

***STS Email Call Set-Up***

Sprint also understands that STS users can become fatigued. This can impact speech and voice quality. To provide assistance to these special needs callers, Sprint allows STS users to provide call set-up instructions and preferences via

email 2-24 hours before the call. E-mail call set-up saves STS users' time – which also results in savings for the FPSC.

***STS Customer Service and Training Line***

Sprint offers its own Customer Service / Training Line specifically for STS users. Sprint's STS Representative will talk one-on-one with the STS user to assist the user in learning how to use the STS service. Sprint's STS representative will answer any questions the STS user may have and fill out a customer profile form (if desired by the STS user). Through this Customer Service / Training Line, Sprint will help the STS user make practice calls to gain comfort and confidence in using STS service. This is an add-on service for which Sprint does not receive compensation, but one which Sprint believes is important to providing high quality STS service.

## Support for Limited English or Spanish

Sprint CAs are trained to relay calls verbatim, as required by the FCC unless the relay user has limited English or Spanish language skills and requests that the CA translates the written ASL gloss into conversational English.

Sprint Relay is committed to providing quality services to all customers regardless of their level of English or Spanish skills. Sprint trains all of its TRS CAs and Supervisors to serve as ASL translators/interpreters to process relay calls. Sprint's approach of training all CAs to perform ASL-to-conversational English (or Spanish) translation ensures that ASL translation/interpretation is available to callers at all times.

CAs are provided initial and ongoing training on accurately interpreting written ASL, also referred to as ASL Gloss, for relay users whose primary language is ASL or whose written English or Spanish language skills are limited to conversational English. During CA initial training, CAs are trained and evaluated on accurately reflecting the TTY user's intent and on the CA's role in the relay process. Newly-hired employees also receive training in deaf culture, ASL translation, and sensitivity to the needs of persons with speech-disabilities by qualified persons who, if not deaf or hard of hearing themselves, possesses extensive knowledge in this area.

Initial training role-plays are written to reflect ASL communication. CAs are tested on ASL gloss interpretation/translation skills prior to completing training. CA trainees are required to pass a valid and unbiased written test to demonstrate that they can correctly interpret typewritten ASL phrases. Trainees must achieve a score of 80% or better before being allowed to complete training and process Relay calls. If the CA does not demonstrate the ability to convert basic ASL to

conversational English, the CA is not allowed to process live calls. The CA will receive additional training, if needed. If the CA cannot grasp the concept of converting basic ASL to conversational English, the CA will be terminated.

After initial training, each CA is provided with an ASL workbook. This workbook is completed by the CA and returned to the Supervisor. The Supervisor and CA review the workbook and the CA's ability to translate ASL to conversational English together. The CA keeps this manual for future reference.

Throughout employment, CAs continue to expand on their skills and improve their knowledge of ASL gloss and deaf culture. Refresher training often includes ASL gloss translation/interpretation. On a monthly basis, each CA is observed remotely processing live calls. This skill is continually monitored for quality assurance and any areas of deficiency are immediately addressed.

## End User Billing in Alternate Formats

As the default long distance provider for Florida Relay Service, Sprint is committed to ensuring blind or low vision relay users have the same access to long distance bills and information.

Sprint provides invoices in alternative formats including Braille, large print and electronic, upon request. To obtain invoices in alternative formats, customers are directed to call Customer Service who can add this to an account free of charge.

Sprint will also convert customer collateral (e.g., service plan guides, customer contracts, in-store brochures, etc.) to an alternative format upon request by a user.

Sprint offers Directory Assistance calls on a complimentary basis to blind, visually impaired and other customers with qualifying disabilities. To apply for this program, please print and have a qualified medical professional complete the application form below. If customers have any difficulties printing and/or completing the application form, the user can contact Sprint Support for Customers with Disabilities at 1-855-885-7568 or via email at sprintaccessibility@sprint.com.

## CapTel Home Visits

Sprint understands that some CapTel users may need personal "hands-on" assistance. Sprint will provide one-on-one training via home visits for relay users who are experiencing problems or need additional assistance.

## Braille CapTel Service

Sprint is excited to work with CTI to make CapTel more accessible to blind or low vision users. The new Braille CapTel device looks and acts just like any other telephone, with one important difference: it provides text captions of everything a caller says with captions appearing on a built-in display **and on a dynamic braille display**.

***Benefits***

- Braille readers who have difficulty hearing over the phone can read word-for-word captions
- Captions are provided on a dynamic braille display
- Users can read captions at their own speed
- Scroll through captions using the buttons on the braille device
- Works with headset, neck look or T-coil for hands free use

The Braille CapTel Service product launch date is not yet scheduled. Sprint and CTI are currently looking for beta testers and input from the community. Sprint would be happy to work with the FPSC, TASA, or FTRI if they are interested in providing input or providing beta testers.

## Costs for Special Needs Services

All of the items referenced above are provided at no additional charge to the relay user and are included in Sprint's basic rate per minute.

## Wireless Program and Resources

While not a part of the contracted services under the Florida Relay program, Sprint also offers wireless devices, applications and services tailored for relay user groups. Please see Attachment L which highlights the services available for:

- Seniors – including the Wireless CapTel by Sprint application
- Deaf community
- People with a hearing loss (i.e., hard of hearing)
- Blind/Low Vision

## Internet-based Relay Program and Resources

Currently reimbursed by the TRS Interstate Fund, Sprint also currently provides internet-based relay options to serve individuals with dual-sensory impairments such as Sprint IP for use by blind or low vision relay users, as described in Item 59.

## Future Special Needs Services

Sprint is committed to serving all Florida Relay users. Sprint's Customer Relations Manager will work with the FPSC, FTRI, and TASA Advisory Committee to explore additional products and services to assist Florida Relay users with special needs.

Sprint

## Top 5 Reasons for Sprint's Special Needs Services

1) Sprint provides CA text pacing that allows relay users who are blind, have low vision, and/or cognitive issues to receive text from the CA at a comfortable pace. **Sprint's flexible platform allows each special needs relay user to customize the calling experience.**

2) Sprint's STS enhancements **remove many of the physical or cognitive barriers faced by STS users**. Sprint will provide access to 711 automated call routing, e-mail call set-up, and a Customer Service/Training Line which have proven effective in other States.

3) Sprint provides support to relay users with **limited English or Spanish language skills**. All CAs are trained and have the ability to assist in translating written ASL gloss into conversation English (or Spanish) at the request of a caller.

4) **Sprint will provide billing invoices and other end-user documentation in alternate formats** to accommodate blind and low vision relay users, upon request.

5) **As a wireless carrier and provider of internet-based relay services, Sprint offers additional programs and services designed to meet the needs of our relay user segments**. Please see Attachment L for additional information.

# Item 58. Unsolicited Features in Basic Relay Service (RFP ref. B-50)

**The bidder will not be required to provide unsolicited features in its basic relay service. However, additional evaluation points will be considered 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: 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; or enhanced transmission speed.**

**Any unsolicited features not described elsewhere in the RFP, and which the bidder is including in its proposal at no cost to the Florida Relay Service, 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 Relay Conference Captioning or any proposed service enhancements and technological enhancements which improve service.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ In-state Customer Relations Manager
- ✓ 15,000 free RCC Minutes
- ✓ Features to promote efficiency
- ✓ Features to personalize service
- ✓ Expanded Customer Service options

Sprint provides a full suite of features and services to appeal to each customer segment. All of these unsolicited features are included in Sprint's basic Relay service price proposal.

## In-State Customer Relations Manager

Sprint will provide an in-state Customer Relations Manager to lead the Consumer Input program and coordinate outreach with FTRI. Sprint will also spend up to $25,000 each year on Consumer Input and outreach programs. The Customer Relations Manager will host or attend FTRI community events, expos, one-on-one meetings and other outreach activities for the purpose of soliciting feedback and answering questions on Sprint's provision of FRS.

## Commitment to New Technology

Sprint has a history of bringing the latest innovations in technology to its customers at cost-effective prices, without "nickel and diming" its customers. All of the features listed in this section are provided at no additional charge over the standard price per minute. During the past 10 years, Sprint has invested over $15 million dollars in its Relay platform and products to ensure that we are providing the most desired products and features available in the industry. In 2014, Sprint anticipates investing approximately $1.35 million dollars. Recent Relay platform and products upgrades include the following:

- Addition of CapTel Call Center technology in Lubbock, TX (2012) and Syracuse, NY (2013)
- Redesigned SprintIP.com service using standard JavaScript commands (2012)
- Upgraded Sprint IP mobile applications enabling service to 2,846 different Android phones and tablets (2012)
- New Sprint IP mobile application for the iPhone and iPod Touch devices (2012)
- Upgrade to New Zealand Relay Website Application (2012)
- Software update to support Blind agent display boards (2012)
- Automated N11 solution to automated process for TRS and IP callers (2013)
- Sprint's first international CapTel Call Center technology in New Zealand (2013)
- Upgraded connections for Sprint IP calls (2013)
- Addition of Video STS capability to TRS platform domestically (2013)
- Automated STS Mute feature (2013)
- On-line Chat feature for Sprint's Video Customer Service (2013)
- Upgraded Java version for CA Phoenix applications (2013)
- Update to Oracle 11g database hardware and software (2013)
- Upgrade to Windows Version for CA desktop (2013)
- Upgrade display hardware for Blind CAs (2013)
- Software upgrade for Federal Relay IP website (2013)
- CapTel 2400i Phone released (2014)
- New application servers for the Phoenix CA software (coming in 2014)

Please see the chart below for a summary of key features and benefits. Please also see Attachment F for a full list of TRS and CapTel features.

| Feature | How Feature Works | How it Improves System | Users who could benefit |
|---|---|---|---|
| 15,000 minutes of Relay Conference Captioning (RCC) | Sprint will provide up to 15,000 RCC minutes during the contract at no charge to the State to assist FRS users who need to participate in a conference call. Please see Attachment E for additional information. | Faster relaying (up to 225 wpm) for conference calls. | TRS users participating in conference calls |
| Correctional Facility | In 2005, Sprint updated its platform nationally to recognize correctional facility calls and modify billing procedures to match non-Relay users by enforcing billing for local calls. Sprint discovered that some inmates try to connect to a Relay service (especially STS) and pretend to need the service in order to place free local calls. Sprint's new system recognizes information digits transmitted by the facility and force billing for all calls. This removes the incentive to use Relay when it's not needed. | This enhancement protects the integrity of FRS and ensures that users needing the service are not forced to wait while others use it inappropriately. In addition, the State saves money as it is not billed for these calls. | All FRS users |
| Enhanced Customer Profile | Users may register calling preferences with both household settings and individual user preferences. These preferences can be accessed using Florida Relay service or Sprint's IP service. Each member of a household establishes a separate profile with one profile designated as the head of household. When one of the users calls in, they can simply provide the username and password to access their preferences. | Users are not tied to one Customer Profile per telephone number AND customers can access preferences from any telephone number (or Sprint IP connection) providing the most flexibility possible. | Florida Relay TRS users and Sprint IP relay users |
| Enhanced Turbocode | Relay users can register preferences within the TTY itself and provide the number to call prior to placing the call and interacting with the CA. | Speeds up call set-up and increases customer independence | TTY users |
| N11 Services | Relay users can reach N11 services through the Florida | Improves access to N11 | TRS and CapTel users |

| Feature | How Feature Works | How it Improves System | Users who could benefit |
|---|---|---|---|
| | Relay service (e.g., 211, 311, etc...) The TRS or CapTel user simply dials the shortened code and Sprint's systems will translate that information into the appropriate ten-digit number.<br>As a wireless provider, Sprint is able to access information provided directly by the N11 services. Relay users will have the same access that is available to Sprint's wireless carriers ensuring functional equivalency. | services | |
| Self-Learning Database and other platform efficiency features | Sprint's platform learns each user's preferred communication modes and connection speed as they dial into the relay service based on the users' phone number. Sprint also provides other timing saving features such as dedicated toll-free numbers, automated 711 routing for STS and Spanish users, and CA software automation. | Faster call set-up and call processing | TRS users who will save time and the FPSC as fewer minutes are charged |
| Spanish-to-English Translation Services | Sprint provides translation for TRS users including English-to-Spanish and Spanish-to-English. Sprint's Phoenix platform fully supports bilingual call processing. CAs can press a "hot key" to switch CA-generated and system-generated macros in the customers preferred language. All CA positions are capable of supporting any language. | Increases communication access | Supports communication between relay users who speak Spanish and English |
| Specialized Customer Service and Training Lines | CapTel, Spanish, VCO, and STS users can contact specialized national customer service and training lines to learn how to use the respective services, obtain one-on-one assistance, establish a Customer | More personal one-on-one service tailored for the relay user's specific needs | CapTel, Spanish, VCO, and STS users |

| Feature | How Feature Works | How it Improves System | Users who could benefit |
|---|---|---|---|
| | Profile, and make test calls. Please note that Sprint is the only provider to make this service available to VCO users. | | |
| STS Email Call Set-Up | STS customers can e-mail call set-up information to Florida Relay prior to the call to speed up call processing including information such as the number to dial, topics that will be discussed, and first thoughts. When calling in, the STS CA will reference the notes to complete the call more quickly. Once the call is complete, all information is erased from the system. | Improves customer experience, speeds up call, and reduces billable minutes to the FPSC | STS users including those with special needs |
| Text Pacing | Sprint's Pacing feature allows CAs to type at their normal speed while customizing the speed the text is received by customers based on preferences.<br>Customers can request to receive typing at any speed (in 5 wpm increments). CAs have the ability to turn this feature on and off and adjust the transmission speed during any call. | Many customers cannot read and understand text if it is transmitted too quickly. This feature allows them to customize the relay service to best fit their needs. | Deaf-blind and other relay users with special needs |
| Typing Correction Software | Sprint's Phoenix software contains several typing enhanced features to improve the customer's experience and speed up service including:<br>**Single Word Edit Feature** which buffers the CA's typing until the space bar has been hit. This allows the CA to instantly correct typos before they are sent to the customer. (For example: if the CA types "TEH" the CA can backspace and change it to "THE" and the relay user only sees the corrected word.<br>**Word Substitution** feature checks words typed | Better accuracy, faster call processing, and customization for relay users | TRS users who receive faster and more personal service.<br><br>The FPSC also benefits from fewer billed minutes. |

| Feature | How Feature Works | How it Improves System | Users who could benefit |
|---|---|---|---|
| | against a standard "spell-list" library. Words are instantly corrected before transmitting to the caller. (For example, if the CA types "AGNET" the word is corrected by the system and sent as "AGENT").<br>**Abbreviation Expansion** feature allows Sprint CAs to type a common abbreviation which is automatically expanded to the full word when the spacebar is pressed. (For example, the standard message:<br>"PLS HD FOR THE OPR" would automatically be displayed on the relay user's screen as "PLEASE HOLD FOR THE OPERATOR"<br>**Custom Abbreviations** enhancement allows CAs to repeat the abbreviations that the relay user uses during the conversation when processing the inbound call. (For example, if the relay user abbreviates "TECHNICAL" as "TECH" the CA is allowed to use that abbreviation during the call. | | |
| Video-Assisted STS | Sprint's Video-Assisted STS supports a one-way video call between the CA and STS user. The video connection assists the CA in understanding the STS user's speech. Callers can enter contact information in the STS Profile to reduce set-up time. | The video connection assists the CA in understanding the STS user's speech. | STS users |

## Case Studies

The competition claims to offer the highest quality services while offering anecdotal references, citing vague sources, or comparing apples to oranges by comparing states with different service requirements. Sprint avoids these misleading practices by citing real-life, current examples in states where Sprint and the competition have recently provided service so that the evaluators can see the actual performance of the providers. Sprint also invites the evaluators to place test calls themselves to evaluate the quality offered by both providers.

### Case Study One: West Virginia Relay

Within the last three contract cycles in West Virginia, Sprint and Hamilton have both provided relay services in the state. As demonstrated in the figure below, Sprint clearly provided a more high-quality relay service by answering calls more quickly, processing calls more efficiently, and providing personalized service resulting in fewer customer complaints.

| West Virginia | Hamilton Relay | Sprint Relay |
|---|---|---|
| **Speed of Answer** | | |
| Source of Information | 2008 Annual Report[1] | 2010 Annual Report |
| Average Speed of Answer | 1.4 seconds | 0.7 seconds |
| Percent of Calls Answered within 10 secs. | 94% | 97% |
| **Efficiency** | | |
| Source of Information | 02/01/07- 10/31/08[2] | 03/01/10 - 02/28/11 |
| Average Number of Intrastate Minutes | 25,183 | 11,914 |
| Average Number of Answered Calls | 8,185 | 4,388 |
| Average Intrastate minutes per answered call | 3.08 | 2.72 |
| **Customer Satisfaction** | | |
| Source of Information Mandatory FCC filings of Customer Complaints | 12 months (6/1/08-5/31/09) | 12 months (6/1/10-5/31/11) |
| Complaints | 7 (TRS & CapTel) | 2 TRS and CapTel |

Comparison of West Virginia Relay Providers

[1] Provided as Exhibit 3 in West Virginia proceeding.

[2] Obtained from Hamilton proposal response to Utah dated 01/12/10.

Sprint

Case Study Two: Wyoming Relay

From the inception of Wyoming Relay in 1992 until 2004, Sprint was the State's relay provider. In 2004, the State went through a competitive bid process and selected Hamilton Relay. At the end of that contract in 2009, the State underwent another bid process and awarded the contract to Sprint. As demonstrated in the figure below, Sprint clearly provided a more high-quality relay service for Wyoming Relay users by answering calls more quickly, processing calls more efficiently, and providing personalized service resulting in fewer customer complaints.

| Wyoming Relay | Hamilton Relay | Sprint Relay |
|---|---|---|
| **Speed of Answer** | | |
| Source of Information | FCC Recertification Application for Wyoming filed 10/1/07 (2006 data) | Internal Reports for First Calendar Year of Service (2012) |
| Average Speed of Answer | 1.0 seconds | 0.72 seconds |
| Percent of Calls Answered within 10 secs. | 97% | 97% |
| **Efficiency** | | |
| Source of Information | Hamilton Public Reports (August - December 2004) [3] | Sprint Public Data Included in State's RFP (RFP Full Calendar Year 2003) |
| Average Number of Session Minutes | 84,853.6 | 174,704 |
| Average Number of Inbound Calls | 18,761 | 40,516 |
| Average Intrastate minutes per answered call | 4.5 | 4.3 |
| **Customer Satisfaction** | | |
| Source of Information Mandatory FCC filings of Customer Complaints | 12 months (6/1/10-5/31/11) | 12 months (6/1/12-5/31/13) |
| Complaints | Eleven (11) (TRS & CapTel) | Two (2) TRS and CapTel |

Comparison of Wyoming Relay Providers

[3] Obtained from Hamilton proposal response to Utah dated 01/12/10.

Sprint

## Top 5 Reasons for Sprint's Unsolicited Features

1) Sprint will provide an **in-state Customer Relations Manager with $25,000 annual budget** to be spent on Outreach and Consumer Input.

2) Sprint will provide **15,000 minutes of RCC service** during the contract term to provide FRS users with faster relay service on conference calls.

3) Sprint will offer enhancements that are designed to **promote more efficient relay services** including:
   - Enhanced Customer Profile
   - Enhanced Turbocode
   - Typing Correction Software
   - Self-Learning Database and other platform efficiency features
   - STS Email Call Set-Up

4) Sprint will offer enhancements that allow relay users to personalize their service and improve independence including **specialized Customer Service and Training Lines for CapTel, Spanish, STS, and VCO users** to introduce the service and provide one-on-one assistance.

5) In addition, Sprint's TRS and CapTel services offer many additional features and enhancements, which are detailed in Attachment P. The features contribute to Sprint's status as the **most efficient TRS provider in the industry**, as proven by several case studies.

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# Item 59. IP and Video Relay Service (RFP ref. B-51)

**If required by the FCC, the bidder shall be capable of providing Video Relay Service. If required by the FCC, the bidder shall be capable of providing IP-Relay service. If required by the FCC, the bidder shall be capable of providing IP Captioned Telephone Service.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Sprint IP
- ✓ Sprint VRS
- ✓ Sprint IP CTS (WebCapTel, IP CTS phones, Wireless CapTel by Sprint)
- ✓ Federal Relay Services

If required by the FCC, Sprint stands ready to provide Video Relay Service (VRS), Sprint IP, and/or IP Captioned Telephone Service (IP CTS).

### Video Relay Service

Sprint has a long history of providing Video Relay Services ("VRS") including the first VRS Trial (in 1995), the first US national service (2002), Federal Video Relay Service (2004) and international trial (2008) with subsequent service in New Zealand. In January of 2012, Sprint elected to discontinue providing its interstate VRS service reimbursed through the TRS fund.

However, Sprint continues to provide VRS service to the Federal Government, the country of New Zealand, and directly to States and/or businesses who wish to purchase VRS separately.

If the States become become responsible for the provision of VRS during the term of this contract, Sprint is capable of supporting either product. Sprint will provide pricing to the FPSC (upon request) for VRS based on the State and/or Federal requirements. Sprint has several subcontracting options that it can make available to the State of Florida.

## IP Relay Service

Likewise, Sprint has a longstanding history of providing Sprint Internet Protocol (IP) Relay. As the federal reimbursement rates for IP Relay have continued to decline, most IP Relay providers have exited the business. Currently, only 2 relay providers are offering IP Relay services. Sprint is the only IP Relay provider in the industry who processes relay calls from domestic locations.

Sprint IP offers leading-edge IP products including a downloadable Mobile IP application for select smart phones and tablets.

If the States become become responsible for the provision of IP-Relay during the term of this contract, Sprint is capable of supporting the product and stands ready to provide pricing based on the State and/or Federal requirements for the service at that time.

## IP CTS

Sprint offers all of the IP CapTel options currently available in the industry, including IP CTS phones, WebCapTel, and Wireless CapTel.

# Introducing the Sprint CapTel® Family

Only CapTel® Captioned Telephones give users the choice of which telephone device is most comfortable for their needs. Whether users prefer a traditional-style telephone or a touch-screen interface, CapTel has the answer. If users require an extra large screen for easy reading or want the freedom and convenience of a mobile device – there is a CapTel model that fits the bill.

Because it doesn't really matter which phone you use, what matters is that you can understand every word of the conversation. CapTel gives you the confidence to enjoy calls again, knowing that the captions will help you to catch every word.

CapTel 840, CapTel 840i and WebCapTel are also available for Federal employees. For more information, go to **federalrelayus/captel.**

Spanish Captioning is available for all Sprint CapTel products and services.

**Sprint CapTel 2400i**

A **tablet-style telephone** with a large, touch-screen display and helpful menu graphics. Ideal for people who prefer a contemporary telephone design.

Also includes touch-key dialing pad – letting users dial with traditional number buttons if they prefer.

**Sprint CapTel 840 Series**

For people who prefer the familiarity of a **traditional telephone** look and feel

Available for use with standard analog phone lines or with a high speed Internet connection (WiFi capable).

**Sprint CapTel 880i**

Ideal for people with **low vision** or who have difficulty reading the standard captions sizes.

CapTel 880i allows users to customize the font sizes, styles, and colors on an extremely large display.

**Sprint WebCapTel**

Need captions now? Grab your computer, laptop or tablet to get captions for your calls.

Log in at **sprintcaptel.com** to make and receive calls.

**Wireless CapTel by Sprint**

See captions of conversations **on the go** using your mobile devices.

Available for Android or Apple devices. Visit Google Play or iTunes to download.

If the States become become responsible for the provision of IP-CTS during the term of this contract, Sprint is capable of supporting the product and stands ready to provide pricing based on the State and/or Federal requirements for the service at that time.

## Federal Relay

Sprint also offers TRS, STS, IP Relay, VRS, Video Remote Interpreting (VRI), and RCC services as the Federal Relay provider. Federal employees, including veterans, within Florida may be eligible to take advantage of these services at no cost to the State.

Federal Relay meets all of the minimum standards for TRS. In addition, the General Services Administration (GSA) conducted a Certification and Accreditation (C&A) of Sprint's systems for the three IP-based services (Video Relay Service, Relay Conference Captioning, and IP Relay) in accordance with:

- Federal Information Processing Standards (FIPS) Publication 199 (PDF)
- National Institute of Standards and Technology (NIST) FISMA Publication 800-60 (PDF)
- GSA IT security policy

Please see the chart below which highlights the differences between Federal Relay services and State/National relay services.

| Features | Federal | State / National |
|---|---|---|
| **FCC TRS Standards Conformance** | Yes | Yes |
| **Certification & Accreditation (C&A)** of all Federal Relay IP-based systems has been accredited as determined by FIPS 199 with GSA.<br>Relay Conference Captioning (RCC) at www.fedrcc.us<br>Video Relay Service (VRS) at www.fedvrs.us<br>IP Relay at www.federalip.us | Yes | No |
| **Section 508 Conformance** (copy of VPAT for any of the IP-based services are available upon request) | Yes | No |
| **GSA IT Security Standards** | Yes | No |
| **Federal Information Processing Standards (FIPS) 199** | Yes | Yes |
| **Confidentiality** FCC TRS Standards PLUS conformance with the Privacy Act of 1974 (P.L.93-579), and the Internal Revenue Service Acquisition Procedures (IRSAP) | Yes | FCC TRS Standards Only |
| **Privacy Impact Assessment (PIA)** | Yes | No |
| **Authorized Provider per GSA Contract No. GS00Q13NSD3000** | Sprint | No |

Sprint

## Top 5 Reasons for Sprint's IP and Video Relay Service

1) Sprint is a pioneer in the Video Relay Service industry and currently provides this service to the U.S. Federal Government and the country of New Zealand. **If required by the FCC, Sprint will make VRS available and will price it according to State and Federal standards at that time.**

2) Sprint is an experienced provider of IP Relay and currently offers the service as a part of the Interstate TRS Fund, the Federal Government, and the country of New Zealand. **If required by the FCC, Sprint will make IP Relay available and will price it according to State and Federal standards at that time.**

**3)** Sprint provides all versions of IP CTS currently available in the market and provides the service to the Interstate TRS Fund, the U.S. Federal Government, and the country of New Zealand. **If required by the FCC, Sprint will make IP CTS available and will price it according to State and Federal standards at that time.**

4) **Sprint currently provides mobile versions of its internet-based products** to provide additional mobility and accessibility.

5) As the FedRelay provider, **Sprint can offer these services to FRS users which reduce the cost to the State.**

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# Item 60. Redundancy (RFP ref. B-52)

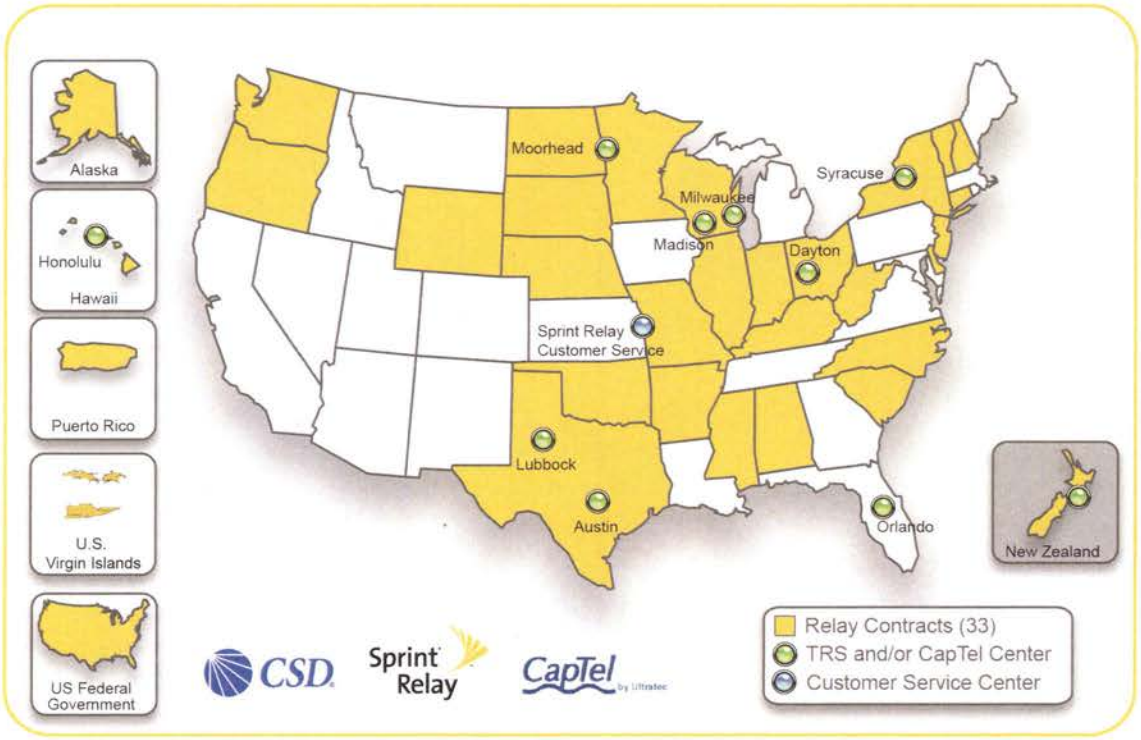
**Please provide information regarding redundant coverage offered nationally, such as the number of call centers.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ 10 relay call centers
- ✓ Geographically-dispersed
- ✓ Redundancy for call types

To serve our large and diverse consumer base, Sprint maintains the largest and most geographically broad system of relay call centers, utilizing 10 sites processing TRS, CapTel and Relay Customer Service centers across the United States, and one in New Zealand (New Zealand is a stand-alone service and does not process calls from the United States.)




Please see the following pages for detailed information on the call centers.

## Austin, Texas Call Center

1321 Rutherford Lane, Austin, Texas

### Relay Services Supported

- ☑ Relay Texas
- ☑ Other Sprint TRS state traffic
- ☑ Sprint IP Relay

### Contract Periods

- ☑ Sprint began providing service in Texas on September 1, 1990 as a part of a competitive bid process for a term of five years.
- ☑ In 1995, Sprint was awarded a second consecutive five- year contract as the result of a competitive bid process.
- ☑ In 2000, Sprint was awarded a third consecutive five-year contract as the result of a competitive bid process.
- ☑ In 2005, Sprint was awarded a fourth consecutive five-year contract as the result of a competitive bid process.
- ☑ In 2010, Sprint was awarded a fifth consecutive five-year contract as the result of a competitive bid process.

### Key Distinctions and Performance

- ☑ The Austin relay call center, operated by Sprint, is believed to be the oldest continuously operating call center in the United States with *an average CA tenure of 19.84 years*.
- ☑ The Austin center was home to the first VRS trial in 1995.
- ☑ Austin employees supported projects locally as well. This year Sprint's nationwide campaign to "Feed the Need" by donating to local food banks saw Relay Texas answer with $900 and 50 pounds of food for the Capital Area Food Bank.
- ☑ The Austin center employees are actively engaged in the Relay Texas outreach program.

### Manager Profile

- ☑ Scott Demarest, the Austin TRS Locations Manager was hired by Sprint in 1989 and opened the Austin call center in the spring of 1990. Over the past twenty-five (25) years, he has overseen numerous projects and initiatives to support the success of the Sprint TRS product including developing a performance management model (used by all of our TRS centers) to evaluate, differentiate and rate CA performance. Before Sprint, Scott was employed by US West, Inc. for eleven (11) years where he worked as a Directory Assistance Supervisor, Account Executive, Customer Premise Trainer/Training Curriculum Development and Directory Assistance Product Manager. In total, Scott has over thirty-one (31) years in call center management experience.

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## Lubbock, Texas Call Center

4310 Iola Street, Lubbock, Texas

### Relay Services Supported

- ☑ Relay Texas
- ☑ Other Sprint TRS state calls
- ☑ Spanish TRS and STS calls
- ☑ CapTel calls
- ☑ Sprint IP Relay

### Contract Periods

- ☑ On September 1, 1995, Sprint was awarded its second consecutive five-year contract as the result of a competitive bid process which included provisions for a second in-state Texas call center.
- ☑ In 2000, Sprint was awarded a third consecutive five-year contract as the result of a competitive bid process.
- ☑ In 2005, Sprint was awarded a fourth consecutive five-year contract as the result of a competitive bid process.
- ☑ In 2010, Sprint was awarded a fifth consecutive five-year contract as the result of a competitive bid process.

### Key Distinctions

- ☑ The Lubbock center opened on September 1, 1995 and has an *average CA tenure of 7.11 years.* The Lubbock center is operated by Communication Services for the Deaf, a private, nonprofit organization that was founded in 1975.
- ☑ The Lubbock center is the primary TRS center for Spanish language and Spanish Speech-to-Speech service. May 14, 2012 marked the first CapTel call processed at the Lubbock Center. During the open house held on June 25, 2012, the Lubbock mayor attended and placed a call to demonstrate how the service worked by using the CapTel phone as visitors watched. A ribbon-cutting ceremony was held the same day, an exciting event that brought together CSD, Sprint, and CapTel, Inc., with a common goal: equal telephone access for all individuals.
- ☑ CSD Lubbock has always been ready to respond to the community's needs. In the current contract year, CSD Lubbock gave back by contributing 1,850 items to area underprivileged citizens through the South Plains "U Can Share Food Drive" and by providing 1,434 items to local schools in the "Stuff the Bus" supply drive.

### Manager Profile

- ☑ Sonya Bibbs has worked at CSD in Lubbock, Texas since March of 1998. She has worked as a Communication Assistant, Administrative Control Unit Specialist, and Administrative Assistant. She has been in her Center Manager role since September 2007 and was an active part of establishing the first CSD Cap Tel center which is located in Lubbock.

## Moorhead, MN Call Center

800 Holiday Drive, Moorhead, Minnesota

### Relay Services Supported

- ☑ Relay Minnesota
- ☑ Other Sprint TRS state traffic
- ☑ Spanish TRS and STS calls
- ☑ Sprint IP Relay
- ☑ TRS Customer Service

### Contract Periods

- ☑ On July 1, 1996, the state contracted with CSD and Sprint for TRS. Prior to that time, the Relay service was operated using State programs. CSD's contract was for the provision of management, human resources, and outreach components for Minnesota Relay. Sprint's contract was for the provision of the call center facility, equipment and maintenance, and access to Sprint's fiber-optic telecommunications network.
- ☑ On October 17, 2005, the Minnesota Department of Administration released a Request for Proposals for the provision of TRS. The proposal was evaluated and the contract was awarded to CSD, with Sprint as its subcontractor. The second consecutive contract term was effective from July 1, 2006, through June 30, 2011, with the optional extension options.
- ☑ Effective July 1, 2011, the State exercised its optional extension options for TRS and CapTel through June 30, 2014.

### Key Distinctions

- ☑ The Minnesota Relay center, located in Moorhead, began processing calls on December 16, 1996 and the *average CA tenure is 5.60 years.*
- ☑ The Moorhead center is operated by Communication Services for the Deaf.
- ☑ The Moorhead center is the back-up Customer Service center.
- ☑ The Moorhead center is the back-up call center for Speech-to-Speech Relay services.

### Manager Profile

Nancy Soyring joined CSD in November of 1996 as receptionist, during the start-up of the Minnesota Center. She became HR manager in March 1998, Center Manager in April 2001, Regional Manager in September 2007, Regional Director of TRS operations in October 2009, and VP of CSD Relay in June 2010. Nancy received her Call Center Industry Advisory Council Certification (CIAC) for Call Center Operations Manager (CCOM) in March of 2006 and recertified in April of 2009. She received her degree from Interstate Business College in Fargo, ND. Nancy is also fluent in ASL and involved in the community thru foster/respite care as well as in her church.

## Syracuse, NY Call Center

620 Erie Boulevard West, Syracuse, New York

### Relay Services Supported

- ☑ New York Relay Service
- ☑ Other Sprint TRS state traffic
- ☑ CapTel calls
- ☑ Spanish TRS calls
- ☑ Sprint IP Relay

### Contract Periods

- ☑ In 1997, Sprint was awarded the contract to provide New York Relay Service after a competitive bid process. The service was transitioned from AT&T starting in July and was completed prior to 8/1/1997.
- ☑ The State elected to extend the initial contract for a period of three years.
- ☑ After a competitive bid process, Sprint was awarded a second consecutive contract, which began on 7/01/2004 with a four-year initial term, a three-year extension, and a two-year extension option, for a total possible duration of nine (9) years.
- ☑ The State elected to exercise all extension options.
- ☑ Most recently, Sprint was awarded a third consecutive contract, which began on 7/1/2013. The term of the contract is four-year initial term, a three-year extension, and a two-year extension option, for a total possible duration of nine (9) years.

### Key Distinctions

- ☑ This Syracuse center began operations on August 27, 1997 and the ***average CA tenure is currently 7.77 years.*** The Syracuse center is operated by Communication Services for the Deaf.
- ☑ In 2013, the Syracuse center became Sprint's second domestic TRS center to begin processing CapTel calls.
- ☑ Syracuse is the back-up call center for Spanish TRS.

### Manager Profile

- ☑ Joline Harris has worked at CSD since April of 1996. She has worked as a Communication Assistant, Administrative Control Unit Specialist, Supervisor, Assistant Trainer, and Lead Trainer. She has been in her Center Manager role since October 2005 and is currently working closely with the VP of CSD Relay as the Program Manager. While with CSD, Joline has traveled to oversee the initial training for the opening of new centers and to train the supervisors at those centers and has also worked with Sprint to set up and test the training program for our newest computer system.

Sprint

## Dayton, OH Call Center

2448 Dorothy Lane, Moraine, Ohio

### Relay Services Supported

- ☑ Ohio Relay Service
- ☑ Other Sprint TRS state traffic
- ☑ Speech-to-Speech calls
- ☑ Sprint IP Relay

### Contract Periods

- ☑ Within Case No. 96-1139-TP-COI, the PUCO held a competitive bid process for Relay services. Bids were received by four entities: Ameritech Ohio, AT&T, Hamilton Horizon Relay Service, and Sprint. Sprint was selected to provide Ohio Relay Service for a five-year contract period from January 1, 1998 through December 31, 2002.
- ☑ Within Case No. 01-2945-TP-COI, the PUCO once again held a competitive bid process. Bids were received by three entities: AT&T, Hamilton, and Sprint. Sprint was selected to continue the Ohio TRS for a five-year contract period from January 1, 2003 through December 31, 2007.
- ☑ By Entry issued October 24, 2007, the Commission both modified and extended, as modified, the contract established in the 01-2945 case for a period of 18 months from January 1, 2008 through June 30, 2009.
- ☑ Within Case No. 08-439, the PUCO once again held a competitive bid process. Bids were received by three entities: AT&T, Hamilton, and Sprint. Sprint was selected to continue the Ohio TRS for a four-year contract period from July 1, 2009 through June 30, 2014.
- ☑ By Entry issued December 12, 2012, the Commission both modified and extended, as modified, the contract established in the 08-439 case for a period of four years from July 1, 2013 through June 30, 2017.

### Key Distinctions

- ☑ This Dayton center began operations on April 6, 1998 and the ***average CA tenure is currently 10 years.*** The Dayton center is operated by Communication Services for the Deaf. Outreach for the Ohio Relay Service is provided through a partnership with the Deaf Services Center, a 501 C-3 organization.
- ☑ Dayton is the primary call center for Speech-to-Speech calls.

### Manager Profile

- ☑ Jamila Jones has worked for CSD Relay since 1997. She has held several positions including Center Manager in Honolulu, Hawaii, Human resources Manager, Trainer, and Supervisor in the Syracuse, New York center. She has been the Center Manager in Ohio for 5 years. Prior to coming to work with the Relay center Jamila completed her Bachelor's degree. Since being with CSD Jamila has completed her Master's Degree work at University of Dayton in Dayton, Ohio.

## Honolulu, HI Call Center

1833 Kalakaua Ave., Suite 308, Honolulu, Hawaii

### Relay Services Supported

- ☑ Relay Hawaii Service
- ☑ Other Sprint TRS state traffic
- ☑ Sprint IP Relay

### Contract Periods

- ☑ In 2003, Sprint was awarded a contract with the State as a result of a competitive bid process. On July 1, 2003, Sprint began offering service using a network solution and implemented a local in-state call center within 3 months.
- ☑ In 2008, Sprint received its second consecutive award with the State as a result of a competitive bid process.
- ☑ In 2011, Sprint received its third consecutive award for service as a result of a competitive bid process against Hamilton.
- ☑ The current contract began on 7/1/2011 with a 3-year initial term and a 3-year extension available, for a total possible duration of 6 years.

### Key Distinctions

- ☑ This Honolulu center began operations on September 30, 2003 and the ***average CA tenure is currently 3.08 years***. The Honolulu center is operated by CSD.

### Manager Profile

- ☑ Merle Woo joined CSD in January of 2004 as a Communication Assistant and progressed to Trainer and Team Leader then became Center Manager in 2011.

## Sprint Relay Customer Service

6550 Sprint Parkway, Overland Park, KS

### Customers Supported

- ☑ Sprint Relay Customers
- ☑ Sprint IP Customers
- ☑ Sprint Relay Wireless Customers

### Key Distinctions

- ☑ The Sprint Relay Customer Service center in Overland Park is managed directly by Sprint.
- ☑ Sprint Relay Customer Service is available 24/7/365 via telephone, web, email, fax, and mail.
- ☑ Sprint Wireless Customer Service is available via online chat and video chat for customers who prefer to communicate using American Sign Language.

### Manager Profile

Mary Ann Dry has worked for Sprint since 1989. She has worked in the Long Distance service and began in the relay center as a Supervisor and progressed to a Relay Trainer, Account Manager, and currently the Center Manager for Sprint Relay Customer Service in the Kansas City area. Mary Ann has a Bachelor's and a Master's Degree in Business and Human Resources.

## Orlando, FL Call Center

2602 Challenger Tech Court, Suite 190, Orlando, Florida

### Relay Services Supported

- ☑ Wireline CapTel Service
- ☑ IP CapTel Service (IP CTS)
- ☑ Wireless CapTel
- ☑ CapTel Customer Service

### Key Distinctions

- ☑ CTI-operated call centers process calls for all States and all providers using consistent technology, training and operational procedures.

## Madison, WI Call Center

5801 Research Park, Madison, Wisconsin

### Relay Services Supported

- ☑ Wireline CapTel Service
- ☑ IP CapTel Service (IP CTS)
- ☑ Wireless CapTel
- ☑ CapTel Customer Service

### Key Distinctions

- ☑ CTI-operated call centers process calls for all States and all providers using consistent technology, training and operational procedures.

## Milwaukee, WI Call Center

310 W. Wisconsin Ave. Suite 1200, West Milwaukee, Wisconsin

### Relay Services Supported

- ☑ Wireline CapTel Service
- ☑ IP CapTel Service (IP CTS)
- ☑ Wireless CapTel
- ☑ CapTel Customer Service

### Key Distinctions

CTI-operated call centers process calls for all States and all providers using consistent technology, training and operational procedures.

### Manager Profile:

Call Center Director Pam Frazier joined Ultratec, Inc. in 1991 as a Customer Service Representative. She was promoted in 1994 to Marketing Specialist and continued to work in the Marketing department as a Supervisor in 1996 and then promoted to Marketing Manager in 1998. Starting in 1999, Pam worked in a dual role as Marketing Manager and assisting with development and testing of Fastran and CapTel technologies. This included setting up and coordinating Fastran Trials with Sprint plus CapTel trials, setting up call center operations, and training of all call center positions. In 2002, Pam was promoted to Director of the CapTel Call Center in Madison, Wisconsin. She received her Bachelor of Science degree in Marketing from Ball State University, Muncie, Indiana in December 1990. Ms. Frazier is a hearing child of deaf parents, has a sibling who is deaf, is fluent in American Sign Language and experienced in Deaf Culture.

Sprint

## Top 5 Reasons for Sprint's Redundancy

1) Sprint has the **largest TRS workforce in the country** with 6 TRS call center locations.

2) Sprint's call centers are **geographically dispersed** which means provides greater reliability.

3) Sprint offers CapTel redundancy with **5 CapTel-enabled call centers** including 2 TRS call centers that also handle the specialized calls.

4) Sprint provides **back-up locations for other specialty calls** including Spanish, Customer Service, and Speech-to-Speech (STS).

5) All of Sprint's TRS call centers have been in operation for over 10 years and feature an **experienced workforce with the average experience exceeding industry standards**.

# Item 64. Reporting Requirements (RFP ref. B-56)

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Reports delivered by the 25th of calendar month
- ✓ Reports contain previous month's data
- ✓ History as previous FRS provider
- ✓ Work with the FPSC on requests for more frequent or detailed reports

Sprint will provide the FPSC's Contract Manager and Administrator with reports by the 25th calendar day of each month. The reporting data will consist of the previous month's activity.

Sprint enjoyed 12 years as a former provider of Florida Relay Service. During that tenure, Sprint provided reports that met the FPSC's needs. The FPSC should expect Sprint to meet or exceed the reporting requirements set forth in the RFP.

If an issue arises that requires additional research, Sprint will use its three-part Problem Solving Method – root-case analysis, resolution, and irreversible corrective action to ensure issues are resolved and do not occur again. As a part of this process, Sprint will share findings with the FPSC and provide explanations of any research. Sprint will partner with the FPSC to resolve issues quickly.

**Sprint consistently delivers accurate and timely reports**. Sprint delivered 100% of the reports on or before the contracted due date.

**Sprint has experience delivering invoices and reports, but there's more.** Sprint currently produces more than 14 million invoices monthly for Sprint customers including 133 relay reporting packages.

Even with these impressive numbers, Sprint makes time to offer personal touches. The FPSC can request a meeting with a TRS Billing representative to do a walk-through of the invoice package.

## Accurate Reporting

Sprint's in-house developed CA "Phoenix" software records data from the Avaya switch ACD as well as data from the call session while handling the call. At the end of the call, that data is sent to an application server for insertion into a database. The co-located application servers communicate and insert the call detail record (CDR) information into an Oracle database. That Oracle database feeds another backup database with real time data serviced by the Oracle streams application.

A nightly process running on the database server extracts CDRs and matches the information to the Avaya switch records. All CDR records for a particular day are placed into a file that is picked up by a billing process.

Once Sprint Billing IT receives the CDR files, the data is parsed and loaded into segregated database tables for reporting purposes. The XML call detail record format passes the data from one system to another and is used for all State services – TTY, Speech to Speech and CapTel. This reporting system allows Sprint to provide the reports requested by the State in this section.

Data from Sprint's relay centers is maintained in a highly-secured data center. The data is organized, calculated, and securely stored for the each billing cycle. Afterwards, all data is protected in an off-site location. However, this data is still retrievable, if needed.

## Billable Minutes

Sprint's monthly reports and invoice to the State will include the total monthly state-billable TRS Minutes of Service reported in session time. This will include all intrastate minutes including local, intrastate/intraLATA, intrastate/inter-LATA, intrastate directory assistance, and the intrastate portion of toll-free and pay-per-calls.

Sprint's standard billing process exceeds the State's minimum requirement and uses a feature of the billing system called 'Bill Day Rounding'. Using this functionality, Sprint rounds the minutes and charges at the end of the billing cycle. The session time for each individual call is not converted to minutes and it is not rounded. Instead, the duration in the call detail records are accumulated in seconds depending on the service-type (i.e. Toll-free, Local, Interstate, international etc.).

At the end of the month, the seconds for each group are converted to minutes. The minutes are rounded to hundredths of a minute and numbers are presented in the invoice with two decimals (to the nearest 100$^{th}$ of a minute).

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

How Sprint Complies:
- ✓ Call Summary Report
- ✓ Intrastate/Interstate Report
- ✓ Modality Report
- ✓ Inbound Calls by Call Center Report

Sprint will provide the daily and monthly number of incoming calls, incoming call minutes, and outgoing calls which includes the call type (e.g., Baudot, ASCII or voice) and language.

Sprint will also provide the number and percentage of incoming Florida TRS calls received at each relay center handling Florida calls.

Please see Attachment K for an example of Sprint's reporting package.

**b. Average daily and monthly blockage rate.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

How Sprint Complies:
- ✓ TRS Blockage Report

Sprint will provide the daily and monthly average blockage rate.

Please see Attachment K for an example of Sprint's reporting package.

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

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**
- ✓ Speed of Answer Report
- ✓ Average answer times (in seconds)
- ✓ Service Level (% of calls within 10 seconds

Sprint will include in its reports to the State, the daily TRS answer times for the month, and daily number and percent of incoming calls answered within 10 seconds for the month.

Please see Attachment K for an example of Sprint's reporting package.

**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** |

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**
- ✓ Call Profile Report

Sprint will include in its reports to the State, the Total daily and monthly number of outgoing calls (including both completed and incomplete) of the following lengths:

- 0 – 10 minutes
- >10 – 20 minutes
- >20 – 30 minutes
- > 30 – 40 minutes
- > 40 – 50 minutes
- > 50 – 60 minutes
- > 60+ minutes

Please see Attachment K for an example of Sprint's reporting package.

**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).)**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Average Length of Outbound Call by Hour Report

Sprint will provide the number of outgoing calls and average length of call by hour of day for all TRS calls on a daily basis. The total of these calls will match the overall total, as referenced in a.3.

Please see Attachment K for an example of Sprint's reporting package.

**f. Number of outgoing local, intraLATA toll, intrastate interLATA, interstate and international calls for the month. (Total should equal total of (a.3).)**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Intrastate/Interstate Report

Sprint will provide the number of outgoing calls by jurisdiction (local, intraLATA toll, intrastate interLATA, interstate, and international) TRS calls for the month. The total of these calls will match the overall total, as referenced in a.3.

Please see Attachment K for an example of Sprint's reporting package.

**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).)**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Calls by Jurisdiction Report

Sprint's reports will include the number of outgoing calls and average length of completed outgoing calls originated by TDD users and voice users; which will be identified separately. The total of these calls will match the overall total, as referenced in 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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Several Monthly Report Options
- ✓ Ad-hoc complaint information
- ✓ Annual Complaint Log

Sprint welcomes the opportunity to discuss with the FPSC the various available monthly reports and ad-hoc information that is available to keep the FPSC Contract Administrator fully apprised of FRS customer complaints and compliments. Based on the level of information and frequency desired by the FPSC, Sprint will provide the available information in a reasonable timeframe that allows for information to be consolidated and delivered.

Sprint will provide monthly summary reports to the FPSC and the Administrator regarding the number of complaints received categorized by topic areas. Sprint will 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.

Please see Attachment K for an example of Sprint's reporting package.

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

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ FRS typing test results
- ✓ Customer Input results

Sprint will provide a monthly report to the FPSC and the Administrator the results of its user evaluations including the monthly typing tests results and any consumer input results.

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

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**
- ✓ New Subcontractor Usage reported

Sprint's Florida Customer Relations Manager will report any new subcontractors being used to assist in the providing of relay service. The report will include the name and scope of service of the new subcontractor.

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

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**
- ✓ Annual forecast report for TRS and CapTel

By March 1 of each year, Sprint will provide the 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 Captioned Telephone or its equivalent service listing the daily answer time, minutes of use for international, interstate, and intrastate; billable session minutes and service levels.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**
- ✓ State-specific daily answer time
- ✓ Minutes of use by jurisdiction
- ✓ CapTel billable session minutes
- ✓ CapTel Service Levels
- ✓ Blockage Report
- ✓ CA Performance Reporting

Sprint provides CapTel monthly reporting that contains the daily answer time, minutes of use by jurisdiction, billable session minutes, service levels and more.

CapTel reports are developed from a combination of Call Detail Records and CTI-provided information. Sprint validates the information and provides a concise reporting for CapTel.

Please see Attachment K for an example of Sprint's reporting package and the following list of CapTel reports.

| Report Name | Description |
|---|---|
| CapTel Summary | CapTel detail invoice and Intrastate/Interstate report |
| Daily Traffic Statistics | Daily breakdown of: Calls, ASA with and without Abandoned calls included; Average Queue Seconds; Conversation Minutes and Session Minutes. |
| Daily-Weekly | Answered Calls; Minutes and Session Minutes by day and week. |
| Traffic By Jurisdiction | Breakdown by Jurisdiction of: Conversation minutes and Session Minutes; Average Length of call; Answered Call. Three reports - All Languages; English; Spanish. |
| Daily Average Call Handling Time | Daily breakdown of: Call Setup; Talk Time; Call Wrap-up |
| Traffic Pattern Statistics | Breakdown by Jurisdiction of: Conversation minutes, Session Minutes and Calls; % of Total for Minutes and Calls; Voice and Data call count; Weekend and Weekday Conversation Minutes; Highest User; ESN count. |
| Originating City | Breakdown by city of: Unique Users, Answered Calls; Conversation Minutes and Session Minutes. |
| Blockage-CA Statistics | Daily and monthly blockage rate[1] CapTel CA Statistics |
| FRS CapTel Quality Testing | Monthly test calls on live calls using a statistically valid sample of Florida captioned telephone calls |

[1] Sprint provides a CapTel blockage report which includes the daily and monthly blockage rates for CTS. It is important to note that the CapTel toll-free numbers are national, rather than state-specific. Like all CTS providers, Sprint's CTS compliance with the P.01 daily and monthly blockage performance reports represents the average of all incoming and blocked calls to the national numbers.

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**
- ✓ Supplies necessary documentation
- ✓ Supports state certification requirements

Sprint will supply the necessary documentation to the FPSC to comply with state certification requirements of 47 C.F.R § 64.605 when required.

**n. The provider shall provide reports to the FPSC as necessary to complete the five-year re-certification of Florida Relay Service with the FCC.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**
- ✓ Supply recertification draft showing Sprint compliance with minimum standards
- ✓ Provide additional reports

One of Sprint's key strengths is the level of our support to State customers to complete the FCC's mandatory re-certification that is required every 5 years. As a part of this process, Sprint will put together a draft application in adequate time for the FPSC to review and modify. Upon request, Sprint will supply additional information and reports. Our goal is to ensure that the Florida Relay Service maintains its certification with minimal effort.

Customer Testimonial

> "One of the first tasks that we asked Sprint for assistance with was the mandatory recertification application for the Federal Communications Commission. We were on a tight schedule and found that the Sprint team was responsive whenever we had questions. They really went the extra mile to assist us in meeting the FCC's deadlines."
>
> Mickey Breton, Vice President Innovative Telephone and TRS Contract Administrator

**o. A provider opting to locate a call center in Florida shall file quarterly reports with the FPSC's contract manager demonstrating a minimum of 75 percent of Florida relay traffic is handled by the Florida located center except when emergency conditions exist at the Florida center.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**
- ✓ Orlando, FL CapTel report
- ✓ Compliance with 75% requirement

Sprint will locate a CapTel call center in Orlando, FL to handle 75% of Florida Relay CapTel calls. On a quarterly basis, Sprint will provide a report showing the number and percentage of handled calls at the local center and the rest of the network.

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

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**
- ✓ Additional Reporting Available
- ✓ Ad-hoc requests reviewed on a per-case basis
- ✓ Professional analysis and interpretation of reports

Sprint's goal is to make sure that the FPSC and Contract Administrator are comfortable with the invoice and report package provided by Sprint.

As a part of contract implementation and again after Sprint submits the first invoice and reports, Sprint will be happy to set up a meeting with Florida's TRS Contract Administrator to walk-through the invoice and reports. **The Customer Relations Manager and the TRS Billing Analyst will attend the meeting to answer any questions or concerns.** In addition, on an ongoing basis, Sprint will provide continued professional interpretation, analysis, and explanations.

Sprint will work as a partner of the FPSC when reporting needs arise. As the FPSC provides the data request, Sprint will work to find the options to meet that request.

| Report Name | Description |
|---|---|
| Invoice | Invoice Summary page shows amount owed; Account Summary page shows TRS, Speech to Speech and CapTel information |
| Traffic Statistics Report_REG | High level - Traditional TRS. Report shows: ASA; Service Level; Minutes and Calls and % Completed to Total by Jurisdiction; Average Length of Call; Call Setup/Wrap-up; Minutes and Calls based on Call Type (Modality); Average calls for Weekend/Weekday; Number of Subscribers (unique originating numbers) |
| Traffic Statistics Report_STS | High level - Speech to Speech. Report shows: Total minutes and Calls; Breakdown by Jurisdiction. |
| Average Speed of Answer (ASA) | Average Speed of Answer (ASA) report. |
| Service Level (SVL) | Service Level (SVL) report. |
| Blockage | Statistics based on Toll Free Number/Product. Shows daily activity based on Attempts, Completed, Blocked, Abandoned, and Other calls. |
| Number of Communication Assistants | CAs on duty by Hour of Day for all call centers |
| Relay Operations ACD Summary | Number of Calls Handled; Average Talk Time; SVL and ASA broken down in 6-hour increments by day with monthly totals. Separate report for each Call Center as well as a report for Speech to Speech and one for Customer Service. |
| Daily TRS Call Summary | High level. Monthly totals by Jurisdiction for Inbound and Total Calls; Conversation Minutes and Session Minutes. |
| Intrastate/Interstate | High level. Monthly totals by Jurisdiction for Inbound, Outbound and Completed Calls; Busy Ring No Answer Calls and Minutes; Conversation Minutes and Session Minutes. |
| Speed of Answer (Modality) | High level. Monthly totals by Modality for Inbound and Outbound Calls; Conversation Minutes and Average Length of Conversation Minutes per call |
| Daily Call Setup/Wrap-up Averages | Daily breakdown of Average Setup; Average Conversation Minutes; Average Wrapup Time. |
| Call By Jurisdiction | Breakdown by Jurisdiction and Call Type (Modality). Calls - Inbound, Outbound, Completed; Minutes - Conversation Minutes and Session |

| Report Name | Description |
|---|---|
| | Minutes. Three reports - All languages; Spanish; Speech to Speech |
| Breakdown by Minutes | Number of calls broken down by incremental minute categories |
| HCO/VCO Breakout | Number of calls; Conversation Minutes; Session Minutes; Average Length of Conversation Minutes per call |
| Inbound Calls by Call Center | Breakdown by Call Center. Inbound Calls; Session Minutes; Call % handled by each Call Center; Minutes % handled by each Call Center. |
| Complete Calls and Minutes by Device | Breakdown by Modality of Completed Calls and Minutes; Breakdown by Jurisdiction of Completed Calls and Minutes |
| Daily Inbound Call Profile By Hour | Inbound Calls by Hour for each day |
| Inbound Calls | Breakdown by Call Center. Number of Calls Handled and Average Talk Time. |
| Average Length of Call by Hour | Daily breakdown by Hour of Average Length of Call. |
| Average Conversation Minutes by Hour | Average conversation minutes by Hour for each day |
| Completed Daily Activity | High level. Weekday and Weekend breakdown Completed Calls and Inbound Calls |
| Total Calls Inbound | Time call was in queue; Calls grouped into time increments |
| Total Calls Answered | Time call was answered; Calls grouped into time increments |
| Total Calls Abandoned | Time call was abandoned; Calls grouped into time increments |

Sprint will review all requests for new reports or formatting changes on an individual basis. Once the request is received, Sprint will investigate if the information is available and the level of effort required. Once determined, Sprint will meet with the FPSC Contract Administrator to provide our findings and/or alternate solutions, as applicable. Depending on complexity, Sprint will negotiate delivery time frame and cost (if applicable).

As a highly ethical company, Sprint only makes commitments that we can keep. Therefore, we cannot agree to provide unlimited new reports or formatting changes. The same call detail records and reports produced by Sprint and CTI support relay customers across the country. Modifications to these items may not be possible for either company and need to be evaluated.

As such, Sprint cannot be obligated to provide any custom reports that it determines in its discretion are impractical or unduly burdensome to Sprint or its subcontractors from an operational, financial or system limitation basis. In addition, Sprint reserves the right to not deliver retroactive reporting in formats later agreed upon by Sprint and the State.

However, Sprint wants to delight the FPSC and will make reasonable efforts to research each request and respond in a timely manner. In the past few months, Sprint has implemented several reports at the request of our State relay customers including a PSAP report that provides the number of calls per day by call type and a disallowed Carrier of Choice report that provides information to the State on carriers who were requested by the relay user, but are not currently a part of the State's Carrier of Choice program.

Sprint

## Top 5 Reasons for Sprint's Reports

1) Sprint will provide all of the requested reports no later than 25th of each month.

2) Sprint's reports are accurate with validation systems in place. Billable minutes are rounded at the end of the month to the nearest 100th of a minute.

3) Sprint will support the FPSC by providing support to the State with all FCC reporting requirements in a timely manner.

4) During contract implementation, Sprint will work with the FPSC contract administrator to determine the types of reports preferred for the final report package. After implementation, the FPSC can request a meeting to walk through the invoice package with the Customer Relations Manager and a TRS Billing Analyst.

5) Sprint will review all ad-hoc and formatting change requests on an individual basis. Sprint will make a reasonable effort to comply and will negotiate any special requests.

# Item 68. Optional Florida Call Center (RFP ref. B-60)

**Bidders may, at their option, elect to place a call center in Florida through which relay traffic may be routed. Bidders proposing an optional call center shall maintain the call center throughout the term of the contract. A minimum of 75 percent of Florida relay traffic shall be handled by the Florida located center except when emergency conditions exist at the Florida center. Percentage of traffic routed through the Florida relay call center shall be reported to the FPSC's contract manager on a quarterly basis. The Florida call center shall be fully operational by August 1, 2015. Bidders meeting the criteria for a Florida call center will be awarded 100 points. Partial points will not be awarded in this category.**

Sprint has read, understands, and will comply.

**How Sprint Complies:**

- ✓ Orlando, FL CapTel call center
- ✓ Established Call Center
- ✓ More Jobs

Sprint will provide an in-state call center located in Orlando, FL. By August 1, 2015, the Florida call center will handle a minimum of 75% of Florida CapTel relay traffic except when emergency conditions exist at the Florida center. A compliance report showing the percentage of CapTel calls routed to the Florida call center versus the rest of the network will be provided quarterly.

### Established Call Center

In 2012, a CapTel call center was opened in Orlando, Florida. As a part of our subcontractor agreement with CapTel, Inc., this call center currently supports CapTel and IP CTS calls for Sprint's customers all over the nation. With this proposal, the Florida CapTel call center will also become the primary Florida CapTel call center and will process at least 75% of Florida's Captel relay traffic.

### More Jobs

Sprint understands that the FPSC greatly values the economic benefit of an in-state call center. With Sprint's approach, more jobs will be provided as CapTel call volume greatly exceeds traditional TRS call volumes. As noted in the RFP, approximately 63.72% of the total Florida billable minutes are generated by CapTel, versus other calls.

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# Item 70. Financial Information (RFP ref. C-4)

**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). Online access via a secure website is an acceptable method to submit these items:**

**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;**

Sprint has read, understands, and will comply.

Sprint has the financial resources necessary to operate the Florida Relay Service.

**How Sprint Complies:**

- ✓ Core responsibilities
- ✓ Experienced, specialized subcontractors
- ✓ Commitment to community
- ✓ Experienced providing similar services as a part of State Relay programs

Sprint Communications Company L.P., a Delaware limited partnership, is a wholly-owned subsidiary of the Sprint Corporation, a Kansas corporation.

The FPSC can be confident that Sprint has a strong plan in place to maintain our financial stability and profitability, while at the same time providing our customers with the most advanced products and services. Sprint is financially sound with a large base of customers and healthy revenue streams. It is expected that our position will improve further as we pursue opportunities to drive better returns from our assets over the next few years and continue to focus on cash, cost management, and driving accountability for executing our operating plan and achieving financial results.

Sprint audited financial statements, quarterly earnings and other financial information are available on the Sprint website at http://investors.sprint.com. As a publicly traded company, and according to current SEC regulations, Sprint must refer FPSC to its Annual Report and 10-K filings for this information.

We also appreciate the FPSC's efforts to help us reduce costs and the use of paper by viewing our statements online. Sprint's SEC filings can be accessed by clicking on http://investors.sprint.com/docs.aspx?iid=4057219.

Highlights of Sprint's 2013 financial results are listed in the following table:

| Consolidated Results<br>Selected Unaudited Financial Data | Year-to-Date<br>December 31 (in millions) | |
|---|---|---|
| | 2013[1] | 2012[1] |
| Net operating Revenues | 34,493 | 35,345 |
| Operating (loss) income* | (1,855) | (1,853) |
| Adjusted EBITDA | 5,409 | 4,770 |
| Net Loss | (3,018) | (4,352) |
| CapEx | 7,451 | 5,370 |

Annual 2013 Adjusted EBITDA of $5.4 billion grew 13 percent year-over-year. Sprint ended 2013 with a total liquidity position of $9.6 billion, including cash, cash equivalents, and short-term investments of $7.5 billion and $2.1 billion of undrawn borrowing capacity under our revolving bank credit facility.

**Sprint's 2013 Net Revenue Breakdown:**

| Net Operating Revenue | | |
|---|---|---|
| | Wireless (in millions)[1] | Wireline (in millions)[1] |
| Wireless services | $29,263 | - |
| Wireless equipment | $3,504 | - |
| Voice | | $1,490 |
| Data | | $326 |
| Internet | | $1,660 |
| Other | | $61 |
| Total | $32,767 | $3,537 |

1 Financial results in the enclosed tables for 2013 and 2012 include a predecessor period from January 1, 2012, through the closing of the SoftBank transaction on July 10, 2013, and a successor period from October 5, 2012 through December 31, 2013. In order to present financial results in a way that offers investors a more meaningful calendar period-to-period comparison, we have combined the 2013 and 2012 results of operations for the predecessor and successor periods. The enclosed remarks are in reference to the unaudited combined period unless otherwise noted. For additional information please reference the section titled Financial Measures which can be found in our fourth quarter earnings release at www.sprint.com/investors.

Note: Figures are consolidated = Wireless + Wireline – Eliminations, thus the financial breakdowns do not add up. Eliminations represent the revenue for the wireline business contributing to the wireless revenues. In a consolidated view, it is netted out.

Deloitte and Touche LLP will act as Sprint's independent audit firm starting effectively on July 11th, 2013 and will audit the period from July 11th, 2013 forward. Deloitte will be responsible for the 2013 internal control assessment.

- Deloitte and Touche LLP will conduct the audit of our financial controls as required by Sarbanes Oxley, Section 302. They express an opinion on Sprint's internal control over financial reporting based on their audits and publish this opinion in Sprint's Form 10-K.
- Deloitte and Touche LLP will express an opinion over the financial statements annually that is contained within Sprint's Form 10-K filing and is publicly available. Sprint also provides its management affirmation of our internal controls.

## Relay Services

Sprint is one of the most stable and financially secure Relay providers in the industry. Unlike other relay vendors, who have had to sell or discontinue their TRS portfolios, Sprint has significant diversity in our product offerings and is in the position to weather down-turns or unexpected market trends in the industry.

Sprint has demonstrated its commitment by continuing to lead the market in investing in new technology and in fulfilling government commitments. Incurring costs in the fulfillment of this contract will not endanger Sprint or its subcontractors' financial stability.

**b. Primary Banking source letter of reference.**

Please see Attachment G for a copy of Sprint's Banking Source Letter of Reference.

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# Item 71. Experience and Customer References

# (RFP ref. C-5)

**For each state in which the bidder 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 the contract administrator for the active contracts requested above. Also provide a specific phone number and e-mail address for each contract administrator. The FPSC will contact these administrators for customer references.**

Sprint has read, understands, and will comply.

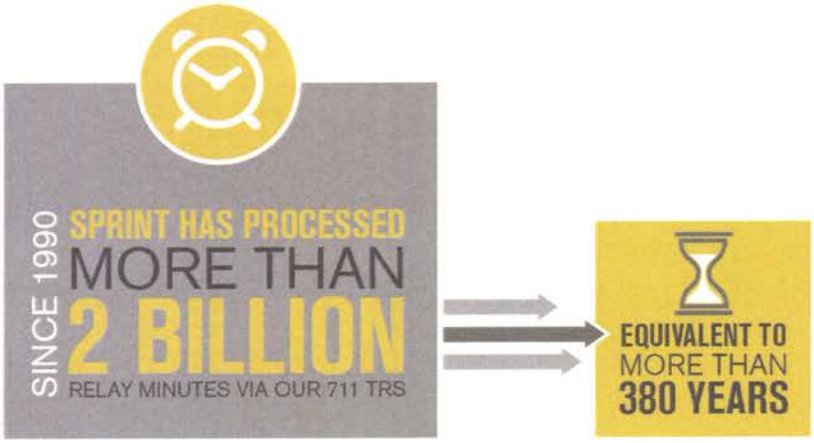
How Sprint Complies:
- ✓ Experienced TRS and CapTel provider
- ✓ Best cost value
- ✓ 12 years as Florida Relay provider
- ✓ Multiple contract awards
- ✓ Only Federal Relay provider
- ✓ Commitment to Florida community

Sprint was one of the earliest providers of Relay services following the passage of the Americans with Disabilities Act (ADA) in 1990. Next year, Sprint will celebrate 25 years of providing relay services and maintaining our unwavering commitment to equal access.

Over the past 2 decades, many States have selected Sprint for a variety of reasons: high-quality operations, passionate staff, enhanced technology, innovative outreach options, the number of services and enhancements offered or simply because **we offer the best cost-value**.

## Most Experienced Relay Provider

Sprint is the nation's leader in TRS and CapTel to government customers in both in terms of total contracts held and the number of calls handled. Sprint currently provides TRS and/or CapTel in 29 states, the U.S. Virgin Islands, Puerto Rico, the U.S. Federal Government, and the country of New Zealand. Sprint has processed over 2 billion TRS minutes.




Sprint is the only carrier who can claim all of the following:

- 12 years of experience working with Florida Relay users, FPSC, FTRI, and TASA
- 24 years of national experience providing TRS (since 9/1/1990)
- FCC-certified through state relay programs (through 7/25/18)
- Over 100 years of telecom experience
- Over 25 years of wireline/long distance experience
- Over 15 years as a wireless provider
- Facility-based provider with 10 TRS, CapTel, and Relay Customer Service domestic call centers
- Industry leader in new product innovations and enhancements
- Active participant in the relay industry, including chairing the RLSA TRS Advisory Council

## List of Current Customers

Sprint has provided below a list of each state where it is currently providing TRS and/or CapTel. As noted in the chart, many of Sprint's customers are long-term partnerships to bring equal access. In fact, **the current average State customer has entrusted their service to Sprint for approximately 14 years**. The chart on the following page provides the date each service began, the total contract duration, and testing numbers. Sprint encourages the evaluators to place test calls to see first-hand the level of service provided.

Please see Proprietary Attachment H for the currently call volume for each state.

| State | Began | Total Duration | TTY Test Number | Voice Test Number |
|---|---|---|---|---|
| ALABAMA | 1-Mar-04 | 10 years | 800-548-2546 | 800-548-2547 |
| ALASKA | 1-Jan-02 | 12 years | 800-770-8973 | 800-770-8255 |
| ARKANSAS | 1-Jan-04 | 10 years | 800-285-1131 | 800-285-1121 |
| CONNECTICUT | 1-Jul-03 | 21 years | 800-942-9710 | 800-833-8134 |
| DELAWARE | 1-Jan-06 | 8 years | 800-232-5460 | 800-232-5470 |
| HAWAII | 1-Jul-03 | 11 years | 877-447-5990 | 877-447-5991 |
| ILLINOIS | 1-Feb-00 | 14 years | 800-526-0844 | 800-526-0857 |
| INDIANA | 1-Oct-92 | 21 years | 800-743-3333 | 800-743-3333 |
| KENTUCKY | 28-Jan-11 | 3 years | 800-648-6056 | 800-648-6057 |
| MINNESOTA | 1-Jul-96 | 18 years | 800-627-3529 | 800-627-3529 |
| MISSISSIPPI | 1-Jul-03 | 11 years | 800-582-2233 | 800-855-1000 |
| MISSOURI | 1-Sep-91 | 22 years | 800-735-2966 | 866-735-2460 |
| NEBRASKA | 1-Jul-09 | 5 years | 800-833-7352 | 800-833-0920 |
| NEW HAMPSHIRE | 1-Nov-91 | 22 years | 800-735-2964 | 800-735-2964 |
| NEW JERSEY | 1-Feb-06 | 8 years | 800-852-7899 | 800-852-7897 |
| NEW YORK | 1-Aug-97 | 17 years | 800-662-1220 | 800-421-1220 |
| NORTH CAROLINA[1] | 30-Mar-00 | 14 years | 800-735-2962 | 800-735-8262 |
| NORTH DAKOTA | 26-Jul-93 | 21 years | 800-366-6888 | 800-366-6889 |
| OHIO | 11-Nov-97 | 16 years | 800-750-0750 | 800-750-0750 |
| OKLAHOMA | 15-Nov-93 | 20 years | 800-722-0353 | 800-522-8506 |
| OREGON | 1-Apr-92 | 22 years | 800-735-2900 | 800-735-1232 |
| PUERTO RICO | 30-Aug-01 | 12 years | 866-280-2053 | 866-280-2054 |
| SOUTH CAROLINA | 13-Mar-92 | 22 years | 800-735-8583 | 800-735-2905 |
| SOUTH DAKOTA | 13-Mar-92 | 22 years | 800-877-1113 | 800-877-1113 |
| TEXAS | 1-Sep-90 | 23 years | 800-735-2989 | 800-735-2988 |
| U.S. VIRGIN ISLANDS | 1-May-13 | 1 year | 800-440-8477 | 800-809-8477 |
| VERMONT | 01-Jul-02 | 13 years | 800-253-0191 | 800-253-0195 |
| WASHINGTON | 28-Aug-05 | 8 years | 800-833-6388 | 800-833-6384 |
| WEST VIRGINIA | 15-Sep-09 | 4 years | 800-982-8771 | 800-982-8772 |
| WISCONSIN | 29-Dec-09 | 4 years | 800-947-3529 | 800-947-6644 |
| WYOMING[1] | 1-Aug-11 | 3 years | 800-877-9965 | 800-877-9975 |

[1] Sprint previously held previous non-consecutive contracts in these states. Please see sections below for additional information.

## Most Selected Provider

Over the last 23 years, Sprint has proven itself to be the clear market leader when it comes to winning and retaining state relay contracts. We have fostered close relationships with the relay user community, our outreach partners, the states' equipment distribution programs, and the Contract Administrators. These close bonds, combined with Sprint's best cost-value approach, have resulted in **many consecutive contract awards**. Sprint encourages evaluators to reach out to our long-term State customers to discuss the reasons why they have chosen Sprint time and time again to serve their customers.

Likewise, Sprint recommends that the evaluators reach out to some of Sprint's newer customers who have experienced the services of other relay providers as well. Sprint understands that it's often difficult to truly understand the level of service offered by each provider by simply reviewing a proposal. Many State customers select Sprint after experiencing the services offered by both Sprint and other providers. For example:

- **Nebraska Relay:** From 1991-2009, Hamilton Relay served as the provider of Nebraska Relay. In 2009, the State selected Sprint as its new TRS and CapTel provider. Just recently in 2014, the State once again selected Sprint.

- **Wyoming Relay:** Sprint was the original TRS provider in 1992 and served the State until 08/1/04. As a result of a competitive bid process, the contract was awarded to Hamilton Relay. At the end of one contract, the State once again selected Sprint.

- **West Virginia Relay:** In 2007, the West Virginia Relay service was transitioned from AT&T to Hamilton Relay. After Hamilton's term expired in 2009, the Public Services Commission (PSC) solicited bids and awarded Sprint the contract. In 2011, the PSC once again solicited bids and awarded Sprint the contract.

Sprint's significant experience with our State customers, as well as our history with the FPSC and the Florida community, makes it clear that Sprint is experienced and highly-capable of serving as the next Florida Relay Service provider.

## State Summaries

Please see the following pages for additional information about the contract terms for each of our current TRS and CapTel State customers. Sprint has provided contact information for each Contract Administrator as well as comments made by the State, relay users, and associations within the State that attest to the quality and support provided by Sprint. These comments are presented to demonstrate Sprint's well-rounded approach in all areas of service.

| Alabama | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 1-Mar-04 | 28-Feb-06 |
| Contract #2 Agreement | 1-Mar-06 | 28-Feb-11 |
| Contract #3 Agreement | 1-Mar-11 | 28-Feb-16 |

**Customer**

Jerry A. Renfroe, Executive V.P.
Alabama-Mississippi Telecommunications Association
100 North Union St., Suite 826
Montgomery, AL 36104
334-265-1660
sheriamta@aol.com

**Customer Comments**

During the most recent competitive bid process (in 2003), customers wrote letters of support in favor of Sprint with quotes such as the following.

"In my view Sprint Relay is, without question, the most reliable and consistent provider of dual party relay services in the country. I have traveled throughout America and have used every relay service extant at one time or another...When I need traditional dual party relay services, I dial up Sprint Relay every chance I can.... I keep coming back to Sprint for the same reasons I'm extending my endorsement now: **QUALITY, CONSISTENCY, AND PROFESSIONALISM**."

Steve Hamerdinger, Director, Office of Deaf services for State of Alabama

More recently relay users have submitted the following unsolicited compliments.

"The professionalism that was shown by this agent was just outstanding" (1/3/13)

From old school professionalism and consistency, she is only as good as supervisor and what a great job you are all doing. Very pleasant and polite like the old school folks. (6/6/13)

| Alaska | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement[2] | 1-Jan-02 | 30-Jun-13 |
| Contract #2 Agreement | 1-Jul-13 | 30-Jun-18 |

### Customer

John Paul (Jess) Manaois, Common Carrier Specialist
Regulatory Commission of Alaska
701 W. 8th Avenue, Suite 300
Anchorage, AK 99501
907-276-6222
john.paul.manaois@alaska.gov

### Customer Comments

Outreach in Alaska is provided via a partnership between Sprint and local Alaska Relay Ambassadors such as the Assistive Technology of Alaska (ATLA).

> "In Alaska, our organization is highly regarded having a 20 year reputation of going above and beyond to provide services to people that experience disabilities. Sprint Relay has proven to be an excellent partnership by providing ATLA with the support needed to continue to meet these high standards and get the job done."
>
> Mystie Rail, Executive Director of ALTA

Recently, relay users have submitted the following unsolicited compliments.

> "It sure makes a lady like me who is deaf feel good that we have the tools to be able communicate."
>
> (March 2014)

> "I appreciate this CA's patience and they provided a smooth."
>
> (January 2014)

[2] From 2002-2013, Sprint was the technology subcontractor to CSD (contract holder). In 2013, Sprint became the prime provider and now offers TRS, CTS, Equipment Distribution, Outreach services, and fund management in support of Alaska Relay.

| Arkansas | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 1-Jan-04 | 31-Dec-08 |
| Contract #2 Agreement | 1-Jan-09 | 31-Dec-13 |
| Contract #3 Agreement | 1-Jan-14 | 31-Dec-16 |

### Customer

Cheryl Padgett, CEI
Arkansas Deaf and Hearing Impaired Telecommunications Services Corporation
1220 W. 6th St.
Little Rock, AR 72201
(501) 375-0086
cheryl@cei.net

### Customer Comments

Customers submitted the following quotes in 2013 during the most recent bid process.

"Sprint Relay has provided outstanding services to our state. We have found them to be highly responsive to the telecommunications needs of our community. For these reasons, among others, we whole heartedly endorse their proposal to continue serving our state through the Arkansas Relay Services program."

Glenn Anderson, Chapter Representative, Little Rock Black Deaf Advocates

"Our staff and students have long recognized the importance of using Arkansas Relay for communication without barriers. It is important that these services are available and to continue with the quality service provided by Arkansas Relay through Sprint Relay."

Mike Phillips, Superintendent, Arkansas School for the Deaf

"ARS/Sprint has been very successful in Arkansas for the past 5 years."

Holly Ketchum, State Coordinator of the Deaf, Arkansas Rehabilitation Services

| Connecticut | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 1-Jul-93 | 30-Jun-97 |
| Contract #2 Agreement | 1-Jul-97 | 30-Jun-02 |
| Contract #3 Agreement | 1-Jul-02 | 30-Jun-07 |
| Contract #4 Agreement | 1-Jul-07 | 30-Jun-12 |
| Contract #5 Agreement | 1-Jul-12 | 30-Jun-17 |

### Customer

Peter Pescosolidio, Chief of Utility Regulation
Public Utilities Regulatory Authority
10 Franklin Square,
New Britain, CT 06051
Ph: (860) 827-2616
peter.pescosolido@po.state.ct.us

### Customer Comments

Many customers provided support letters and testified on Sprint's behalf in 2012, including the following:

"Since the inception of our organization four years ago, I have noted the strong role models in your organization and how having deaf leaders has positively impacted the community in many ways. Most importantly, you understand firsthand what the relay needs are and how to best provide them to the deaf community."

Terry Bedard, President, Hear Here Hartford Chapter of the Hearing Loss Association of America

"We all look forward to working with Sprint again in the next contract term, Sprint has CAD's vote of confidence in providing Relay Connecticut."

Anna Maria Rinaldi, Secretary, Connecticut Association of the Deaf

| Delaware | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 1-Jan-06 | 31-Dec-14 |

**Customer**

Jim Cole
Telecommunications Technologist
State of Delaware
Department of Technology and Information
Wm. Penn Building
801 Silver Lake Blvd.
Dover, DE 19904-0370
(302) 453-4100
james.cole@state.de.us

**Customer Comments**

In a 2013 press release announcing the availability of CapTel services in Delaware, The Delaware Office for the Deaf and Hard of Hearing offered the following acknowledgement of Sprint's commitment to working with the Advisory Board and State to make CapTel a reality in the State.

> "The Delaware Office for the Deaf and Hard of Hearing thanks Sprint Relay for their partnership in making CapTel services available in Delaware. We are excited that the service is now available here. Individuals with hearing loss will benefit, and the DODHH is proud to have a role in administering the program."
>
> Loretta Sarro, Public Information Officer, The Delaware Office for the Deaf and Hard of Hearing.

Recently, a relay user in Delaware submitted the following unsolicited compliment.

> "I appreciate your patience with my hearing loss. I have to say you have a wonderful voice and you enunciate very well."
>
> (Oct 2013)

| Hawaii | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 1-Jul-03 | 30-Jun-08 |
| Contract #2 Agreement | 1-Jul-08 | 30-Jun-11 |
| Contract #3 Agreement | 1-Jul-11 | 30-Jun-17 |

### Customer

Brooke Kane
Public Utilities Commission, State of Hawaii
465 S. King Street, Kekuanao'a Bldg, Rm 103
Honolulu, HI 96813
Ph: (808) 586-2020
brooke.k.kane@hawaii.gov

### Customer Comments

During the 2011 bid process, Sprint received over 100 letters of support including the following excerpts.

"I moved to Hawaii from Boston, Massachusetts. Sprint Relay Hawaii has proven they are the best Relay service for the Deaf and Hard-of-Hearing."

Danielle Thompson, M.A., School Counselor at Hawaii School for the Deaf and Blind

"Sprint has provided consistent customer service, technical resources, and follow-up support to answer improved access to telecommunications. They have excellent understanding and knowledge of the needs here in Hawaii and how to communicate available technology and services."

Carol Young, Staff Specialist, State of Hawaii Vocational Rehabilitation and Services for the Blind Division

"I urge the Hawaii Public Utilities Commission to renew the contract with Sprint Relay Hawaii."

Edward T. Teixeira, Vice Director of Civil Defense, State of Hawaii, Department of Defense

| Illinois | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 1-Feb-00 | 31-Jan-17 |

### Customer

Trudy Snell
Illinois Telecommunications Access Corporation
3001 Montvale Drive, Suite D, Springfield, IL 92704
V/TTY:(800) 841-6167
pabren@aol.com

### Customer Comments

The Executive Director of ITAC has offered the following statement in support of Sprint's Relay services.

> "The Illinois experience with Sprint has been entirely positive to the users of TRS and CapTel, the Illinois ratepayers, and from a management perspective."
>
> Trudy Snell, Executive Director of ITAC

Recently, relay users have submitted the following unsolicited compliments.

> "You have been a joy to talk to. You have given me information that is very useful for my father. It is great to talk to a customer service representative that takes the time to explain everything. You don't know how much I appreciate all the information you have given me. Thank you for all your help."
>
> (June 2014)

> "This operator went over and beyond the call of duty on a complicated call."
>
> (February 2014)

> "This CA was wonderful! I really appreciate it!"
>
> (July 2014)

| Indiana | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 1-Oct-92 | 30-Sep-97 |
| Contract #2 Agreement | 1-Oct-97 | 31-Oct-02 |
| Contract #3 Agreement | 1-Nov-02 | 31-Oct-07 |
| Contract #4 Agreement | 1-Nov-07 | 31-Oct-11 |
| Contract #5 Agreement | 1-Nov-11 | 31-Oct-14 |

### Customer

Virginia Barr, Director of Operations
Indiana Telecommunications Relay Access Corporation (InTRAC)
7702 Woodland Dr., Suite 130,
Indianapolis, IN 46278
Ph: (317) 334-1413
Ginny.Barr@relayindiana.com

### Customer Comments

The Executive Director of InTRAC has offered the following statement in support of Sprint's Relay services.

> "Sprint provides excellent training with its Relay operators and is more than willing to continue to provide updated training and encouragement to the operators as they process the daily Relay calls. Sprint strives to maintain the highest quality for its Relay platform and achieves that quality as they continue to change and update their platform to match the constantly changing communication technologies."
>
> Ginny Barr, Executive Director InTRAC

Recently, an Indiana Relay user submitted the following unsolicited compliment.

> "I want to buy you a steak dinner. I don't think you know how much this phone has been a help to me. I got it right after my wife passed away and it has been a big lifesaver. God bless you!"
>
> (May 2014)

| Kentucky | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 28-Jan-11 | 27-Jan-16 |

### Customer

Jim Stevens
Kentucky Public Services Commission
211 Sower Blvd
Frankfort, KY 40601
(502) 564-3940
jim.stevens@ky.gov

### Customer Comments

Recently, Kentucky Relay users submitted the following unsolicited compliments.

"YOU (CUSTOMER SERVICE REPRESENTATIVE) HAVE BEEN WONDERFUL. I AM SO GLAD I CALLED AND GOT TO TALK WITH YOU TODAY."
(JANUARY 2014)

"SINCE TODAY IS A SPECIAL DAY AND THE CUSTOMER WANTED TO SHOW HER APPRECIATION TO ALL AGENTS WHO HAVE PROVIDE A WONDERFUL RELAY EXPERIENCES."
(FEBRUARY 2014)

"THIS CAPTIONED PHONE IS THE BEST THING EVER INVENTED AND A REAL ANSWER TO MY PRAYERS. BECAUSE OF THE CAPTEL I AM ABLE TO LIVE ALONE AND TALK TO PEOPLE WHENEVER I WANT. IT'S JUST MARVELOUS!"
(APRIL 2014)

"YOU FOLKS IN CUSTOMER SERVICE HAVE BEEN MOST ACCOMMODATING EVERY TIME I HAVE CALLED WITH A QUESTION OR A PROBLEM. THAT'S GREAT SERVICE AND I WANT YOU TO KNOW HOW MUCH I APPRECIATE IT."
(MAY 2014)

| Minnesota | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement[3] | 1-Jul-96 | 30-Jun-01 |
| Contract #2 Agreement[3] | 1-Jul-01 | 30-Jun-06 |
| Contract #3 Agreement[3] | 1-Jul-06 | 30-Jun-14 |
| Contract #4 Agreement | 1-Jul-14 | 30-Jun-19 |

### Customer

Rochelle Garrow, TAM Administrator
Minnesota Department of Commerce
85 Seventh Place East, Suite 600
St. Paul, MN 55101-3165
Phone: 800-657-3599 (voice)
Fax: 651-539-1549
E-mail mn.relay@state.mn.us

### Customer Comments

During the 2014 bid, Sprint received many letters of support, including the following.

> "Sprint Relay has always impressed me with its hiring of deaf and hard of hearing employees, support of community events in various ways, and its deaf and hard of hearing-centric approach. Most of the Sprint Relay team members are deaf or hard of hearing themselves, and this is exactly why Sprint Relay provides such outstanding service: because its very employees are also relay consumers."
>
> Trudy Suggs, relay user and Owner, T.S. Writing

> "The average Communication Assistant has over 5 years of experience which gives a quality of service that cannot be matched by a new provider with a new center. It is hard to imagine a better facility and better location for relay services."
>
> Del Rae Williams, Mayor, City of Moorhead

[3] From 1996-2014, Sprint was the technology subcontractor to CSD (contract holder). In 2014, Sprint became the prime provider and now offers TRS and CapTel services to support Minnesota Relay.

| Mississippi | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 1-Jul-03 | 30-Jun-06 |
| Contract #2 Agreement | 1-Jul-06 | 30-Jun-10 |
| Contract #3 Agreement | 1-Jul-10 | 30-Jun-17 |

### Customer

Randy Tew, Director, Communications
Mississippi Public Services Commission (PSC)
501 North West Street
Jackson, MS 39201
(601) 961-5489
randy.tew@psc.state.ms.us

### Customer Comments

During the 2010 proposal process, Sprint received much support from Relay users, including the following excerpt from support letters.

"As a citizen of Mississippi, I am proud to endorse Sprint Relay to continue as Mississippi's Relay service. It has been and is always easy to reach the representative of Sprint Relay. They are always concerned about user's needs."

Benjamin Wagenknecht, Mississippi Relay user

"The Relay service through Sprint has helped many deaf and hard-of-hearing patients I have worked with to obtain these much needed assistive devices. I highly recommend considering continuing the contract for Sprint."

Jackie Robinson, MS, CCC-A, Audiologist

"I have heard about the great things Sprint has been doing for the deaf. Sprint is very much involved in the deaf community."

Edith Booth, Sign Language Interpreter

| Missouri | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 1-Sep-91 | 30-Jun-96 |
| Contract #2 Agreement | 1-Jul-96 | 30-Jun-03 |
| Contract #3 Agreement | 1-Jul-03 | 31-Jul-13 |
| Contract #4 Agreement | 1-Aug-13 | 31-Jul-17 |

### Customer

John Van Eschen
Missouri Public Service Commission
P.O. Box 360, Jefferson City, MO 65102
PH: 573-751-5525
john.vaneschen@psc.mo.gov

### Customer Comments

During the most recent bid process in 2013, many community members offered their support of Sprint Relay, including the following:

"Communication is effortless with Sprint Relay as they offer the fastest typists and the best customer service. Sprint's wide range of Relay services make it possible for people with disabilities to continue to live and function independently."

Mary D. Stodden, Chair, Hearing Loss Association of Greater St. Louis

"Sprint provides outstanding Community Outreach and Education to the citizens of Missouri through Relay Missouri. The information and services they provide help Deaf and Hard of Hearing Missourians to live a better life."

Sally Meyer, Secretary, Gateway Silent Seniors

"Sprint Relay's wide variety of services makes it possible for all of us to continue to live and function independently."

Karyn Houston, President, St. Louis Bell Club

| Nebraska | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 1-Jul-09 | 30-Jun-14 |
| Contract #2 Agreement | 1-Jul-14 | 30-Jun-19 |

### Customer

Gene Hand, Director
Nebraska Public Services Commission
300 The Atrium 1200 N Street
Lincoln, NE 68508
Toll: (800) 526-0017
steve.stovall@nebraska.gov

### Customer Comments

During the 2014 bid process, many community members offered their support of Sprint Relay, including the following:

"I have found Nebraska Relay Service operators provided by Sprint Relay to be exceptional and professional. They have made my calls efficient and timely. I am very satisfied with the way my calls are being handled. And, it is my hope that Sprint Relay will remain the provider for the Nebraska Relay Service."

Jonathan Scherling, Nebraska Relay user

"One thing that impressed me the most is the accuracy of the calls where there was no miscommunication or misunderstanding so your relay operators have done a tremendous job."

Roger McGargill III, Nebraska Relay user

"It is such an important service and Sprint has done an excellent job providing it. It is my hope that Sprint Relay will remain the provider for Nebraska Relay."

Janie Kugler, Nebraska Relay user

| New Hampshire | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Franchise Agreement | 1-Nov-91 | No End Date |

**Customer**

Amanda Noonan, Director, Consumer Affairs Division
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10,
Concord, NH 03301
Ph: (603) 271-1164
amanda.noonan@puc.nh.gov

**Customer Comments**

Outreach in the State of New Hampshire is conducted by the Northeast Deaf and Hard of Hearing Services, Inc. (NDHHS). NDHHS offers the following endorsement.

"SPRINT RELAY WAS ESTABLISHED TWENTY ONE YEARS AGO ON BEHALF OF NEW HAMPSHIRE'S DEAF, HARD OF HEARING, DEAF-BLIND AND SPEECH DISABLED POPULATION TO RESPOND TO A NEED AND FILL A VOID IN RELAY SERVICES. THE MAIN GOAL WAS TO PROVIDE SERVICES TO AMELIORATE THE SITUATION IN WHICH MANY DEAF AND HARD OF HEARING INDIVIDUALS FIND THEMSELVES – FACING BARRIERS TO SERVICES UNIVERSALLY AVAILABLE TO THE GENERAL PUBLIC. BECAUSE OF SPRINT SUPPORT, THERE IS A HARD OF HEARING SUPPORT GROUP ESTABLISHED AT NORTHEAST DEAF AND HARD OF HEARING SERVICES, INC."

SUSAN WOLF-DOWNES, EXECUTIVE DIRECTOR (APRIL 2014)

Recently, a Relay New Hampshire user submitted the following unsolicited compliment.

"I AM STILL USING MY CAPTEL PHONE AND SO GRATEFUL TO HAVE IT. WITH MY HEARING LOSS IT'S A GODSEND TO BE ABLE TO CALL MY FAMILY AND FRIENDS AND BE ABLE TO COMMUNICATE WITH THEM."

(JUNE 2014)

| New Jersey | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 1-Feb-06 | 31-Mar-10 |
| Contract #2 Agreement | 1-Apr-10 | 31-Mar-15 |

### Customer

Patricia Campbell, Administrative Analyst
NJ State Board of Public Utilities
Division of Telecommunications
44 S. Clinton Avenue
2nd Floor, West – PO Box 350
Trenton, NJ 08625-0350
(609) 633-9702
patricia.campbell@bpu.state.nj.us

### Customer Comments

During the 2010 bid process, Sprint received support from relay users, including the following:

"Relay Conference Captioning (RCC) service that is provided through the Sprint Relay contract, which allows people in New Jersey to have quality realtime (CART) captioning ...I have personally used this service, and it is excellent."

Arlene Romoff, President, Hearing Loss Association of New Jersey

"We at New Jersey Deaf Awareness,Inc (NJDAW) continue to support Sprint in its work in providing relay service in NJ. Sprint has been a valuable asset to New Jersey and its Deaf and Hard of Hearing communities."

Darlene A. Sarnouski, NJDAW

"We have been blessed with the services being available by Sprint to improve our communication within our community."

Sean Gerlis, President, New Jersey Association of the Deaf

| New York | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 1-Aug-97 | 30-Jun-04 |
| Contract #2 Agreement | 1-Jul-04 | 30-Jun-13 |
| Contract #3 Agreement | 1-Jul-13 | 30-Jun-17 |

### Customer

Angelo Rella, Manager
Targeted Accessibility Fund of New York
14 Corporate Woods Blvd, Ste 215
Albany, NY 12211
(518) 443-2807
arella@tafny.org

### Customer Comments

During the 2012 bid process, Sprint received support from relay users, including the following:

"THE CURRENT SERVICE PROVIDED BY SPRINT IS SUPERIOR IN EVERY WAY...EFFICIENT, FRIENDLY, PROFESSIONAL, AND PROMPT. PLUS, MARY BETH MOTHERSELL, NEW YORK STATE PROGRAM MANAGER, IS HIGHLY QUALIFIED. SHE IS ALWAYS COURTEOUS AND A JOY TO WORK WITH...AND DEFINES THE HIGH STANDARDS OF CUSTOMER CARE. THE ROCHESTER CHAPTER OF HEARING LOSS ASSOCIATION OF AMERICA (HLAA) HAS WORKED WITH MARY BETH SINCE THE NYS RELAY SERVICE BECAME AVAILABLE. WE HAVE NOTHING BUT HIGH PRAISE FOR HER EFFORTS."

SUSAN L. MILLER, FOUNDING MEMBER OF THE ROCHESTER CHAPTER OF HLAA

"IN MY EXPERIENCE, SPRINT RELAY HAS BEEN VISIBLE IN THE DEAF COMMUNITY, MAKING THEMSELVES AVAILABLE FOR FEEDBACK, CONNECTING WITH CUSTOMERS, AND SHOWING THAT THEY GENUINELY CARE ABOUT THE WELLBEING OF THOSE THEY SERVE. I AM CONFIDENT THAT SPRINT RELAY HAS AND WILL CONTINUE TO PROVIDE EXCELLENT SERVICE TO DEAF AND HARD OF HEARING PEOPLE IN NEW YORK STATE."

DAVIN B. SEARLS, EXECUTIVE DIRECTOR, DISCOVERING DEAF WORLDS

| North Carolina | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 1-Oct-91 | 30-Sep-95 |
| Contract #2 Agreement | 30-Mar-00 | 29-Mar-04 |
| Contract #2 Agreement | 30-Mar-04 | 30-Jun-08 |
| Contract #3 Agreement | 1-Jul-08 | 30-Jun-12 |
| Contract #4 Agreement | 1-Jul-12 | 30-Jun-16 |

### Customer

Jan Withers, Director
North Carolina Department of Health and Human Services
Division of Services for the Deaf and the Hard of Hearing (DSDHH)
Woodoak Bldg., GL-3
1100 Navaho Drive
Raleigh, NC 27699-2301
919 874-2245 TTY/Voice
jan.withers@dhhs.nc.gov

### Customer Comments

During the 2012 bid process, Sprint received support from relay users, including the following:

"On behalf of the North Carolina Association of the Deaf Board, I am pleased to recommend Sprint to be the provider of telecommunication services in North Carolina. In addition to their superior customer service and service quality, Sprint has been a paramount supporter of NCAD in past years."

Randall Poupard, Treasurer, North Carolina Association of the Deaf

"Sprint's CapTel captioned telephone services have not merely aided communications for hard-of-hearing North Carolinians – they've enriched lives, taking the telephone, a terrifying device for those with hearing loss, and retooling it to reopen doors thought closed."

Michael Eury, President, Hearing Loss Association of North Carolina

| North Dakota | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 26-Jul-93 | 30-Jun-98 |
| Contract #2 Agreement | 1-Jul-98 | 30-Jun-04 |
| Contract #3 Agreement | 1-Jul-04 | 30-Jun-10 |
| Contract #4 Agreement | 1-Jul-10 | 30-Jun-15 |

### Customer

Mike Ressler, Chief Information Officer
State of North Dakota, Information Technology Department
600 E Boulevard Ave., Dept 112,
Bismarck, ND 58505-0100
Tel: (701) 328-1001
mressler@nd.gov

### Customer Comments

The State's Contract Manager offered the following observation about Sprint.

> "I HAVE BEEN RESPONSIBLE FOR ADMINISTERING THIS PROGRAM SINCE 1997 AND HAVE BEEN EXTREMELY IMPRESSED WITH SPRINT AND SPRINT RELAY. THEIR PROFESSIONAL STAFF IS VERY KNOWLEDGEABLE AND HAS BEEN INSTRUMENTAL IN DEVELOPING THE RELAY PROGRAM IN NORTH DAKOTA. WE HAVE INCORPORATED MANY OF THEIR SUGGESTIONS WHEN SELECTING RELAY SERVICES AND WHEN PREPARING CUSTOMER COMMUNICATION CORRESPONDENCE. THEIR ENTHUSIASM AND PHILOSOPHY ON QUALITY CUSTOMER SERVICE IS A PRIMARY REASON WE HAVE CONTINUED TO AWARD THEM THE CONTRACT IN NORTH DAKOTA."
>
> MIKE RESSLER, TRS CONTRACT ADMINISTRATOR

Outreach in the State of North Dakota is conducted by the Interagency Program for Assistive Technology (IPAT) and offers the following endorsement.

> "THE INTERAGENCY PROGRAM FOR ASSISTIVE TECHNOLOGY (IPAT) HAS HAD THE OPPORTUNITY TO PROVIDE OUTREACH FOR NORTH DAKOTA RELAY SERVICES FROM 2006 TO THE PRESENT... THE SPRINT RELAY POINT OF CONTACT HAS BEEN EASY TO WORK WITH FOR QUESTIONS, CONCERNS, OR DEVELOPING OUTREACH STRATEGIES."
>
> SCOTT WEISSMAN, COO, IPAT

| Ohio | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 11-Nov-97 | 31-Dec-02 |
| Contract #2 Agreement | 1-Jan-03 | 30-Jun-09 |
| Contract #3 Agreement | 1-Jul-09 | 30-Jun-13 |
| Contract #4 Agreement | 1-Jul-13 | 30-Jun-17 |

### Customer

Public Utilities Commission of Ohio
Beth Blackmer
180 East Broad Street,
Columbus, OH 43215-3793
(614) 466-4054
Beth.blackmer@puc.state.oh.us

### History

During the 2012 bid process, Sprint received support from relay users, including the following:

"Sprint Relay goes above and beyond the need of consumers not only with its Relay services but with its involvement with the community."

Edward Corbett, Jr. Ph.D., Ohio School for the Deaf

"Sprint has made a lot of improvements for the last few years with its relay technology. They make it easier for our deaf/hard of hearing consumers to use their technology to contact their hearing family members, co-workers and friends. We want to recognize Sprint for doing a great job of helping provide the Ohio Relay service. Also they often went to extra efforts by coming to the deaf/hard of hearing community to speak to deaf and hard of hearing people. "

Jean Cox, Chair, Ohio Relay Consumer Committee

"For me who has been deaf since birth and totally blind for the past twenty years, it's quite vital that we have high quality Relay services. Sprint Relay has met to all of my needs."

Jeffrey S. Bohrman, Ph.D., Ohio Relay user

| Oklahoma | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 15-Nov-93 | 14-Nov-99 |
| Contract #2 Agreement | 15-Nov-99 | 14-Nov-05 |
| Contract #3 Agreement | 15-Nov-05 | 14-Nov-11 |
| Contract #4 Agreement | 15-Nov-11 | 14-Nov-16 |

**Customer**

Bob Stafford, Executive Vice President
Oklahoma Telephone Association
3800 N. Classen Blvd, Suite 215
Oklahoma City, OK 73118
Tel: 405-525-7700
ota@brightok.net

**Customer Comments**

During the 2011 bid process, Sprint received support from relay users, including the following:

> "Based on our experience with Sprint's TRS program, Sprint has been a premier leader that they continue to expand and develop more programs and choices for all people with hearing loss, which is critical step for independence opportunities."
>
> Glenna Cooper, President, Oklahoma Association of the Deaf

Bob Stafford, the TRS Contract Manager, also offered the following observation.

> "We have found Sprint Relay to be very effective in meeting the needs of the deaf and hard of hearing community in Oklahoma. They have maintained an Account Executive to interface with the Oklahoma relay customers and have maintained a very good working relationship with the Relay Oklahoma Advisory Council (ROAC), which represents several deaf and hard of hearing organizations within the state. The ROAC has supported the retention of Sprint Relay as the Oklahoma relay provider during each of the contract RFP or renewal processes."
>
> Bob Stafford, Oklahoma Telephone Association

| Oregon | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 1-Apr-92 | 30-Jun-96 |
| Contract #2 Agreement | 1-Jul-96 | 30-Jun-99 |
| Contract #3 Agreement | 1-Jul-99 | 30-Jun-04 |
| Contract #4 Agreement | 1-Jul-04 | 30-Jun-10 |
| Contract #5 Agreement | 1-Jul-10 | 31-Jul-16 |

**Customer**

Jon Cray, Residential Service Protection Fund Program Manager
Public Utility Commission of Oregon
3930 Fairview Industrial Drive SE
Salem, OR 97302
Tel: 503-373-1400
Jon.Cray@state.or.us

OREGON
TELECOMMUNICATIONS
RELAY SERVICE

**Customer Comments**

During the 2009 bid process, Sprint received support from relay users, including the following:

"Over the years that Sprint has been providing Relay Services in Oregon, I have heard many good comments about the exceptional service that Sprint provides. They are responsive and patient and intent on helping people with hearing loss..."

Karen Swezey, Hearing Loss Association of Oregon

Recently, relay users have submitted the following unsolicited compliments.

"This agent was very helpful. I love the service. All the agents are very good, helpful and sweet."

(June 2014)

"I'd forgotten that there are live people there doing the captioning for me. I just have to tell you - they do such a terrific job they really do. You let them know I appreciate what they do for me!"

(June 2014)

| Puerto Rico | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 30-Aug-01 | 30-Jun-05 |
| Contract #2 Agreement | 1-Jul-05 | 30-Jun-09 |
| Contract #3 Agreement | 1-Jan-10 | 31-Dec-14 |

### Customer

Roberto Miranda, Special Aide
Puerto Rico Telecommunications Regulatory Board
500 Ave. Roberto H. Todd
(Parada 18- Santurce)
San Juan, PR 00907-3981
Tel: (787) 756-0804 Ext: 3052
rmiranda@jrtpr.gobierno.pr

### Customer Comments

During the 2009 bid process, Sprint received support from relay users, including the following:

"Sprint Relay is an event of hope to the deaf community."
Laura Melendez, Regional Supervisor, Puerto Rico Department of Family

"The Sprint Relay services offered allows me to achieve independence as a person with a hearing loss. I can now do what I could not alone – have a private and confidential communication. Without Sprint Relay, I could not perform a job interview, phone orders, banking, medical consultations, quotes, and other calls without having to rely on a friend or family member who is not always available or willing."

Mónica E. Avilés, Puerto Rico Relay user

(The excerpt above has been translated from Spanish to English.)

| South Carolina | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 13-Mar-92 | 20-Mar-97 |
| Contract #2 Agreement | 21-Mar-97 | 30-Sep-02 |
| Contract #3 Agreement | 1-Oct-02 | 31-Dec-08 |
| Contract #4 Agreement | 1-Jan-09 | 31-Dec-15 |

**Customer**

Chris Rozycki
Deputy Director, Telecommunications
State of South Carolina
Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201
(803) 737 – 0819
crozycki@regstaff.sc.gov

**Customer Comments**

During the 2008 bid process, Sprint received support from relay users, including the following:

> "Sprint Relay has done and continues to do an excellent job providing timely call answering and accurate message Relaying services. The operators facilitate all business and personal calls in a professional manner."
> Victor Cassell, SC Deaf Golfers Association

Recently, a South Carolina Relay user submitted the following unsolicited compliment.

> "The letter of explanation that [Customer Service Representative] sent is magnificent and it has changed my life/understanding of how to use this phone. I love CapTel. I wanted to thank her and I hope that God blesses her in every way for taking the time to send the letter. Thank you."
> (May 2014)

| South Dakota | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement[4] | 13-Mar-92 | 12-Mar-97 |
| Contract #2 Agreement[4] | 13-Mar-97 | 31-Mar-07 |
| Contract #3 Agreement[4] | 1-Apr-07 | 31-May-14 |
| Contract #4 Agreement | 1-Jun-14 | 31-May-17 |

### Customer

Janet Ball, Contract Administrator
Division of Rehabilitation Services
Hillsview Properties Plaza
3800 E Hwy 34, c/o 500 E Capitol
Pierre, SD 57501
Phone: (800) 265-9684
E-mail Janet.ball@state.sd.us

### Customer Comments

During the 2014 bid process, Sprint received many letters of support.

"The South Dakota Association of the Deaf fully supports the Sprint and CSD bid for the TRS contract in South Dakota. Sprint and CSD have demonstrated a unique and mutually beneficial partnership for more than 20 years that has greatly benefited the Deaf Community in South Dakota.

Communication Services for the Deaf (CSD) was created as a result from the South Dakota Association of the Deaf's vision for an inclusive vision for Deaf and hard of hearing people in South Dakota."

Patty Kuglitsch, President, South Dakota Association of the Deaf

"With the collective technology support of Sprint and operational support of CSD, we have been able to introduce and utilize a wide variety of emerging FCC compliant technologies over the years while maintaining our customer knowledge and presence that is very much a part of who we are."

Ben Soukup, (former) CEO, CSD

[4] From 1993 to 2014, Sprint was the technology provider to CSD who held the contract with the State of South Dakota. In 2014, Sprint became the prime contractor.

| Texas | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 1-Sep-90 | 31-Aug-95 |
| Contract #2 Agreement | 1-Sep-95 | 31-Aug-00 |
| Contract #3 Agreement | 1-Sep-00 | 31-Aug-06 |
| Contract #4 Agreement | 1-Sep-06 | 30-Nov-11 |
| Contract #5 Agreement | 1-Dec-11 | 30-Nov-16 |

### Customer

Texas Public Utilities Commission
Eileen Alter, Relay Texas Administrator
1701 N. Congress Avenue
PO Box 13326
Austin, TX 78711-3326
Ph: 512-936-7132
Eileen.alter@puc.state.tx.us

### Customer Comments

During the 2011 bid process, Sprint received support from relay users, including the following:

> "We prefer to use Sprint due to its outstanding Relay service quality and the friendly and professional service agent assisting with the call."
>
> Lois Johnson, Director, HLAA, Texas State Office

Recently, relay users have submitted the following unsolicited compliments.

> "Excellent operator. Thank you for being patient with me."
>
> (July 2014)

> "This agent is wonderful. He kept me informed, typed background noises, and went above and beyond."
>
> (March 2014)

| US Virgin Islands | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 1-May-13 | 30-Apr-18 |

### Customer

Mickey Breton, Vice President Customer Operations
Innovative Companies
#7 Estate Diamond
Christiansted, VI 00820
(340) 715-8341
Mickey.breton@innovativevi.net

### Customer Comments

The U.S. Virgin Islands TRS Contract Administrator offered the following recommendation of Sprint.

"The Sprint team has been very proactive in understanding our needs. I appreciate the personal attention that Sprint has given us since the beginning of our relationship. Even though we had a short timeframe to implement services, Sprint exhibited a "take-charge" approach to the implementation. They worked with us and the incumbent provider to transition service without any disruption or interruption to our customers.

One of the first tasks that we asked Sprint for assistance with was the mandatory recertification application for the Federal Communications Commission. We were on a tight schedule and found that the Sprint team was responsive whenever we had questions. They really went the extra mile to assist us in meeting the FCC's deadlines.

In addition, the Sprint Relay Team is genuinely interested in satisfying their customers' needs. They listen to our needs and address our concerns."
Mickey Breton, Vice President and General Manager, Innovative Telephone

| Vermont | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 1-Jul-02 | 30-Jun-06 |
| Contract #2 Agreement | 1-Jul-06 | 30-Jun-10 |
| Contract #3 Agreement | 1-Jul-10 | 30-Jun-14 |

### Customer

Sunni Eriksen
State of Vermont - Department of Public Service
112 State Street, Drawer 20
Montpelier, VT 05620-2601
802-828-3081
sunni.eriksen@state.vt.us

Vermont Telecommunications Relay Service

### Customer Comments

During the 2014 bid process, Sprint received support from relay users, including the following:

"We have enjoyed a strong working relationship with Sprint Relay and enjoy working with them to further our common goals of serving Deaf Vermonters. There is no other relay service provider who is as committed to the Deaf,Hard-of-Hearing, Deaf-blind, and Speech-disabled communities of Vermont."

William B. Gurney, President, Vermont Center for the Deaf and Hard of Hearing, Inc.

"We have many community members that are a part of VTAD, and outside of VTAD that use the services that are provided by SPRINT via VERMONT Telecommunications funds. These services should remain in place. We encourage the State of VERMONT to renew its contract with Sprint to provide relay services."

Mary Essex, President, Vermont Association of the Deaf

"Sprint continues to improve our Telecommunications Relay Service (TRS) and offers the latest products and services."

Keri Darling, Director/Trainer, Deaf Vermonters Advocacy Services

| Washington | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 28-Aug-05 | 30-Nov-10 |
| Contract #2 Agreement | 1-Dec-10 | 30-Jun-15 |

### Customer

State of Washington, Office of the Deaf and Hard of Hearing
Steve Peck
1115 Washington St. SE
PO BOX 45301
Olympia, WA 98504-5301
V/T: (360) 902-8000
pecksc@dshs.wa.gov

### Customer Comments

During the 2010 bid process, Sprint received support from relay users, including the following:

> "I believe that Sprint has done a wonderful job of supporting the needs of the Deaf and Hard of Hearing communities."
>
> Wayne Seely, Hearing Loss Association of Salem

Recently, relay users have submitted the following unsolicited compliments.

> "When people ask me what my favorite part of this whole phone is I tell them it's your customer service! You guys are better service than anything else I've gotten from anyone else. You all do such a wonderful job!."
>
> (February 2014)

> "I enjoy the work all the Speech to Speech operators do! They don't get enough credit!"
>
> (September 2013)

| West Virginia | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 15-Sep-09 | 30-Jun-12 |
| Contract #2 Agreement | 1-Jul-12 | 31-Dec-14 |

### Customer

West Virginia Public Service Commission
David Howell, Utility Financial Analyst, Utilities Division
201 Brooks St
Charleston, WV 25323
Ph: (304) 340-0451
Fax (304) 340-0326
dhowell@psc.state.wv.us

### Customer Comments

During the 2012 bid process, Sprint received support from relay users, including the following:

"I AM PLEASED TO REPORT THAT SPRINT RELAY HAS PROVIDED EXCELLENT SERVICES IN THE STATE OF WEST VIRGINIA. DURING THE PAST 24 MONTHS, THEY HAVE OFFERED A WIDE VARIETY OF SERVICES INCLUDING CAPTEL SERVICE, 24 HOUR RELAY SERVICE, AND VIDEO MAIL IN CASE OF MISSED CALLS. THEY HAVE ALSO PROVIDED TABLE COVERS FOR USE IN SETTING UP BOOTHS AT DEAF EVENTS AND CONFERENCES TO DISPLAY THEIR RELAY SERVICE AND TO DISTRIBUTE BROCHURES. FURTHERMORE, THEY HAVE DESIGNED A NICE WEBSITE FOR THE WEST VIRGINIA RELAY USERS. I BELIEVE THAT SPRINT RELAY IS THE STILL BEST PROVIDER FOR THE WEST VIRGINIA DEAF AND HARD OF HEARING CUSTOMERS."

ELIZABETH ANN LEISURE, SECRETARY, WEST VIRGINIA ASSOCIATION OF THE DEAF

ON THE BEHALF OF WEST VIRGINIA SCHOOL FOR THE DEAF ALUMNI ASSOCIATION WISH TO EXPRESS THEIR SUPPORT FOR SPRINT AS THE PROVIDER OF SERVICES FOR WEST VIRGINIA. WE HAVE USED THEIR RELAY SERVICES AND HAVE FOUND THEM TO BE EXCEPTIONAL.

RUBY LOSH, PRESIDENT, WEST VIRGINIA SCHOOL FOR THE DEAF ALUMNI ASSOCIATION

| Wisconsin | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 29-Dec-09 | 28-Dec-14 |

### Customer

Wisconsin Public Utilities Commission
Jack Cassell, Contract Administrator
101 E. Wilson, 8th Floor
Madison, WI 53703
Fax (608) 266-2164
Jack.Cassell@wisconsin.gov

### Customer Comments

During the 2009 bid process, Sprint received support from relay users, including the following:

> "We have spent quite a bit of time comparing the current service provider, Hamilton Relay Service, to the services offered by Sprint. In conclusion, we have found that we have access to better service, information and options when dealing with Sprint vs. Hamilton."
>
> HLAA - Lake Country Chapter, Contact Person: Tami Klink – Leader

Recently, relay users have submitted the following unsolicited compliments.

> "This operator does a wonderful job and is very patient and understanding."
>
> February 2014

> "I'm very grateful for the speech to speech service and all that it offers."
>
> (April 2013)

> "Thanks are due the patient friendly helpful people at CapTel Customer Service. I really like having to only press a button to make the connection. Such convenience!"
>
> (May 2014)

| Wyoming | | |
|---|---|---|
| Deliverable | Contract Start Date | Contract End Date |
| Contract #1 Agreement | 01-Jun-92 | 31-Jul-98 |
| Contract #2 Agreement | 1-Aug-98 | 31-Jul-04 |
| Contract #3 Agreement | 1-Aug-11 | 31-Jul-16 |

### Customer

Lori Cielinski
State of Wyoming, Division of Vocational Rehabilitation
851 Werner Court, Suite 120,
Casper, WY 82601
Tel/TTY 800-452-1408;
lori.cielinski@wyo.gov

### Customer Comments

Recently, relay users have submitted the following unsolicited compliments.

"THANK YOU! THE CUSTOMER SERVICE REPRESENTATIVE'S HELP WAS ABOVE AND BEYOND! THE CENTURYLINK TECH WAS GREAT TOO-HE CLEARED UP THE LINE NOISE FROM A BOX ABOUT A 1/4 MILE FROM OUR HOUSE. THE REST OF MY BUSINESS WITH CENTURY LINK 800 NUMBERS WAS TERRIBLE. I NEVER WOULD HAVE EVEN GOT THE REPAIR ORDER IN WITHOUT [THE CUSTOMER SERVICE REPRESENTATIVE" DOING IT FOR ME. THANKS!"

(JUNE 2012)

"I'M GLAD I HAVE THE CAPTEL PHONE. NOW I CAN TALK TO ALL MY FRIENDS. I ENJOY THE CLOSED CAPTION TO READ WHAT I CAN'T HEAR."

(FEBRUARY 2013)

"I'M GLAD I HAVE THE CAPTEL PHONE. NOW I CAN TALK TO ALL MY FRIENDS. I ENJOY THE CLOSED CAPTION TO READ WHAT I CAN'T HEAR."

(FEBRUARY 2013)

## Community Support

As a previous provider of Florida Relay Service, Sprint has formed strong bonds with the Florida Relay user community. Please see Attachment I for a copy of letters of support for Sprint, including items such as the following:

February 25, 2014

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

To Whom It May Concern:

I learned that the current state contract for provision of the Telecommunications Relay Service (TRS) offered by AT&T would end next year.

I am deaf and have been a TRS user for over 14 years. The last 7 years were in Florida and I remember when Sprint Relay was the TRS provider when I lived here. I was always appreciative of Sprint's outreach efforts to the deaf and hard of hearing community.

Their Sprint Outreach Specialist was always very helpful and gave workshops. Sprint has provided good quality TRS quality service such as CapTel and other relay services.

Since the last two years, I have not seen or heard of AT&T outreach services at special events or on television commercials. I do not know whom to contact at AT&T if I have questions about TRS.

Please BRING BACK SPRINT RELAY to be our TRS provider for the state of Florida.

Respectfully yours,

*Frank Lauricella*

Frank Lauricella
3131 Sugar Leaf Lane
Lakeland, FL 33810

Sprint

## Top 5 Reasons for Sprint's Experience and Customer References

1) **Sprint is the most experienced TRS provider in the nation in terms of the number of calls processed and government contracts held.** Sprint has processed over 2 billion TRS minutes and holds 33 total relay contracts.

2) **Sprint is the only TRS and CapTel provider with experience serving Florida relay users.** For 12 years, Sprint worked closely with the FPSC, FTRI, TASA, Florida relay users, and organizations in Florida.

3) As a testament to the level of service provided by Sprint, **many state customers have granted multiple contract awards to Sprint.** In fact, the average State customer has been served by Sprint for approximately 14 years.

4) Several States in the industry try out the services of new providers. **Many of these States return to Sprint after experiencing first-hand the difference among providers.**

5) **Sprint is committed to the Florida community.** Sprint respectfully requests that the evaluators consider the desires of Florida residents and solicit feedback from the community. Please see Attachment I for Sprint's letters of support.

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# Item 72. Subcontractors

# (RFP ref. C-6)

**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.**

Sprint has read, understands, and will comply. Please read below to understand our solution.

**How Sprint Complies:**

- ✓ Core responsibilities
- ✓ Experienced, specialized subcontractors
- ✓ Commitment to community
- ✓ Experienced providing similar services as a part of State Relay programs

Sprint has identified all subcontractors below who will perform services in the direct provision of the Florida Relay Service, along with the scope of each subcontractor's role.[1]

As an interexchange carrier (IXC), Sprint performs many of the core responsibilities of a relay provider and of this RFP:

- ☎ Provisioning of inbound toll-free numbers and management of 800 network
- ☎ Long distance calling including intrastate discounts
- ☎ Directory Assistance and Operator Services

Sprint subcontracts some services to specialized subcontractors who have become long-term partners in delivering the nation's leading relay solution.

| Subcontractor | Key Responsibilities | Partner Since |
|---|---|---|
| CapTel Inc. | CTS technology and operations | 2002[2] |
| Caption Colorado | RCC technology and operations | 2003 |
| CSD | TRS and CTS operations | 1993 |
| Cositics | Independent quality testing | 2004[3] |

[1] Sprint has not included General Supply & Support Agreements that were entered into for the purpose of providing Products and Services to Sprint customers generally (as opposed to specifically for this State).

[2] Sprint worked with CapTel, Ultratec's parent company, as a General Supplier since Sprint began offering relay services.

ATTACHMENT F

# ATTACHMENT F:

# ADDITIONAL FEATURES AND ENHANCEMENTS

## TRS FEATURES

| Product Feature | Competitive Differences and Benefits |
|---|---|
| Alpha-numeric Dialing | Relay users can dial request alpha-numeric numbers for the CA to dial. |
| Answering Machine Retrieval | Sprint's Phoenix platform features the technology necessary to retrieve voicemail or answering machine messages including touch-tone capability (i.e., "DTMF") and advanced recording technology which ensure customers are able to quickly and easily retrieve messages through the Relay service. |
| ASCII Split Screen | Sprint's platform supports dual-complex communication which means customers can interrupt and view typing. |
| ANI Technology | Sprint's ability to instantly view the telephone number of the calling party allows for quicker call set-up. |
| ASL to Conversational English | Relay users with minimal English skills can communicate fully through Sprint. CAs translate to assist in clearer understanding. Alternately, CAs will follow instructions if the caller requests verbatim relay. |
| ASL to Conversational Spanish | Relay users with minimal Spanish skills can communicate fully through Sprint. CAs translate to assist in clearer understanding. Alternately, CAs will follow instructions if the caller requests verbatim relay. |
| Automated Call Routing | FRS calls are quickly and efficiently routed to the first available CA in the network of call centers with the skills necessary to process the call. |
| Automated Number Identification (ANI) | Sprint's TRS platform automatically collects the user's incoming telephone number and uses that information in the quick processing of the call. |
| Automatic Connection Mode | Sprint's TRS platform automatically connects Relay users using their last known communication mode or permanently requested communication mode to speed up call processing. |

| Product Feature | Competitive Differences and Benefits |
|---|---|
| Average Speed of Answer | Relay users are answered quickly as Sprint routinely exceeds the FCC minimum requirements related to speed of answer. |
| Background Noises | Sprint's Phoenix platform makes it easy for CAs to select one of over 250 background descriptions to keep FRS users fully aware of everything heard. |
| Beeper and Pager Access | Sprint provides support for beepers and TTY pagers. |
| Branding of Call Type – Temporary | Also known as a self-learning database, Sprint records the communication mode of each caller, based on the caller's telephone number. Callers can register a permanent call branding or dial a dedicated toll-free number to override these settings. |
| Branding of Call Type- Permanent | Sprint allows users to register a permanent communication mode which speeds up call set-up. |
| CA Gender Identification | Sprint's system automatically sends a text greeting to the ASCII, TTY or IP user, which includes the gender of the CA. |
| CA Gender Request | FRS users can request the gender of the CA that they prefer to handle their calls on a per-call or permanent basis. Every effort will be made to fulfill this request. |
| CA Typing Speed | Sprint exceeds the minimum requirement of 60 words-per-minute. During a recent, internal oral-to-type internal typing test, Sprint CAs typed an average of 83.9 wpm with over 95% accuracy. |
| CA 10-minute in-call replacement | Sprint strives to keep the same CA with each call unless a change is requested (e.g., with different gender, skill set, etc...) or the CA becomes aware of a conflict (e.g., knows the caller, end of shift, etc...) |
| Caller ID | Sprint provides true caller ID services which includes recognizing blocks from the calling party and providing the ten-digit number to the called party (if not blocked by the calling party). |
| Carrier of Choice | Sprint has agreements with 250 long distance carriers domestically. Relay users can choose their preferred Carrier for Intrastate, InterLATA, IntraLATA, and International. |
| Cellular/PCS Phone Access | Sprint's sophisticated platform instantly recognizes calls originating from cell phones and eliminates billing for long distance calls for these callers. |
| Choice of Gender | Sprint makes it easy for callers to request a specific gender using the Customer Profile or on a per-call basis. |
| Customer Database | Also known as the Customer Profile, Sprint provides a full list of preferences which are automatically pulled based on a |

| Product Feature | Competitive Differences and Benefits |
|---|---|
| | customer's telephone number. In addition, Sprint allows multiple users per household and remote access. |
| Configuration of Access Numbers | Sprint has the ability to configure toll-free access numbers to be answered in the communication method desired by the State. |
| Courtesy Messages | Sprint can supply a courtesy message to callers in the rare cases that calls are not immediately answered, if so desired by the State. |
| Credit for Wrong Numbers (IMMEDIATE) | Relay users can get immediate credits for toll calls when the wrong numbers is reached. Unlike some other providers who make users wait for months to get a credit, Sprint's relay users never receive a bill. |
| Customized Toll-Free Access | In addition to the numbers listed, Sprint can provide customized access for Deaf-Blind users, which slow transmission to 15 wpm and can be adjusted in 5 wpm increments. |
| Deaf-Blind Pacing | Sprint allows FRS customers to set transmission speeds anywhere from 15 wpm to 60 wpm and can be set on a per-call or per-line basis. |
| Delayed Call Announcer | Sprint allows the state to determine if it would rather FRS callers are greeted by a ringing or delayed call announcer in the rare case that calls are not answered within 30 seconds. |
| Dialed Number Verification | Sprint's platform sends a system-generated message to text callers to confirm the number and type of call being dialed (i.e., "DIALING LD CALL XXX-XXX-XXXX.") |
| Directory Assistance (Intrastate/Interstate) | Sprint offers access to both intrastate and interstate Directory Assistance. In addition, Sprint offers free intrastate DA. |
| Enhanced Modems | Sprint's modems contain auto-detection and are switchable. |
| Emergency Calling | Relay users can obtain emergency services (911) through Relay. |
| Error Correction | Sprint's error correction technology includes 615 automatically corrected words as well as a buffer technology which allows CAs to correct mistakes while typing before the space bar is pressed. |
| Frequently Dialed Numbers | Relay users can set up "speed dial" lists through the Relay. |
| Gender ID | Sprint CAs four-digit identification number and gender are automatically included in system-generated and CA-generated macros (i.e., pre-programmed phrases). |
| Hearing Carry Over (HCO) | Sprint provides HCO service which includes privacy options. |
| HCO-HCO | Sprint provides HCO-HCO service where the CA voices the conversation to both parties. As these call-types are rare, the CA |

| Product Feature | Competitive Differences and Benefits |
|---|---|
| | can instantly pull up step-by-step instructions on the screen to assist in processing the call without delay. |
| HCO Permanent Branding | Sprint provides a unique greeting for all HCO users, which can be customized based on the State's preference. Currently the greeting states:<br>"FRS 1234F MAY I HAVE THE NUMBER YOU ARE CALLING PLEASE?" |
| HCO with Privacy | HCO users can choose to keep their conversations more private by requesting that the CA not hear the voice caller speaking. The CA will only voice responses from the HCO user to the voice user. |
| HCO-TTY | Sprint provides HCO-TTY service where the CA voices the HCO conversation. As these call-types are rare, the CA can instantly pull up step-by-step instructions on the screen to assist in processing the call without delay. |
| Inbound International | Sprint permits international callers to reach Sprint's International service from 605-224-1837. As this number is shared among all Sprint states, this number is not transferrable to a new provider. |
| Intelligent Call Router | Sprint upgraded its call routing in 2008. The new Intelligent Call Manager (ICM) can route calls to the first available CA or Customer Service Representative based on the skill set needed. |
| Intercept Messages | Sprint provides intercept messages in voice and TTY if a system failure occurs. In addition, Sprint provides delay announcements if the call is not answered in a timely manner. |
| Keeping User informed of Status | Significant automation is present within the CA call processing software to keep Relay users informed of call status. |
| Last Number Redial (LNR) | Sprint's LNR solution does not require users to register a Customer Profile or redial within 24 hours to work. Sprint's LNR is available to all callers for at least a year. |
| LEC Calling Services | Sprint provides access to many LEC calling services including Caller ID, Caller Block, Speed-Dial, and Directory Assistance. |
| Local/Extended Area Service | Relay users who subscribe to extended area service plans receive equivalent service through the Relay. |
| Machine Recording Capabilities | Sprint's Recording Technology allows CAs to rewind and pause recordings in order to relay the full message. While some providers must wait while the system records the message and then begin typing, Sprint's sophisticated system allows for instant capture and relay, resulting in less delay. Sprint CAs can also listen to the recording and check the "live" status of the call to monitor if a live person answers the recording. |
| Multi-user Customer Profile | Customers in one household can register separate Customer Profiles ensuring they get customized service. The head of |

| Product Feature | Competitive Differences and Benefits |
|---|---|
| | household can also establish certain restrictions for everyone in the household. |
| Pay-Per-Call | Relay users can dial 900 calls via relay via a toll-free 900 number which observes LEC restrictions so that customers do not have to register blocks with the Relay. |
| Regional Toll-Free Calls | Sprint supports regionally-directed and regionally-restricted telephone numbers. With the press of one key-stroke, the CA can instantly redial the number based on a customer's location saving the customer time. |
| Reverse 2-Line HCO | Sprint's 2-Line HCO users can also receive incoming calls. |
| Reverse 2-Line VCO | A VCO user receives a call from a voice user first then dials/connects the CA. |
| Roaming Service | Sprint allows the State to customize the types of calls it desires to allow and reimburse under the "FRS" system (e.g., the State can restrict calls to require one caller to be located in Florida). |
| Spanish-Language | In addition to supporting Spanish and Spanish-translation, Sprint will also provide 24/7/365 Customer Service access to FRS users in Spanish. |
| Speech-Disabled Indicator | Sprint CAs recognize an "s" as a speech-disabled indicator and also allow customers to register a Customer Profile with the appropriate branding. |
| Speech-to-Speech | Sprint allows only a specialized group of CAs who meet stringent application, training, and testing guidelines to process STS calls. Sprint provides STS services in English and Spanish. |
| Speech-to-Speech Busy Line Verification | STS users will be able to immediately confirm the STS CA dialed the right number if a busy signal is reached. The STS CA will repeat the number aloud to confirm. |
| Speech to Speech with Privacy | A STS user can speak directly to the CA without hearing the voice user's voice. The CA will simply re-voice the STS user's message. |
| Text protocols | Relay users can access FRS using TTY (Baudot), ASCII, TurboCode, or Enhanced Turbocode. |
| Text/Voice Transmission | Sprint's sophisticated workstations allow the CA to toggle between all available modes of communication. |
| Toll Discounts | Sprint is increasing its discounts for intrastate toll calls to 50% off of standard MTS rates. |
| Transfer Gate Capabilities | In addition to the transfer options listed, CAs have the ability to transfer calls to the CapTel service. |
| TRS Customer Service | Relay users can reach TRS Customer Service, which is available 24 hours-a-day, 7 days-a-week to request information, or to offer |

| Product Feature | Competitive Differences and Benefits |
|---|---|
| | commendations and submit complaints. The existing Customer Service numbers are Sprint national numbers and are not transferrable to a new provider. |
| TTY Operator Services (OSD) | Sprint provides a direct source for TTY users who wish to speak directly to a TTY Operator, rather than communicate via Relay. Calls between the OSD and TTY user are not billed to the State. |
| TTY to TTY (Call Release) | TTY users can use relay to call another TTY when a CA is necessary to set up the call. |
| Turbocode | Sprint's sophisticated platform supports Turbocode transmission. As garbling can sometimes occur with static on the line when using Turbocode, CAs can also disable Turbocode, if needed on a per-call basis. |
| Two-Line VCO | Sprint implemented this service as a direct result of customer requests and was the first provider to offer this service. |
| Variable Time Stamp Macro | Sprint's system automatically notifies TTY users when a caller disconnects and the last relayed message. |
| Voice Carry Over | Sprint provides a full list of features and enhancements for VCO users. Sprint provides a specialized group of CAs to process all calls to the FRS VCO toll-free number. |
| VCO-HCO | Sprint provides VCO-HCO service where the two parties communicate directly to each other and the CA assists if communication breaks down. As these call-types are rare, the CA can instantly pull up step-by-step instructions on the screen to assist in processing the call without delay. |
| VCO Permanent Branding | VCO users can elect to type or speak directly to the CA. This is especially helpful for VCO users whose VCO phone does not contain a keyboard. |
| VCO-TTY | Sprint provides VCO-TTY service where the CA types the VCO user's spoken message. As these call-types are rare, the CA can instantly pull up step-by-step instructions on the screen to assist in processing the call without delay. |
| VCO-VCO | Sprint provides VCO-VCO service where the CA types each VCO user's message to the other party. As these call-types are rare, the CA can instantly pull up step-by-step instructions on the screen to assist in processing the call without delay. |
| VCO w/Privacy (NO GA) | Sprint permits callers to conduct conversations in private. The CA only hears the portion of conversation which is required to be relayed. |
| Voice Call Progression | Sprint does place callers (voice, HCO) on hold when dialing a call; rather a voice caller can hear the call set-up including ringing or |

| Product Feature | Competitive Differences and Benefits |
|---|---|
| | busy signals. |
| Voice Gender ID | Sprint provides a simple hot-key to inform callers of the gender of the caller, which speeds up the call. |
| 7-1-1 Dialing | Sprint's 7-1-1 system has been thoroughly tested in cooperation with Local Exchange carriers, wireless providers, |

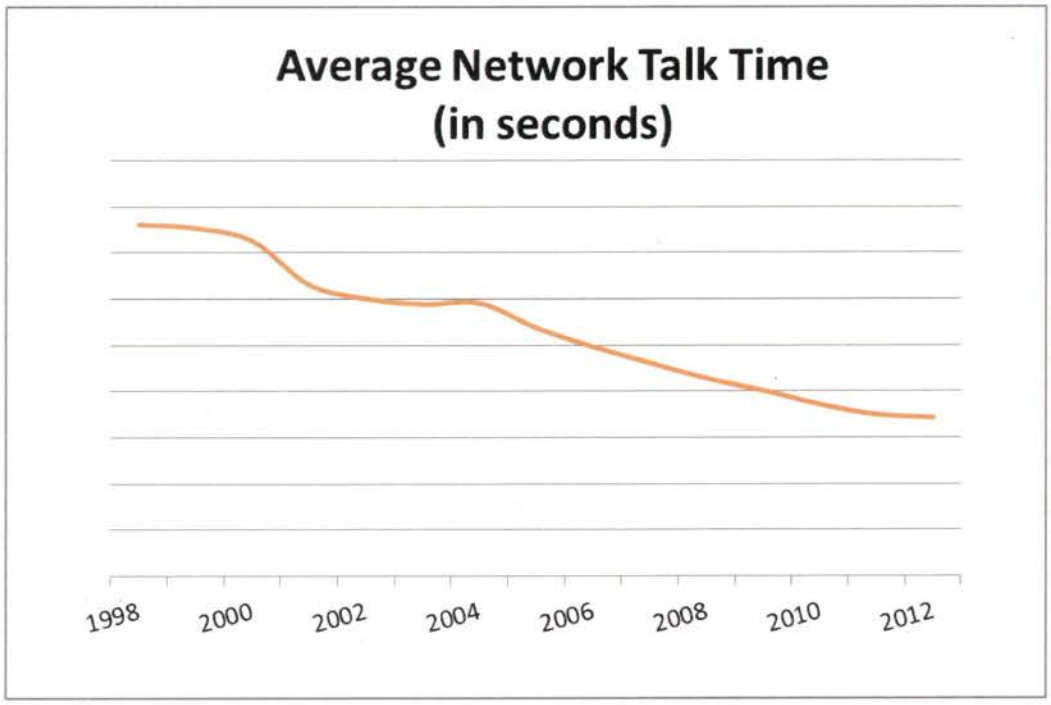
Enhanced Features

| Product Feature | Competitive Differences and Benefits |
|---|---|
| Automatic Set-Up of Carry-Over Features | When a customer dials 711 with a branding preference, the customer is answered in that communication mode without CA intervention. For example a VCO user will be answered "FRS 1234F VOICE (OR TYPE) NOW GA |
| Correctional Facility Fraud Protection | Sprint prevents fraud from correctional facilities which transmit the correct network signaling, enforcing collect calling for local calls, which is functionally equivalent to voice users. |
| Long Distance Discounts | Sprint provides a 50% discount for both intrastate and interstate long distance calling. |
| Self-Learning Database | Sprint's intelligent platform learns each customer's communication preferences. |
| Shortened Macros and Abbreviations | Sprint has worked with the States and Relay customers to shorten macros and develop a list of abbreviations to be used on all TRS calls. Customers who prefer to receive no abbreviations can request via their Customer Profile. |
| Speech-to-Speech Contact Information | STS Users can register multiple phone numbers and locations with time of day and day of week settings. Voice callers can request the STS user by simply providing the user's name. |
| Speech-to-Speech Email Call Set-Up | STS users can send an email to set-up their STS call. This is especially helpful for difficult or challenging calls. |
| Speech-to-Speech Customer Service | Sprint provides dedicated STS Customer Service (also known as a Training Line) to educate STS users on how to use STS and make calls easier based on user preferences. Sprint does not charge the State for any minutes associated with STS Customer Service. |
| Upfront Automation via E-Turbo | Sprint puts the power to choose automation in the customers' hands. If the customer elects to preprogram their TTY with preferences and the number to dial before reaching FRS, Sprint CAs will use this information to place the call immediately. |

| | |
|---|---|
| Sprint IP Wireless | Sprint provides wireless access to Sprint IP via a downloadable application. Minutes for these services are reimbursed through the TRS Interstate Fund. |
| Sprint Relay Store | Sprint Relay offer special offers for deaf and hard of hearing customers. |
| VCO Gated Services | All calls to the FRS VCO number are answered by CAs who have demonstrated proficiency for processing VCO calls. |
| Video Customer Care | Sprint's Relay Customer Service offers dedicated support in American Sign Language. |
| Wireless STS Access | Sprint wireless users are able to dial *787 (*STS) from anywhere in the country to be connected with Sprint's STS service. |

## Efficiency Features

TRS users and the State will benefit from Sprint's efficient/smart approach to services. For the past twelve years, Sprint reviewed every facet of providing TRS and automated items that do not impact the customer experience. As a result, Sprint reduced the average call length by 54.9%, saving many of our State customers thousands of dollars each month.




The chart below is a small sample of efficiency features offered by Sprint which saves customers and the State time when processing TRS calls.

| Efficiency Feature | Feature Description | Estimated Savings to State |
|---|---|---|
| Auto-detect Modems | Sprint's modems automatically attempt to connect to callers without CA intervention. For example, when a CA places call from a traditional phone user (Voice) to an ASCII user the TRS platform automatically detects the baud rate and connects. | >10 seconds per call |
| Customer Profile | Sprint's service has been designed to allow Relay users to register their preferences, which can save a significant amount of time. For example, many Relay users include instructions on how to check voicemail in their Customer Profile. Rather than repeat the menu options and instructions each time, they can simply refer the CA to their Customer Profile. | >10% fewer session minutes |
| Dedicated Toll Free Numbers | Rather than call one number and be transferred to a CA with the right skills, Sprint offers customers the ability to directly connect to a special CA using a dedicated toll-free number. For example, a caller wanting to place a Spanish call can simply dial 800-520-7309 rather than dialing 711 and then being transferred. | >45 seconds per call |
| Enhanced Turbocode | Customers with TTYs featuring E-Turbo functionality can pre-program the number they would like to call, preferred long distance call, and dialing instructions prior to connecting to FRS. For example, a VCO caller may save time by sending "call 913 xxx-xxxx, using VCO on XXX long distance." When connected to FRS, the call is processed without delays. | >45 seconds per call |
| Immediate Connection to CA | When a call arrives at the CA computer, there is no delay. CAs are not required to press a button to accept the call. Rather an alert is displayed in the headset and on the screen and is immediately accepted. | >3 seconds per call |
| Shortened Macros | Sprint features system-generated and CA-initiated short, consistent phrases. These preprogrammed messages allow the CA to | >15% less conversation time |

| | | |
|---|---|---|
| | provide quick status using a mouse-click or combination of keys savings time and ensuring consistency. For example, when a TTY user places a call, the system automatically sends a confirmation message displaying the type of call being made and the number being dialed (e.g., "DIALING LD CALL 913 555 5555." ) In addition, Sprint has worked with customers and States to provide brief, yet easy-to-understand messages and can change the language upon request. | |
| Self-Learning Database | Sprint records the communication mode of each caller, based on the caller's telephone number. Callers can register a permanent call branding or dial a dedicated toll-free number to override these settings. | >45 seconds per call |

### Speech-to-Speech Features

In the summer of 2012, Sprint introduced a new STS program entitled, "My STS" in an effort to attract new STS users, make basic STS features easier to understand, and introduce new STS enhancements, including the following:

| STS "MAKING A CALL" FEATURES | |
|---|---|
| My E-mail Set Up | STS users can email call instructions or information two (2) to twenty-four (24) hours prior to the call (i.e., the number to be dialed, who the STS user wants to speak to, any special instructions, and subject of the call, or anything that makes it easier for the STS user to complete the call). This feature cannot be used to request a specific CA, schedule a STS call, or be used in lieu of placing a live call. |
| My Phonebook | STS users can register up to thirty (30) Speed-dial or frequently dialed numbers. |
| My Emergency Numbers | STS users can register alternate Emergency Numbers (e.g., doctor's office) which will be dialed upon request. |
| My Support | Sprint offers a dedicated STS Customer Service Number. |
| STS "RECEIVING A CALL" FEATURES | |
| My Name | STS users may register to receive calls using their name. When registered, Voice callers can request a STS user by simply dialing the FSS number and asking for the user by their registered user name. |
| My Places | STS users may register multiple locations based on the time of day and day of the week. For example, a FSS user may register |

| | |
|---|---|
| | one telephone number for an office location from 8:00 am to 5:00 pm on Monday's and Wednesday's and a second number on the remaining days of the week. |
| STS "ON A CALL" FEATURES | |
| My Style | Sprint allows STS users to determine how they would like the STS CA to process the call. If instructions are not given, the STS CA will ask the STS user if they would like them to repeat everything or only when it appears unclear. |
| My Saved Messages | STS users can request the CA temporarily retain a message from a call for up to twenty-four (24) hours to be reused on future calls. After twenty-four hours, the message is automatically deleted by the system. |
| My Language | STS users can indicate their preferred language (i.e., English or Spanish). |
| My Preferences | STS users can register many standard preferences including the CA's role, explaining STS or reduced prompting for long hold times. |
| My Notes | STS users can also leave general notes in a free form text on how they would like the STS CA to process their call. |

## CAPTEL FEATURES

Sprint offers a full suite of CapTel features, including, but not limited to the following enhancements.

### Answering Machine Retrieval

CapTel users may place their telephone handset next to an answering machine and use CTRS to retrieve messages. When this occurs, there is not an outbound call initiated. As the caller is in the same physical location of the answering machine, 100% of these minutes are billed to the State.

### Caller ID

Sprint CapTel consumers who subscribe to the Caller ID feature from their telephone service are now able to view Caller ID information directly on the CapTel phone display. CapTel features True Caller ID, which displays the name and/or number of the person calling. The actual identity of the Calling Party is presented to the Called Party's Caller ID box (True Caller ID). With True Caller ID, the Called Party may not know that they received a call via the CapTel service. Also, if the Calling Party blocks their Caller ID, the Called Party doe

### Caption Appearance Customization

CapTel users can customize the appearance of their CapTel phone to include the text, background, or corrections appear in custom colors. CapTel users can also change the font size.

### Caption Scroll Customization

Captions Scroll: Users now have a choice on how the captions scroll on the CapTel display. Users can select the option for captions to appear on the screen word by word in which each word appears instantaneously as it is captioned, or they can select a smooth-scrolling option which rolls captions across the screen line by line in a continuous movement.

### Carrier of Choice

Sprint encourages CapTel users and voice callers using CapTel to register their preferred COC directly with customer service. Users who have not registered their preferred COC are encouraged to contact CapTel customer service to complete their registration.

### Customer Service

One of Sprint's core commitments has always been providing our customers with live Customer Service, 24 hours a day, 7 days a week. While traditionally CTI has provided Customer Service only during business hours, Sprint is excited to announce that CTI customer service has expanded to 24 hours a day (excluding holidays). As always, the Sprint Relay Customer Service is available to assist CapTel customers 24/7/365. CapTel

users can access Customer Service with one-touch of a button. Callers not calling from a CapTel phone can dial CTI Customer Service at 1-888-269-7477 or 800-482-2424 TTY. Sprint's CapTel Customer Service offers many options including:

- ❑ Fax
- ❑ Email
- ❑ Mail
- ❑ On-line chat with Customer Service
- ❑ Customer Relations Manager
- ❑ Sprint Relay Customer Service
- ❑ Feedback form which allows customer to leave an online message for Customer Service

### Default Amplification Settings:

Sprint has worked with CTI to upgrade the CapTel platform to allow each state to determine its default amplification settings on CapTel devices. With this new change, the 40 decibel minimum can be turned on or off based on the state's needs.

### Delay Call Announcer

Sprint has worked with CTI to make the following message available during situations that result in long hold times. ("Please stay on the line. Your captions will be available shortly.")

### Diverse CapTel Routing

Sprint offers diverse call routing to a total of five (5) domestic CapTel centers including both CTI-operated call centers and TRS collocated call centers.

### Interrupt Feature

Because of the nature of CapTel, the CA is transparent on the call; therefore, CapTel users are empowered to interrupt their caller at any time without the need to wait for the captions to be completed. Users enjoy full-duplex conversation, unlike TRS where only one side of the conversation can be transmitted at a time.

## N11 Dialing Access

Based on the CapTel user's incoming telephone number (ANI), the CapTel platform automatically matches the ANI to the correct N11 10-digit telephone number and places the call for the CapTel user. As a wireless provider, N11 companies routinely update Sprint when implementing service. Sprint uses this information to map all potential Florida-based NPA-NXX information to the correct N11 service center and then works closely with CTI to integrate the information in to the CapTel platform.

## Pay Per Calls

CapTel users have access to all 900 calls and 800 Pay Per Call numbers. By default, CapTel blocks Pay-Per-Call. In order for CapTel users to place Pay-Per-Call, they are required to complete a Customer Profile form to remove the 900-call block.

## Recordings

Sprint provides full access to Audiotext, Interactive Voice Response Units and Answering Machines. CapTel CAs have the ability to pause or slow down the conversation in order to fully capture a recording or conversation and provide accurate captions to the CapTel user.

## Speed Dialing

Speed dialing will be available to all CapTel users. Up to three numbers can be stored directly in the phone and transmitted to the CapTel service, upon request. The speed dial numbers can be added, confirmed, or modified by the CapTel user at any time. Instructions are provided to users with the CapTel phone and on Sprint's website.

To place call using a speed dial number, the CapTel user simply ensures that captioning is turned on and then presses the number of the Speed Dial entry they wish to call, as highlighted in the picture on the right.

## Spanish-CapTel

Like all CapTel providers, CTI has upgraded the CapTel phone settings so that when the phone is set to to Spanish language, the menu will appear in Spanish (models 840i, 800, 800i).

## Sprint Long Distance Discounts

As a long distance provider, Sprint will offer one-line (standard) CapTel users free intrastate long distance (1+) and 50% discounts off of interstate TRS standard long distance MTS rates.

## State-Specific Reporting.

In 2012, Sprint upgraded its reporting package for CapTel customers and offers this new, easier-to-understand reporting package. In addition, Sprint will also provide state-specific CapTel reporting including ASA, service level with and without abandons, and abandon call information.

## Three-way Calling

Sprint provides three-way calling for CapTel users that is in full compliance with FCC requirements. Two-line CapTel users are able to host, join or be added to any three-way call in the same manner as traditional telephone users. One-line CapTel users are able to join any three-way call in progress. In order to be added on, the host of the three-party call would simply dial the national CapTel number and enter the CapTel user's telephone number.

## Two-line CapTel

Sprint provides Two-line CapTel at no additional charge. Two-Line CapTel users who purchase advanced features from the LEC can access the non-basic services, including, but not limited to the following:

- Call-Waiting
- Three-Way Calling
- Caller ID
- Repeat Dialing
- Automatic Call-Back
- Call Screening

## WebCapTel

Sprint also provides Internet Protocol Captioned Telephone Service (IP CTS) which is charged to the TRS Interstate Fund, rather than the State. Sprint's WebCapTel is an easy-to-use alternative to the state-based CapTel service for users who prefer to use a personal computer with internet access.

## Wireless CapTel

Sprint also provides Wireless CapTel by Sprint®. While other providers offer mobile versions of the CapTel service, Sprint is the only provider who does not require both a simultaneous voice and data connection – which may be more expensive and limit locations of where calls can be made. Instead, **Sprint's Wireless CapTel solution requires only a data connection,** works using a single device, and can be accessed using any wireless data network (including WiFi).

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ATTACHMENT G

# ATTACHMENT G:

# BANKING LETTER OF REFERENCE

Please see Sprint's attached Banking Letter of Reference.

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388 Greenwich Street
New York, NY 10013

citi

July 8, 2014

Curtis Williams, c/o Carlotta Stauffer
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Sir,

We are pleased to inform you that Sprint Corporation, a direct parent of Sprint Communications Co LP., has been a customer of Citibank for more than 10 years. We, at Citibank, N.A. and Citigroup, have a valued global relationship with Sprint Corporation, the parent company.

We know the company and management well, and hold them in high regard. We agent syndicated and unsecured credit facilities in the $2,800,000,000.00 range.

Sprint has been financially responsible in our experience. We believe the company handles its business affairs appropriately.

Yours Truly,

Denise Brown-Saddler
Senior Vice President
Technology, Media & Telecom
Corporate Banking

ATTACHMENT H

# ATTACHMENT H:

# PROPRIETARY CUSTOMER CALL VOLUMES

Please refer to Confidential Attachment H, which has been filed under seal.

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ATTACHMENT I

# ATTACHMENT I:

# LETTERS OF SUPPORT

Please see the attached letters of support.

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**Andrew Lange**
**402 F Street**
**St. Augustine, FL 32080**
**904-834-4517**
**andylange@juno.com**

July 31, 2014

Tracy Goddard
Sprint Relay Proposal Manager
6550 Sprint Parkway # 3A224
Overland Park, KS 66251

Subject: Support Letter for Sprint Relay

To Whom It May Concern:

I am writing today in support of Sprint Telecommunication Relay Service and would like to request that the State of Florida consider and select Sprint Telecommunication Relay Service as the telecommunications relay service provider for Florida.

I, my family, friends and businesses that I communicate with on a regular basis through the relay service. I have been and prefer to use Sprint due to its outstanding relay service quality and the friendly and professional service agent assisting with the call.

Sprint has been my preferred TRS provider for the past 20+ years. I am hopeful that the State of Florida will bring Sprint TRS back!

Why do I support Sprint?

1) I know from personal experience that Sprint is the leader in TRS. They have consistently developed and deliver high quality service.
2) They are true supporters of the community they serve. They have offered support on all levels, be it monetary or "in-kind" support and what's really impressive is that when they do offer support they are usually "all in!" Helping out where it is needed.
3) Knowing that a company like Sprint is offering this service, I feel secure and content that my information is private and secure! Sprint has the high quality technology needed for Florida.
4) Other services Sprint offers is important to me as well, such as CapTel Services and Wireless CapTel for my smartphone. This has proved to be immeasurably valuable. When my car broke down on the highway, I could call AAA through the service and (I've had this happen with other providers), SPRINT was the only one that made the call with virtually no effort and the conversation went smoothly, despite the fact I was stuck by I-95.

Please, please, please select Sprint as the provider for TRS in Florida. You won't be sorry, their service and dedication outshines the competition easily! Go for the best, Florida!!

Respectfully,

Andrew J. Lange

Andrew J. Lange

UCP United Cerebral Palsy
Life without limits for people with disabilities

1825 K Street, NW • Suite 600
Washington, DC 20006
TEL 800.872.5827/202.776.0406
FAX 202.776.0414

July 29, 2014

**Curtis J. Williams**
Public Utility Analyst
Office of Telecommunications
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Dear Mr. Williams,

It is our understanding that the Florida Public Services Commission is currently seeking a new provider for relay services within the state of Florida. On behalf of United Cerebral Palsy (UCP), I would like to recommend that you consider Sprint Relay as a provider. We believe that Sprint Relay provides quality services with a wide variety of products and services beneficial for the Deaf and Hard of Hearing.

UCP, along with our almost 90 affiliates worldwide, serves individuals with a range of disabilities. Many of our clients and their families rely on Captioned Telephone Service, Speech-to-Speech Relay, IP Relay, and traditional TTY relay service, both professionally and personally. UCP is proud to work with Sprint Relay to help raise awareness of the important communication tools and technologies that improve the lives of people with disabilities.

UCP believes in a life without limits for everyone, and the services and supports Sprint Relay provides truly help individuals with disabilities live more independent and productive lives. As you choose the next provider for your relay service, we hope you will give consideration to Sprint Relay.

Sincerely,

Chris Thomson
Vice President of Corporate Affairs
United Cerebral Palsy



WEB www.ucp.org

July 27, 2014

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Dear madam or sir:

Even though I'm currently living in Texas, I'm native and a longtime resident of Florida. During the early years, I was able to use the Sprint Relay TRS and enjoyed every type of the services that were provided to me and all other deaf and hard of hearing while living in Florida.

Now I'm delighted to learn of the wonderful news that the Sprint Relay is being considered as the next provider (and back in business!) In order to break down communication barriers that we have faced, it would be the best and wisest decision to choose the Sprint Relay.

Sprint is nationally well-known for providing superior services in areas of outreach and information such as CapTel, wireless phone services with good quality.

Not only that but those Sprint Relay specialists are well-trained and most aptly able to communicate with us on every level they are highly skillful communicator in American Sign Language (ASL) to communicate with customers. Lastly, Sprint Relay provides workers who are hard of hearing to help hard of hearing customers for providing Cap-Tel, or phone/videophone with VCO (voice carryover)

I highly recommend you should select Sprint Relay as Florida's TRS providers. That would be fabulous for Deaf and hard of hearing Floridians

Much appreciation,

*Christian DeNight*

Christian DeNight
2838 Sun Lake Loop, #208
LAke Mary, FL 32746

February 25, 2014

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

To Whom It May Concern:

I learned that the current state contract for provision of the Telecommunications Relay Service (TRS) offered by AT&T would end next year.

I am deaf and have been a TRS user for over 14 years. The last 7 years were in Florida and I remember when Sprint Relay was the TRS provider when I lived here. I was always appreciative of Sprint's outreach efforts to the deaf and hard of hearing community.

Their Sprint Outreach Specialist was always very helpful and gave workshops. Sprint has provided good quality TRS quality service such as CapTel and other relay services.

Since the last two years, I have not seen or heard of AT&T outreach services at special events or on television commercials. I do not know whom to contact at AT&T if I have questions about TRS.

Please BRING BACK SPRINT RELAY to be our TRS provider for the state of Florida.

Respectfully yours,

*Frank Lauricella*

Frank Lauricella
3131 Sugar Leaf Lane
Lakeland, FL 33810

Jeffrey Branch
1459 Ruth RD
Dundein, FL 34698

Tracy Goddard
Sprint Relay Proposal Manager
6550 Sprint Parkway #3A224
Overland Park, KS 66251

July 28, 2014

To Whom It May Concern:

At the time when I was living in South Dakota from 1998 to 2009 Sprint was the TRS provider. Their reputation and their service to the deaf community have been outstanding over the years. I was a satisfied customer and appreciated the service they provided.

I have seen that Sprint Relay has shown immense support for the Deaf, Hard of Hearing and late-deafened communities in Florida even though they have not been the provider of services recently. . Sprint Relay has served the community well for over 23 years and deserves to be selected as the provider again. There is no other relay service provider who is as committed to the Deaf, Hard-of-Hearing, Deaf-blind and Speech-disabled communities of Florida.

I strongly encouraged the State to select Sprint to provide the Florida relay services.

Thank you for accepting my letter of support for Sprint Relay.

Sincerely,

Jeffrey Branch
Center Manager
ZVRS Customer Care Department

July 26, 2014

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

My name is Judith Ann Meehan- Steinberg. I am totally deaf and the state of Florida resident for almost 20 years. I'm quite a Relay user heavily.

I believe strongly that you should consider the Sprint Relay, one of the TRS providers. I personally advise you to have Sprint Relay as the BEST TRS provider now because it has done many various wonderful and great quality services, especially with the outreach/informational booths and the wireless phone services around the world.

With Sprint Relay as Florida's TRS, you would maintain the high quality and great work among the deaf, hard of hearing and non-hearing users in this state and you would make them happy! Thank you for your attention to this letter importantly.

Respectfully yours,

Judith Ann Meehan- Steinberg

3746 Ivey Terrace
The Villages, FL 32163-2845
618.307.4075 Phone
618.709.1964 Text

July 29, 2014

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

To Whom It May Concern:

I learned that the current state contract for provision of the Telecommunications Relay Service (TRS) offered by AT&T would end next year.

Please bring back Sprint Relay to be our TRS provider for the state of Florida.

Sprint has been visible in different events in the deaf community including conferences and exhibit halls.

Sprint has also sponsored different events in the Florida Association of the Deaf and other organizations in the past.

When I was the president of the Florida Association of the Deaf from 2009-13, we had a good relationship with staff from Sprint. I would like to see this start again.

Thank you.

Sincerely,

June McMahon, Vice President
5215 Espana Ave.
Boynton Beach, Fl. 33437

Richard Herring
10214 Ashley Oaks Dr.
Riverview, Florida 33578

July 27, 2014

Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Florida 32399-0850

Dear Sir/Madam:

I am writing this letter to request that the next Florida relay provider be none other than Sprint which has demonstrated solid expertise in establishing telephone service for relay users. Sprint's excellence in serving hearing and non-hearing individuals through its relay call centers is admirable.

As a deaf person, I am assured in the knowledge that Sprint can serve Florida with sufficient facilities to provide a high grade of service not only to me but to many other Florida residents as well. In essence, Sprint already has the capability to effectively manage a human resource pool that provides unsurpassed quality.

Honestly, I have been in states where there are relay service providers other than Sprint and still I can say that those providers lack the ability to provide exemplary services statewide like Sprint is capable of doing. Relay users are entitled to exemplary services and no one deserves less.

I, therefore, urge the Florida Public Service Commission to select Sprint as the provider of a statewide telecommunications relay service in our great state of Florida.

Thank you very much.

Sincerely,

Richard Herring

Richard Herring
email: rhmann@tampabay.rr.com

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL, 32399-0850

July 29, 2014

To whom it may concern:

Let's introduce myself, Tony Giordano, am deaf and live in Boynton Beach, Florida since last February.

I do rely on Sprint relay very much.

I believe that we should retain Florida Sprint Relay as Florida's TRS provider, it's my main and mean of communication among hearing with deaf and hard of hearing users in Sunshine State.

Thank you for your attention and concern.

Respectfully yours,

Tony Giordano
8070 Duomo Circle
Boynten Beach, FL 33472

INNOVATIVE
Your Islands. Your World.
Wireless | CableTV | Internet | Voice | Data

June 21, 2013

Subject: Letter of Reference for Spring Relay

In February of 2013, Innovative Telephone and Sprint signed an agreement for the provision of the U.S. Virgin Islands Relay Service. The contract term began on May 1, 2013 and will last for a five-year period.

The Sprint team has been very proactive in understanding our needs. I appreciate the personal attention that Sprint has given us since the beginning of our relationship. Even though we had a short timeframe to implement services, Sprint exhibited a "take-charge" approach to the implementation. They worked with us and the incumbent provider to transition service without any disruption or interruption to our customers.

One of the first tasks that we asked Sprint for assistance with was the mandatory recertification application for the Federal Communications Commission. We were on a tight schedule and found that the Sprint team was responsive whenever we had questions. They really went the extra mile to assist us in meeting the FCC's deadlines.

In addition, the Sprint Relay Team is genuinely interested in satisfying their customers' needs. They listen to our needs and address our concerns. For example, they offered us pricing structures that work best for our needs rather than forcing us to follow industry standard pricing models. They have also shared knowledge about outreach and marketing programs and have offered us cost-effective, optional solutions for our consideration.

Sprint is providing excellent relay service to the residents of the U.S. Virgin Islands and it is with pleasure that our office recommends Sprint as your TRS provider.

Sincerely,

Mickey Breton
Vice President and General Manager
Innovative Telephone
Innovative Companies
4611 Tutu Park #200
St. Thomas | VI 00802
O: 340.715.8341
C: 340.771.4100
F: 340.774.8576

InTRAC
Indiana Telephone Relay Access Corporation
for the Hearing and Speech Impaired

June 2013

Re: Letter of Reference for Sprint Relay

To Whom it may Concern:

Indiana Telephone Relay Access Corporation (InTRAC) is a not-for-profit corporation established in 1991 for the sole purpose of representing telephone companies within Indiana as a designee to provide telephone relay service (TRS) on their behalf.

For the past twenty-one years, InTRAC has contracted with Sprint to provide telephone relay service in Indiana. The fact that InTRAC has continued to renew with the same vendor speaks volumes about the quality of service in several areas of relay.

In the opinion of InTRAC, Sprint's greatest quality for TRS is found within the team itself. From the Vice President, to Management, to Sales and Account Managers, the entire team is in constant communication about telephone relay service. This means when InTRAC has any questions, there is always a contact that can respond immediately to the inquiry.

Sprint provides excellent training with its relay operators and is more than willing to continue to provide updated training and encouragement to the operators as they process the daily relay calls.

Sprint strives to maintain the highest quality for its relay platform and achieves that quality as they continue to change and update their platform to match the constantly changing communication technologies. All representatives on the Sprint team are extremely energetic about their service and their product. A great advantage about the Sprint team is the fact that most all of them use the product on a daily basis. Therefore, the quality of Sprint relay service is a high priority to them, as it is such a major part of their daily lives.

7702 Woodland Dr., Suite 130 • Indianapolis, IN 46278
Tel. (V/TTY) (317) 334-1413 • Fax (317) 334-1432
www.relayindiana.com

Any inquires from InTRAC about concerns over the past years have been dealt with in a timely manner, and Sprint has kept InTRAC informed as to the progress with their company regarding these inquiries.

If you have any questions concerning Sprint Relay, please feel free to contact me. Indiana is very pleased with their service and does not anticipate severing this ongoing relationship.

Sincerely,

Virginia L Barr

Virginia L Barr
Executive Director

ATTACHMENT J

# ATTACHMENT J:

# BID BOND

Please see the attached Bid Bond.

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# Document A310™ – 2010

**Conforms with The American Institute of Architects AIA Document 310**

## *Bid Bond*

**CONTRACTOR:**
*(Name, legal status and address)*
Sprint Communications Company L.P.

**SURETY:**
*(Name, legal status and principal place of business)*
Berkley Insurance Company, A Delaware Corp
Licensed to do business in the State of Florida
475 Steamboat Road, Greenwich, CT 06830

**Mailing Address for Notices**
Berkley Insurance Company, A Delaware Corp

This document has important legal consequences. Consultation with an attorney is encouraged with respect to its completion or modification.

Any singular reference to Contractor, Surety, Owner or other party shall be considered plural where applicable.

**OWNER:**
*(Name, legal status and address)*
Florida Telecommunications Relay, Inc.
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

**BOND AMOUNT:** $500,000.00 Five Hundred Thousand Dollars And Zero Cents

**PROJECT:**
*(Name, location or address, and Project number, if any)*
Telecommunications Relay Service System. Bid Due Date: August 8th, 2014. Bid Bond Expires: October 15th, 2014.

Should Principal be awarded this contract and be required to provide a performance bond, bond will be issued on surety company's annually renewable bond form.

The Contractor and Surety are bound to the Owner in the amount set forth above, for the payment of which the Contractor and Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, as provided herein. The conditions of this Bond are such that if the Owner accepts the bid of the Contractor within the time specified in the bid documents, or within such time period as may be agreed to by the Owner and Contractor, and the Contractor either (1) enters into a contract with the Owner in accordance with the terms of such bid, and gives such bond or bonds as may be specified in the bidding or Contract Documents, with a surety admitted in the jurisdiction of the Project and otherwise acceptable to the Owner, for the faithful performance of such Contract and for the prompt payment of labor and material furnished in the prosecution thereof; or (2) pays to the Owner the difference, not to exceed the amount of this Bond, between the amount specified in said bid and such larger amount for which the Owner 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. The Surety hereby waives any notice of an agreement between the Owner and Contractor to extend the time in which the Owner may accept the bid. Waiver of notice by the Surety shall not apply to any extension exceeding sixty (60) days in the aggregate beyond the time for acceptance of bids specified in the bid documents, and the Owner and Contractor shall obtain the Surety's consent for an extension beyond sixty (60) days.

If this Bond is issued in connection with a subcontractor's bid to a Contractor, the term Contractor in this Bond shall be deemed to be Subcontractor and the term Owner shall be deemed to be Contractor.

When this Bond has been furnished to comply with a statutory or other legal requirement in the location of the Project, any provision in this Bond conflicting with said statutory or legal requirement shall be deemed deleted herefrom and provisions conforming to such statutory or other legal requirement shall be deemed incorporated herein. When so furnished, the intent is that this Bond shall be construed as a statutory bond and not as a common law bond.

Signed and sealed this 14th day of July , 2014 .

*(Witness)*

*(Witness)*

Sprint Communications Company L.P.
*(Principal)* *(Seal)*

*(Title)* Ceyhun Cetin, Asst. Treasurer

Berkley Insurance Company, A Delaware Corp
*(Surety)*

*(Title)* Ana W Oliveras, Attorney-in-Fact

No. BI- 7963

POWER OF ATTORNEY
**BERKLEY INSURANCE COMPANY**
WILMINGTON, DELAWARE

NOTICE: The warning found elsewhere in this Power of Attorney affects the validity thereof. Please review carefully.

KNOW ALL MEN BY THESE PRESENTS, that BERKLEY INSURANCE COMPANY (the "Company"), a corporation duly organized and existing under the laws of the State of Delaware, having its principal office in Greenwich, CT, has made, constituted and appointed, and does by these presents make, constitute and appoint: ***Ana W. Oliveras of Marsh USA, Inc. of Palm Beach, FL*** its true and lawful Attorney-in-Fact, to sign its name as surety only as delineated below and to execute, seal, acknowledge and deliver any and all bonds and undertakings, with the exception of Financial Guaranty Insurance, providing that no single obligation shall exceed ***Fifty Million and 00/100 U.S. Dollars (U.S.$50,000,000.00)***, to the same extent as if such bonds had been duly executed and acknowledged by the regularly elected officers of the Company at its principal office in their own proper persons.

This Power of Attorney shall be construed and enforced in accordance with, and governed by, the laws of the State of Delaware, without giving effect to the principles of conflicts of laws thereof. This Power of Attorney is granted pursuant to the following resolutions which were duly and validly adopted at a meeting of the Board of Directors of the Company held on January 25, 2010:

**RESOLVED**, that, with respect to the Surety business written by Berkley Surety Group, the Chairman of the Board, Chief Executive Officer, President or any Vice President of the Company, in conjunction with the Secretary or any Assistant Secretary are hereby authorized to execute powers of attorney authorizing and qualifying the attorney-in-fact named therein to execute bonds, undertakings, recognizances, or other suretyship obligations on behalf of the Company, and to affix the corporate seal of the Company to powers of attorney executed pursuant hereto; and said officers may remove any such attorney-in-fact and revoke any power of attorney previously granted; and further

**RESOLVED**, that such power of attorney limits the acts of those named therein to the bonds, undertakings, recognizances, or other suretyship obligations specifically named therein, and they have no authority to bind the Company except in the manner and to the extent therein stated; and further

**RESOLVED**, that such power of attorney revokes all previous powers issued on behalf of the attorney-in-fact named; and further

**RESOLVED**, that the signature of any authorized officer and the seal of the Company may be affixed by facsimile to any power of attorney or certification thereof authorizing the execution and delivery of any bond, undertaking, recognizance, or other suretyship obligation of the Company; and such signature and seal when so used shall have the same force and effect as though manually affixed. The Company may continue to use for the purposes herein stated the facsimile signature of any person or persons who shall have been such officer or officers of the Company, notwithstanding the fact that they may have ceased to be such at the time when such instruments shall be issued.

IN WITNESS WHEREOF, the Company has caused these presents to be signed and attested by its appropriate officers and its corporate seal hereunto affixed this 10 day of May, 2013.

Attest:

(Seal)

By _____
Ira S. Lederman
Senior Vice President & Secretary

Berkley Insurance Company

By _____
Jeffrey M. Hafter
Senior Vice President

**WARNING: THIS POWER INVALID IF NOT PRINTED ON BLUE "BERKLEY" SECURITY PAPER.**

**STATE OF CONNECTICUT )**
**) ss:**
**COUNTY OF FAIRFIELD )**

Sworn to before me, a Notary Public in the State of Connecticut, this 10 day of May, 2013, by Ira S. Lederman and Jeffrey M. Hafter who are sworn to me to be the Senior Vice President and Secretary, and the Senior Vice President, respectively, of Berkley Insurance Company.

_____
Notary Public, State of Connecticut

KATHLEEN COREY
NOTARY PUBLIC
CONNECTICUT
MY COMMISSION EXPIRES OCTOBER 31, 2017

**CERTIFICATE**

I, the undersigned, Assistant Secretary of BERKLEY INSURANCE COMPANY, DO HEREBY CERTIFY that the foregoing is a true, correct and complete copy of the original Power of Attorney; that said Power of Attorney has not been revoked or rescinded and that the authority of the Attorney-in-Fact set forth therein, who executed the bond or undertaking to which this Power of Attorney is attached, is in full force and effect as of this date.

Given under my hand and seal of the Company, this 14th day of July, 2014.

(Seal)

_____
Andrew M. Tuma

WARNING – Any unauthorized reproduction or alteration of this document is prohibited. This power of attorney is void unless seals are readable and the certification seal at the bottom is embossed. The background imprinting and confirmation (on reverse) must be in blue ink.

## Instructions for Inquiries and Notices Under the Bond Attached to This Power

**Berkley Surety Group is the affiliated underwriting manager for the surety business of: Acadia Insurance Company, Berkley Insurance Company, Berkley Regional Insurance Company, Carolina Casualty Insurance Company, Union Standard Insurance Company, Continental Western Insurance Company, and Union Insurance Company.**

**To verify the authenticity of the bond, please call (866) 768-3534 or email BSGInquiry@berkleysurety.com**

---

**Any written notices, inquiries, claims or demands to the surety on the bond to which this Rider is attached should be directed to:**

**Berkley Surety Group**
**412 Mount Kemble Avenue**
**Suite 310N**
**Morristown, NJ 07960**
**Attention: Surety Claims Department**

**Or**

**email BSGClaim@berkleysurety.com**

**Please include with all notices the bond number and the name of the principal on the bond. Where a claim is being asserted, please set forth generally the basis of the claim. In the case of a payment or performance bond, please identify the project to which the bond pertains.**

ATTACHMENT K

# ATTACHMENT K:

# SAMPLE REPORTS

Please see the attached sample monthly reports.

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# Florida Relay Service

Sprint Relay

# FLORIDA RELAY SERVICES
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- INVOICE
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- REPORT SGACB880-2 Completed Daily Activity

# FLORIDA RELAY SERVICE

MANAGEMENT BILLING ADVANTAGE

| | |
|---|---|
| PAGE: | 1 |
| ACTIVITY THROUGH: | 6/30/14 |
| MASTER ACCOUNT ID: | 926080420 |
| INVOICE ACCOUNT ID: | |
| INVOICE NUMBER: | 98060142000039 |

IC

## *IMPORTANT NEWS FROM SPRINT:*

*Thank you for using Sprint Relay Services! Check out www.sprintrelay.com for up to date service information. If you have any questions or concerns about your invoice, please contact your designated Relay Program Manager.*

**MAIL TO:**

FLORIDA RELAY SERVICE
Address
City, State Zip Code

Sprint

INVOICE DATE: 7/10/14
INVOICE ACCOUNT ID:
INVOICE NUMBER: 98060142000039

FLORIDA RELAY SERVICE
Address
City, State Zip Code

**TOTAL AMOUNT DUE: $596,176.73**
**CURRENT CHARGES DUE BY 7/30/14**
**AMOUNT ENCLOSED $ _____**

SPRINT
P O BOX 219530
KANSAS CITY, MO 64121-9530

9806014200003999 10596176739261063940004

REMITTANCE

☐ Please check here if your address has changed and complete the reverse side.

**MAKE CHECK OR MONEY ORDER PAYABLE TO SPRINT IN U.S. DOLLARS**
**DO NOT SEND CASH**

PLEASE DETACH AND RETURN TO ENSURE PROPER PAYMENT
Thank You For Using Sprint.

---

FLORIDA RELAY SERVICE
Address
City, State Zip Code

# INVOICE SUMMARY

*PAGE:* 2
*ACTIVITY THROUGH:* 6/30/14
*INVOICE ACCOUNT ID:*
*INVOICE NUMBER:* 98060142000039
*INVOICE DATE:* 7/10/14

| CURRENT MONTH | CHARGES | DISCOUNTS/CREDITS |
|---|---|---|
| **USAGE CHARGES** | | |
| TRS | $292,890.13 | |
| **TOTAL USAGE CHARGES** | **$292,890.13** | |
| **TOTAL NON-USAGE CHARGES** | **$.00** | |
| **TOTAL DISCOUNTS** | | **$.00** |
| GOVERNMENT TAXES AND FEES | $.00 | |
| SPRINT SURCHARGES | $.00 | |
| **TOTAL CURRENT CHARGES DUE BY 7/30/14** | **$292,890.13** | |
| **BALANCE FROM LAST STATEMENT** | **$607,699.74** | |
| PAYMENT RECEIVED 6/20/14 FOR INV # 98040142000039 | | -$304,413.14 |
| **TOTAL AMOUNT DUE** | **$596,176.73** | |

**IF YOU HAVE QUESTIONS ABOUT YOUR INVOICE, PLEASE CALL CUSTOMER SERVICE AT 1 866 617-6703**
**PLEASE SEE REVERSE SIDE FOR TERMS AND CONDITIONS**

**KEY RATING INFORMATION:** The codes that appear in the "^" column describe the rate in effect at the beginning of the call.

D = DAY OR PEAK RATE E = EVENING OR OFF-PEAK RATE N = NIGHT OR OFF-PEAK RATE

DI = Dialed: 01 = Custom 02 = Public (NADP) 03 = 700 Access 04 = INT'L Public 05-08 = VPN Connection Svcs. 09-12 = Inter-Network

DT = Destination Features: 01 = U.S. On-Net 02 = INT'L On-Net 03 = NADP Off-Net 04 = INT'L Off-Net RT = Route Choice

## TERMS AND CONDITIONS:

Thank you for using Sprint.

In addition to Sprint's Rates, Terms and Conditions of Service that can be found at **www.sprint.com/ratesandconditions**, the following terms and conditions are applicable only to Sprint long distance services billed on this invoice.

This bill is due and payable upon presentation, and is past due if unpaid after the date shown on this bill. Customers will be assessed a late fee on balances that remain unpaid for more than 30 days from the invoice date. The late fee will be applied to the entire unpaid balance, including taxes. Sprint may charge you interest on the entire unpaid balance equal to the lesser of 1½% per month or the maximum allowed by law. Please make check or money order to Sprint in U.S. Dollars. Do not send cash. If your payment is not received within 30 days of the invoice date, or within the time allowed by your state's Public Utility Commission, Sprint may begin procedures to cancel all services to you. You will be informed of such an action if required by law.

Sprint may charge you up to $15.00 if your check, bank draft or electronic funds transfer is returned for insufficient funds. You are responsible for paying this charge for each returned check, bank draft or electronic funds transfer.

If you have any questions about your bill, please call us: the number is listed on this bill. Most of your questions can be quickly and conveniently handled to your satisfaction over the phone.

If you would like to question an item on your bill or comment on our service in writing, please address your letter to: SPRINT Customer Service P.O. Box 15955 Shawnee Mission, KS 66285-5955

OR

Register at **www.Sprint.com** to view and manage your account online.

Please include your name and your company name, account number, the specific question or comment about the bill, and the dollar amount of the item(s) in question. We assure you we will respond to your letter as soon as possible.

While the item(s) in question are being investigated, you do not have to pay them; however, the amount not in question is still due and payable upon receipt of your bill.

Periodically, you may see charges appear on your invoice covering a prior period that, for various reasons, were not previously billed. Extended payment terms may be available on certain backbilled or late-billed charges. Contact Sprint for details.

**DISPUTED CHARGES:** You may withhold a disputed charge for interstate or international service if you provide Sprint with a written description of your dispute by the invoice due date. Otherwise, you must pay the amount due and may pursue your dispute by following the dispute resolution procedure outlined in your Custom Service Agreement or if you do not have a Custom Service Agreement, Sprint's Rates, Terms and Conditions of Service that may be found at **www.sprint.com/ratesandconditions**. You may also obtain a copy of Sprint's Rates, Terms and Conditions of Service by writing to the address listed above, or by calling the Customer Service number shown on page two of your bill. Refer to this same Customer Service number for billing dispute questions.

**NOTICE OF JURISDICTION:** If you are a Sprint residential customer, the jurisdiction for disputes will be governed by the dispute resolution procedure outlined in Sprint's Rates, Terms and Conditions of Service that may be found at **www.sprint.com/ratesandconditions**. Pursuant to K.S.A. 60-308 (b) (11), as a business customer, you may be subject to jurisdiction in Kansas for any dispute relating to your telephone service with Sprint. This is because you have arranged for or continued to receive phone service managed, operated or monitored in the State of Kansas.

**CREDIT / PREPAYMENT:** If your credit or payment history is unsatisfactory to Sprint or your credit does not support the amount of Sprint services you use, Sprint may require you to make a prepayment or provide other security. Sprint will not request prepayment that exceeds the estimated charges for six months of services. If you terminate Sprint service, Sprint will apply your prepayment to any unpaid bills or service and refund any remaining balance to you. If you make a prepayment, you still must pay your invoices as required in the Sprint's Rates, Terms and Conditions of Service that can be found at **www.sprint.com/ratesandconditions**.

**CUSTOMER REQUEST FOR DISCONNECT:** Sprint will disconnect your service within 30 days after receiving your request for disconnect, or such shorter term and under such conditions as may be required by your Public Utility Commission.

**CHANGE OF ADDRESS OR ACCOUNT HOLDER NAME:** Address changes may be noted on the form found on page two or by calling Customer Service at the number listed on page two. If account name changes are necessary, please call the Customer Service number shown on page two of this bill.

## Please complete the area above with your new billing address and/or phone number:

* Both boxes must be checked if you want great Sprint rates for all your long distance calling. Local Toll refers to IntraLATA calling and, if indicated, will be switched only where IntraLATA presubscription is available.

Yes, I want Sprint as my long distance carrier. My signature on this form authorizes Sprint to notify the local telephone company to switch my long distance and/or local toll service to Sprint. I understand that my local phone company may assess a fee to switch my carrier(s) and may also assess a fee if I decide to change back to my original carrier(s). I am responsible for all valid Sprint charges for usage and will call Sprint with any questions regarding my invoices.

Signature (Required to Process Order) _____ Date ___ / ___ / ___

Address

Address

City

State Zip Code

Phone #

Check if number is for: ☐ Contact Only ☐ Long Distance * ☐ Local Toll *

FLORIDA RELAY SERVICE
Address
City, State Zip Code

# STATEMENT OF ACCOUNT ACTIVITY

*PAGE:* 3
*ACTIVITY THROUGH:* 6/30/14
*INVOICE ACCOUNT ID:*
*INVOICE NUMBER:* 98060142000039

| TRANSACTION DATE | INVOICE NUMBER | INVOICE AMOUNT | PAYMENTS | ADJUSTMENTS | ACCOUNT BALANCE |
|---|---|---|---|---|---|
| THIS STATEMENT REFLECTS TRANSACTIONS POSTED AS OF | | 7/10/14 | | | |
| 4/30/14 | 98040142000039 | $304,413.14 | $304,413.14 | $.00 | $.00 |
| 5/31/14 | 98050142000039 | 303,552.75 | .00 | .00 | 303,552.75 |
| 6/30/14 | 98060142000039 | 292,890.13 | .00 | .00 | 292,890.13 |
| **TOTAL STATEMENT OF ACCOUNT ACTIVITY** | | **$900,856.02** | **$304,413.14** | **$.00** | **$596,442.88** |

**ACCOUNT AGING**

| CURRENT * | 1-30 DAYS | 31-60 DAYS | 61-90 DAYS | >90 DAYS | BALANCE |
|---|---|---|---|---|---|
| $292,890.13 | $.00 | $303,552.75 | $.00 | $.00 | $596,442.88 |

*** CURRENT AMOUNT INCLUDES PAYMENTS APPLIED ON-ACCOUNT OR OVER PAYMENTS**

FLORIDA RE[redacted] SERVICE
Address
City, State Zip Code

# ACCOUNT SUMMARY


ACTIVITY THROUGH: 6/30/14
INVOICE ACCOUNT ID:
INVOICE NUMBER: 98060142000039

IT

| SERVICE / CHARGE TYPE | MINUTES | CALLS | AVERAGE | PRICE/ MINUTE | ADJUSTMENTS | TOTAL CHARGES |
|---|---|---|---|---|---|---|
| TOTAL CONVERSATION MINUTES OF SERVICE | 46,661.37 | | | | | |
| TOTAL SESSION MINUTES OF SERVICE | 71,312.75 | | | | | |
| LESS INTERSTATE SESSION MINUTES | -1,734.53 | | | | | |
| INTERNATIONAL SESSION MINUTES | -11.63 | | | | | |
| INTERSTATE TOLLFREE SESSION MINUTES 51% | -6,117.84 | | | | | |
| INTERSTATE DIRECTORY ASSISTANCE SESSION MINUTES | .00 | | | | | |
| 900 SESSION MINUTES 51% | .00 | | | | | |
| TEST CALL SESSION MINUTES | .00 | | | | | |
| TOTAL BILLABLE INTRASTATE SESSION MINUTES | 63,448.74 | | | | | |
| TOTAL SPEECH TO SPEECH CONVERSATION MINUTES | 1,837.87 | | | | | |
| TOTAL SPEECH TO SPEECH SESSION MINUTES | 3,187.92 | | | | | |
| LESS INTERSTATE SESSION MINUTES | -7.42 | | | | | |
| INTERNATIONAL SESSION MINUTES | .00 | | | | | |
| INTERSTATE TOLLFREE SESSION MINUTES 51% | -473.67 | | | | | |
| INTERSTATE DIRECTORY ASSISTANCE SESSION MINUTES | -1.48 | | | | | |
| 900 SESSION MINUTES 51% | .00 | | | | | |
| TEST CALL SESSION MINUTES | .00 | | | | | |
| TOTAL BILLABLE INTRASTATE SPEECH TO SPEECH MINUTES | 2,705.35 | | | | | |
| TOTAL MINUTES OF SERVICE COMPENSATION | 66,154.09 | | | .9700 | | 64,169.47 |
| TOTAL BILLABLE CAPTEL SESSION MINUTES | 142,950.41 | | | 1.6000 | | 228,720.66 |
| NUMBER OF CALLS INTO RELAY SERVICE | | 29,209 | | | | |
| AVERAGE LENGTH OF CALL FOR SESSION MINUTES | | | 2.76 | | | |
| AVERAGE LENGTH OF CALL FOR CONVERSATION MINUTES | | | 1.81 | | | |
| AVERAGE LENGTH OF COMPLETED CALLS | | | 7.72 | | | |
| CALL SETUP/WRAPUP TIME (IN MINUTES) | 1.25 | | | | | |
| CALL SETUP/WRAPUP TIME (IN PERCENT) | 45.31 | | | | | |
| TOTAL NUMBER OF CALLS | | 29,209 | | | | |
| TOTAL NUMBER OF INBOUND CALLS | | 26,147 | | | | |

**TOTAL ACCOUNT SUMMARY** **$292,890.13**

SGACB001_1

# (STATE) Traffic Pattern Statistics

**For the Month of (MONTH) / (YEAR)**

| | | |
|---|---|---|
| 1 | Total Number of Inbound Calls Handled | 14,693 |
| 2 | Monthly Weighted Average Speed of Answer | 1.3 |
| 3 | Monthly Weighted Service Level | 95% |

4 Total Number of Calls Offered and Abandoned

| | Offered | Answered | InQueue | Abandoned In Queue |
|---|---|---|---|---|
| Number of Calls to Relay | 15,296 | 14,973 | 15,296 | 323 |

| | | |
|---|---|---|
| 5 | Total Number of Calls Placed By End Users | 16,460 |
| 6 | Total Number of Completed Calls Placed By End Users | 4,566 |

7 Total Number of Completed Calls Placed By End Users By Jurisdiction

| | Conversation Minutes | Session Minutes | Outbound Calls | Completed Calls | % Completed to Total |
|---|---|---|---|---|---|
| Local | 12,634:10 | 16,987:37 | 4,050 | 3,356 | 73.50% |
| Intrastate ** | 1,527:01 | 1,941:16 | 559 | 417 | 9.13% |
| Interstate | 1,704:26 | 2,121:26 | 361 | 279 | 6.11% |
| Originating in state | 1,510:19 | 1,832:29 | 0 | 249 | 0.00% |
| Terminating in state | 93:48 | 98:07 | 0 | 6 | 0.00% |
| General Assistance | 00:00 | 5,933:48 | 0 | 0 | 0.00% |
| *Interstate Busy Ring/No Answer* | 00:00 | 00:00 | 0 | 0 | 0.00% |
| *Intrastate Busy Ring/No Answer* | 00:00 | 00:00 | 0 | 0 | 0.00% |
| Toll Free | 4,536:07 | 5,132:21 | 560 | 482 | 10.56% |
| Directory Assistance | 67:40 | 99:14 | 30 | 30 | 0.66% |
| 900 NPA Access | 00:00 | 00:00 | 0 | 0 | 0.00% |
| US Territorial/International | 00:28 | 03:14 | 4 | 2 | 0.04% |
| Marine | 00:00 | 00:00 | 0 | 0 | 0.00% |
| Other | 00:00 | 00:00 | 0 | 0 | 0.00% |
| Busy Ring/No Answer | 00:00 | 1,211:19 | 0 | 0 | 0.00% |
| Total | 20,469:52 | 33,430:15 | 5,564 | 4,566 | 100.00% |

| | |
|---|---|
| General Assistance Calls | 10,896 |
| Busy Ring No Answer Calls | 998 |
| Total Number of Relayed Calls | 16,460 |

** Intrastate

| | |
|---|---|
| *Intralata* | 80 |
| *Interlata* | 337 |

## (STATE) Traffic Pattern Statistics

**For the Month of (MONTH) / (YEAR)**

| 8 | | *Inbound* | *Outbound* |
|---|---|---|---|
| | Average Length of Call | | |
| | Work Time (minutes) | 02:17 | 06:00 |
| | Set-up/Wrap-up Time (minutes) | 01:04 | 00:12 |
| | Conversation Time (minutes) | 01:24 | 03:41 |
| | Conversation Time Based on Call Type (in minutes) | | |
| | **TTY-Baudot** | | **4.04** |
| | Spanish-Speaking Users | | 0.00 |
| | Speech Impaired Users | | 0.00 |
| | French-Speaking Users | | 0.00 |
| | **Turbocode** | | **3.01** |
| | Spanish-Speaking Users | | 0.00 |
| | Speech Impaired Users | | 0.00 |
| | French-Speaking Users | | 0.00 |
| | **ASCII** | | **0.70** |
| | Spanish-Speaking Users | | 0.00 |
| | Speech Impaired Users | | 0.00 |
| | French-Speaking Users | | 0.00 |
| | **Voice** | | **2.76** |
| | Spanish-Speaking Users | | 0.00 |
| | Speech Impaired Users | | 0.00 |
| | French-Speaking Users | | 0.00 |
| | **Voice Carryover** | | **4.49** |
| | Spanish-Speaking Users | | 0.00 |
| | Speech Impaired Users | | 0.00 |
| | French-Speaking Users | | 0.00 |
| | **Hearing Carryover** | | **3.29** |
| | Spanish-Speaking Users | | 0.00 |
| | Speech Impaired Users | | 0.00 |
| | French-Speaking Users | | 0.00 |
| | **Deaf/Blind ASCII** | | **0.00** |
| | Spanish-Speaking Users | | 0.00 |
| | Speech Impaired Users | | 0.00 |
| | French-Speaking Users | | 0.00 |
| | **Deaf/Blind Baudot** | | **0.00** |
| | Spanish-Speaking Users | | 0.00 |
| | Speech Impaired Users | | 0.00 |
| | French-Speaking Users | | 0.00 |

## (STATE) Traffic Pattern Statistics

**For the Month of (MONTH) / (YEAR)**

9 Total Number of Calls by Call Type

| | *Usage Min* | *Inbound* | *Outbound* | *% of Total* | *ASAI** |
|---|---|---|---|---|---|
| TTY-Baudot Calls | 7,621:24 | 4,746 | 1,885 | 33.88% | **0.80** |
| *Spanish - Speaking Users* | 00:00 | 5 | 0 | | |
| *Speech Disabled Users* | 00:00 | 0 | 0 | | |
| *French-Speaking Users* | 00:00 | 0 | 0 | | |
| Turbocode Calls | 2,326:42 | 1,028 | 772 | 13.87% | **0.83** |
| *Spanish - Speaking Users* | 00:00 | 0 | 0 | | |
| *Speech Disabled Users* | 00:00 | 0 | 0 | | |
| *French-Speaking Users* | 00:00 | 0 | 0 | | |
| ASCII Calls | 25:51 | 83 | 37 | 0.66% | **0.35** |
| *Spanish - Speaking Users* | 00:00 | 0 | 0 | | |
| *Speech Disabled Users* | 00:00 | 0 | 0 | | |
| *French-Speaking Users* | 00:00 | 0 | 0 | | |
| Voice Calls | 3,752:38 | 7,582 | 1,362 | 24.48% | **0.75** |
| *Spanish - Speaking Users* | 00:00 | 52 | 0 | | |
| *Speech Disabled Users* | 00:00 | 0 | 0 | | |
| *French-Speaking Users* | 00:00 | 0 | 0 | | |
| Voice Carryover Calls | 6,730:07 | 1,248 | 1,499 | 26.94% | **0.50** |
| *Spanish - Speaking Users* | 00:00 | 0 | 0 | | |
| *Speech Disabled Users* | 00:00 | 0 | 0 | | |
| *French-Speaking Users* | 00:00 | 0 | 0 | | |
| Hearing Carryover Calls | 13:10 | 4 | 4 | 0.07% | **0.50** |
| *Spanish - Speaking Users* | 00:00 | 0 | 0 | | |
| *Speech Disabled Users* | 00:00 | 0 | 0 | | |
| *French-Speaking Users* | 00:00 | 0 | 0 | | |
| Deaf/Blind ASCII Calls | 00:00 | 0 | 0 | 0.00% | **0.00** |
| *Spanish - Speaking Users* | 00:00 | 0 | 0 | | |
| *Speech Disabled Users* | 00:00 | 0 | 0 | | |
| *French-Speaking Users* | 00:00 | 0 | 0 | | |
| Deaf/Blind Baudot Calls | 00:00 | 2 | 5 | 0.09% | **1.00** |
| *Spanish - Speaking Users* | 00:00 | 0 | 0 | | |
| *Speech Disabled Users* | 00:00 | 0 | 0 | | |
| *French-Speaking Users* | 00:00 | 0 | 0 | | |
| Total Spanish | **00:00** | **57** | **0** | | |
| Total English | **20,469:52** | **14,636** | **5,564** | | |
| **GRAND TOTAL CALLS** | **20,469:52** | **14,693** | **5,564** | | |

**Average Speed of Agent Interaction measures the time between the switch answering the call and the agent interaction with the caller.*

## (STATE) Traffic Pattern Statistics

**For the Month of (MONTH) / (YEAR)**

10 Additional Call Type Breakout

| | | *% of Total* |
|---|---|---|
| VCO to VCO | 5 | 31.25% |
| VCO to TTY | 9 | 56.25% |
| TTY to VCO | 1 | 6.25% |
| VCO to HCO | 1 | 6.25% |
| HCO to HCO | 0 | 0.00% |
| HCO to TTY | 0 | 0.00% |
| TTY to HCO | 0 | 0.00% |
| HCO to VCO | 0 | 0.00% |
| **TOTAL** | **16** | |

AMR 196

**Answering Machine Retrieval*

11 Cost Per Call

*(Total Service Compensation / Number of Calls Placed For End User)* $ 1.65

12 Average Number of Weekend/Weekday Calls Placed for End Users

| **WEEKEND** | **WEEKDAY** |
|---|---|
| 393 | 615 |

13 Total Number of Subscribers 7,775

## (STATE) SPEECH TO SPEECH STATISTICS
## FOR THE MONTH OF (Month) / (Year)

| | | | |
|---|---|---|---|
| Total Conversation Minutes | | | 1,817:39 |
| Total Session Minutes | | | 4,715:57 |
| Less | Interstate Session Minutes of Use | ( 1,174:42 ) | |
| | International Session Minutes of Use | ( 0:00 ) | |
| | Interstate Toll Free Session Minutes of Use 51% | ( 249:51 ) | |
| | Interstate DA Session Minutes of Use | ( 11:57 ) | |
| | 900 Session Minutes of Use 51% | ( 0:00 ) | |
| Total Billable Intrastate Speech to Speech Session Minutes of Use | | | 3,279:27 |

| | |
|---|---|
| Inbound Calls | 307 |
| Outbound Calls | 391 |
| Completed Calls | 346 |
| Average Length of Call | 16.72 |

| | Conversation Minutes | Session Minutes | Completed Calls | Outbound Calls |
|---|---|---|---|---|
| Local Calls | 966:02 | 2,165:56 | 198 | 226 |
| Intrastate Calls | 156:28 | 430:23 | 18 | 19 |
| Interstate Calls | 371:11 | 1,086:03 | 75 | 88 |
| Directory Assistance Calls | 29:50 | 132:04 | 23 | 23 |
| General Assistance Calls | 0:00 | 206:04 | 0 | 0 |
| International Calls | 0:00 | 0:00 | 0 | 0 |
| 900 Calls | 0:00 | 0:00 | 0 | 0 |
| Toll-Free Calls | 294:08 | 489:55 | 32 | 35 |
| Marine Calls | 0:00 | 0:00 | 0 | 0 |
| Busy Ring/No Answer Calls | 0:00 | 205:32 | 0 | 0 |
| Other Calls | 0:00 | 0:00 | 0 | 0 |
| TOTALS | 1,817:39 | 4,715:57 | 346 | 391 |

## *ANSWER TIMES*

Month: ***Jun-14***

| Day | Avg. Speed of Answer | Calls Ans within 10 Seconds | Answer Time - SVL |
|---|---|---|---|
| 01 Sun | 1.4 | 1,145 | 94.2% |
| 02 Mon | 0.6 | 1,176 | 97.2% |
| 03 Tue | 1.0 | 1,212 | 95.1% |
| 04 Wed | 0.8 | 1,189 | 97.4% |
| 05 Thu | 0.5 | 1,124 | 96.9% |
| 06 Fri | 0.5 | 1,113 | 91.9% |
| 07 Sat | 0.5 | 1,123 | 97.6% |
| 08 Sun | 0.3 | 1,095 | 97.9% |
| 09 Mon | 0.6 | 1,154 | 95.1% |
| 10 Tue | 0.3 | 1,142 | 96.6% |
| 11 Wed | 1.2 | 1,173 | 94.0% |
| 12 Thu | 0.6 | 1,118 | 95.9% |
| 13 Fri | 1.2 | 1,113 | 96.6% |
| 14 Sat | 0.4 | 1,093 | 93.9% |
| 15 Sun | 0.4 | 1,152 | 98.1% |
| 16 Mon | 1.1 | 1,134 | 93.7% |
| 17 Tue | 0.5 | 1,151 | 96.8% |
| 18 Wed | 2.7 | 1,155 | 95.1% |
| 19 Thu | 0.4 | 1,164 | 98.2% |
| 20 Fri | 2.9 | 1,154 | 90.6% |
| 21 Sat | 1.9 | 1,139 | 95.9% |
| 22 Sun | 0.5 | 1,079 | 94.0% |
| 23 Mon | 1.0 | 1,154 | 93.3% |
| 24 Tue | 0.5 | 1,151 | 98.7% |
| 25 Wed | 0.4 | 1,158 | 99.4% |
| 26 Thu | 0.4 | 1,145 | 98.6% |
| 27 Fri | 0.5 | 1,207 | 96.7% |
| 28 Sat | 0.3 | 1,138 | 97.2% |
| 29 Sun | 0.3 | 1,081 | 98.8% |
| 30 Mon | 0.4 | 1,148 | 100.0% |
| MTD | 0.8 | 34,280 | 96.2% |

STATE BLOCKAGE REPORT

SPRINT TELECOMMUNICATIONS RELAY SERVICE (TRS)

| State | Toll Free Nbr | Product | Date | Attempts | Completed | S.Blocked | GOS | Abandoned | Other |
|---|---|---|---|---|---|---|---|---|---|
| STATE | 8005552962 | STATE BAUDOT | 06/01/2014 | 80 | 80 | 0 | 0 | 0 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/02/2014 | 219 | 214 | 0 | 0 | 3 | 2 |
| STATE | 8005552962 | STATE BAUDOT | 06/03/2014 | 161 | 161 | 0 | 0 | 0 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/04/2014 | 166 | 165 | 0 | 0 | 1 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/05/2014 | 162 | 160 | 0 | 0 | 2 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/06/2014 | 153 | 153 | 0 | 0 | 0 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/07/2014 | 101 | 101 | 0 | 0 | 0 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/08/2014 | 76 | 75 | 0 | 0 | 1 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/09/2014 | 212 | 211 | 0 | 0 | 1 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/10/2014 | 191 | 191 | 0 | 0 | 0 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/11/2014 | 176 | 175 | 0 | 0 | 1 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/12/2014 | 167 | 164 | 0 | 0 | 2 | 1 |
| STATE | 8005552962 | STATE BAUDOT | 06/13/2014 | 165 | 164 | 0 | 0 | 1 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/14/2014 | 84 | 82 | 0 | 0 | 2 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/15/2014 | 69 | 68 | 0 | 0 | 1 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/16/2014 | 218 | 217 | 0 | 0 | 1 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/17/2014 | 162 | 161 | 0 | 0 | 1 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/18/2014 | 142 | 141 | 0 | 0 | 0 | 1 |
| STATE | 8005552962 | STATE BAUDOT | 06/19/2014 | 143 | 142 | 0 | 0 | 1 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/20/2014 | 176 | 176 | 0 | 0 | 0 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/21/2014 | 98 | 98 | 0 | 0 | 0 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/22/2014 | 55 | 55 | 0 | 0 | 0 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/23/2014 | 190 | 190 | 0 | 0 | 0 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/24/2014 | 183 | 183 | 0 | 0 | 0 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/25/2014 | 138 | 122 | 0 | 0 | 1 | 15 |
| STATE | 8005552962 | STATE BAUDOT | 06/26/2014 | 118 | 115 | 0 | 0 | 0 | 3 |
| STATE | 8005552962 | STATE BAUDOT | 06/27/2014 | 182 | 182 | 0 | 0 | 0 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/28/2014 | 93 | 92 | 0 | 0 | 1 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/29/2014 | 55 | 54 | 0 | 0 | 1 | 0 |
| STATE | 8005552962 | STATE BAUDOT | 06/30/2014 | 241 | 241 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/01/2014 | 230 | 219 | 0 | 0 | 11 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/02/2014 | 398 | 388 | 0 | 0 | 10 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/03/2014 | 348 | 337 | 0 | 0 | 11 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/04/2014 | 324 | 317 | 0 | 0 | 7 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/05/2014 | 431 | 415 | 0 | 0 | 15 | 1 |
| STATE | 8005558262 | STATE VOICE | 06/06/2014 | 322 | 313 | 0 | 0 | 9 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/07/2014 | 278 | 271 | 0 | 0 | 7 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/08/2014 | 249 | 236 | 0 | 0 | 13 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/09/2014 | 382 | 367 | 0 | 0 | 15 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/10/2014 | 412 | 397 | 0 | 0 | 15 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/11/2014 | 364 | 360 | 0 | 0 | 4 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/12/2014 | 360 | 348 | 0 | 0 | 12 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/13/2014 | 337 | 319 | 0 | 0 | 18 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/14/2014 | 272 | 260 | 0 | 0 | 12 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/15/2014 | 266 | 256 | 0 | 0 | 10 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/16/2014 | 330 | 324 | 0 | 0 | 6 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/17/2014 | 363 | 351 | 0 | 0 | 12 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/18/2014 | 494 | 485 | 0 | 0 | 9 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/19/2014 | 348 | 337 | 0 | 0 | 10 | 1 |
| STATE | 8005558262 | STATE VOICE | 06/20/2014 | 389 | 381 | 0 | 0 | 8 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/21/2014 | 293 | 287 | 0 | 0 | 6 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/22/2014 | 236 | 228 | 0 | 0 | 8 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/23/2014 | 415 | 406 | 0 | 0 | 9 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/24/2014 | 352 | 349 | 0 | 0 | 3 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/25/2014 | 344 | 301 | 0 | 0 | 10 | 33 |
| STATE | 8005558262 | STATE VOICE | 06/26/2014 | 430 | 412 | 0 | 0 | 5 | 13 |
| STATE | 8005558262 | STATE VOICE | 06/27/2014 | 377 | 357 | 0 | 0 | 20 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/28/2014 | 329 | 313 | 0 | 0 | 16 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/29/2014 | 238 | 226 | 0 | 0 | 12 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/30/2014 | 482 | 472 | 0 | 0 | 10 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/01/2014 | 6 | 6 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/02/2014 | 7 | 7 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/03/2014 | 8 | 8 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/04/2014 | 6 | 5 | 0 | 0 | 1 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/05/2014 | 11 | 11 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/06/2014 | 5 | 5 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/07/2014 | 7 | 7 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/08/2014 | 10 | 10 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/09/2014 | 9 | 9 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/10/2014 | 15 | 15 | 0 | 0 | 0 | 0 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| STATE | 8005558262 | STATE VOICE | 06/11/2014 | 19 | 19 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/12/2014 | 11 | 10 | 0 | 0 | 1 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/13/2014 | 8 | 8 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/14/2014 | 16 | 16 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/15/2014 | 7 | 7 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/16/2014 | 29 | 29 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/17/2014 | 12 | 12 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/18/2014 | 14 | 14 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/19/2014 | 18 | 18 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/20/2014 | 9 | 9 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/21/2014 | 4 | 4 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/22/2014 | 8 | 8 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/23/2014 | 11 | 11 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/24/2014 | 11 | 11 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/25/2014 | 20 | 19 | 0 | 0 | 0 | 1 |
| STATE | 8005558262 | STATE VOICE | 06/26/2014 | 9 | 8 | 0 | 0 | 0 | 1 |
| STATE | 8005558262 | STATE VOICE | 06/27/2014 | 9 | 9 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/28/2014 | 14 | 14 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/29/2014 | 2 | 2 | 0 | 0 | 0 | 0 |
| STATE | 8005558262 | STATE VOICE | 06/30/2014 | 5 | 5 | 0 | 0 | 0 | 0 |
| STATE | 8775552448 | STATE SPANISH | 06/01/2014 | 2 | 2 | 0 | 0 | 0 | 0 |
| STATE | 8775552448 | STATE SPANISH | 06/02/2014 | 6 | 6 | 0 | 0 | 0 | 0 |
| STATE | 8775552448 | STATE SPANISH | 06/03/2014 | 3 | 3 | 0 | 0 | 0 | 0 |
| STATE | 8775552448 | STATE SPANISH | 06/04/2014 | 3 | 3 | 0 | 0 | 0 | 0 |
| STATE | 8775552448 | STATE SPANISH | 06/05/2014 | 2 | 2 | 0 | 0 | 0 | 0 |
| STATE | 8775552448 | STATE SPANISH | 06/06/2014 | 5 | 5 | 0 | 0 | 0 | 0 |
| STATE | 8775552448 | STATE SPANISH | 06/08/2014 | 3 | 3 | 0 | 0 | 0 | 0 |
| STATE | 8775552448 | STATE SPANISH | 06/09/2014 | 4 | 4 | 0 | 0 | 0 | 0 |
| STATE | 8775552448 | STATE SPANISH | 06/10/2014 | 3 | 3 | 0 | 0 | 0 | 0 |
| STATE | 8775552448 | STATE SPANISH | 06/11/2014 | 8 | 8 | 0 | 0 | 0 | 0 |
| STATE | 8775552448 | STATE SPANISH | 06/12/2014 | 2 | 2 | 0 | 0 | 0 | 0 |
| STATE | 8775552448 | STATE SPANISH | 06/13/2014 | 1 | 1 | 0 | 0 | 0 | 0 |
| STATE | 8775552448 | STATE SPANISH | 06/15/2014 | 1 | 1 | 0 | 0 | 0 | 0 |
| STATE | 8775552448 | STATE SPANISH | 06/16/2014 | 4 | 4 | 0 | 0 | 0 | 0 |
| STATE | 8775552448 | STATE SPANISH | 06/17/2014 | 3 | 3 | 0 | 0 | 0 | 0 |
| STATE | 8775552448 | STATE SPANISH | 06/18/2014 | 1 | 1 | 0 | 0 | 0 | 0 |
| STATE | 8775552448 | STATE SPANISH | 06/19/2014 | 1 | 1 | 0 | 0 | 0 | 0 |
| STATE | 8775552448 | STATE SPANISH | 06/20/2014 | 2 | 2 | 0 | 0 | 0 | 0 |
| STATE | 8775552448 | STATE SPANISH | 06/24/2014 | 1 | 1 | 0 | 0 | 0 | 0 |
| STATE | 8775552448 | STATE SPANISH | 06/28/2014 | 1 | 1 | 0 | 0 | 0 | 0 |
| STATE | 8775552448 | STATE SPANISH | 06/30/2014 | 2 | 2 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/01/2014 | 9 | 9 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/02/2014 | 9 | 9 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/03/2014 | 11 | 11 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/04/2014 | 20 | 20 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/05/2014 | 23 | 23 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/06/2014 | 16 | 16 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/07/2014 | 11 | 11 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/08/2014 | 11 | 11 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/09/2014 | 11 | 11 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/10/2014 | 19 | 19 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/11/2014 | 12 | 12 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/12/2014 | 29 | 29 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/13/2014 | 27 | 27 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/14/2014 | 25 | 25 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/15/2014 | 13 | 13 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/16/2014 | 13 | 13 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/17/2014 | 16 | 16 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/18/2014 | 13 | 13 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/19/2014 | 20 | 20 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/20/2014 | 29 | 29 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/21/2014 | 16 | 16 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/22/2014 | 10 | 10 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/23/2014 | 29 | 29 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/24/2014 | 29 | 29 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/25/2014 | 24 | 24 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/26/2014 | 17 | 17 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/27/2014 | 22 | 22 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/28/2014 | 9 | 9 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/29/2014 | 12 | 12 | 0 | 0 | 0 | 0 |
| STATE | 8775558260 | STATE VCO | 06/30/2014 | 22 | 22 | 0 | 0 | 0 | 0 |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| STATE | 8775558261 | STATE SPEECH | 06/01/2014 | 3 | 3 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/02/2014 | 14 | 14 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/03/2014 | 16 | 15 | 0 | 0 | 1 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/04/2014 | 9 | 9 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/05/2014 | 14 | 14 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/06/2014 | 17 | 17 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/07/2014 | 20 | 20 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/08/2014 | 3 | 3 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/09/2014 | 11 | 11 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/10/2014 | 6 | 6 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/11/2014 | 8 | 8 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/12/2014 | 14 | 14 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/13/2014 | 15 | 15 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/14/2014 | 5 | 5 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/15/2014 | 5 | 5 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/16/2014 | 7 | 7 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/17/2014 | 8 | 8 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/18/2014 | 20 | 20 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/19/2014 | 8 | 8 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/20/2014 | 8 | 8 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/21/2014 | 5 | 5 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/22/2014 | 6 | 6 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/23/2014 | 13 | 13 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/24/2014 | 12 | 12 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/25/2014 | 9 | 9 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/26/2014 | 27 | 27 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/27/2014 | 13 | 13 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/28/2014 | 12 | 12 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/29/2014 | 3 | 3 | 0 | 0 | 0 | 0 |
| STATE | 8775558261 | STATE SPEECH | 06/30/2014 | 9 | 9 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/01/2014 | 2 | 2 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/02/2014 | 2 | 2 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/03/2014 | 2 | 2 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/04/2014 | 2 | 2 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/05/2014 | 2 | 2 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/06/2014 | 5 | 5 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/08/2014 | 5 | 5 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/09/2014 | 3 | 3 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/10/2014 | 7 | 7 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/11/2014 | 9 | 9 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/12/2014 | 6 | 6 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/13/2014 | 10 | 10 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/14/2014 | 2 | 2 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/15/2014 | 7 | 7 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/16/2014 | 6 | 6 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/17/2014 | 5 | 5 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/18/2014 | 4 | 4 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/19/2014 | 4 | 4 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/20/2014 | 9 | 9 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/21/2014 | 12 | 12 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/24/2014 | 7 | 7 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/25/2014 | 23 | 22 | 0 | 0 | 0 | 1 |
| STATE | 8885552724 | STATE ASCII | 06/26/2014 | 2 | 2 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/27/2014 | 4 | 4 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/28/2014 | 1 | 1 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/29/2014 | 1 | 1 | 0 | 0 | 0 | 0 |
| STATE | 8885552724 | STATE ASCII | 06/30/2014 | 6 | 6 | 0 | 0 | 0 | 0 |
| STATE | 9005553300 | STATE 900 | 06/26/2014 | 1 | 1 | 0 | 0 | 0 | 0 |

Sprint Relay

# Communication Assistants

Month Year

Sprint

## Number of Communication Assistants on Duty by Hour of Day and Day of Week
## Syracuse

Date: June 2014

| | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Time | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| 100 | 0.0 | 0.0 | 1.1 | 0.8 | 0.7 | 0.9 | 0.8 | 0.1 | 0.0 | 0.4 | 0.4 | 0.6 | 0.0 | 0.3 | 0.9 | 0.0 | 0.5 | 0.9 | 0.0 | 0.0 | 0.0 | 0.9 | 1.1 | 1.1 | 0.1 | 0.0 | 1.5 | 0.8 | 1.9 | 0.6 | 0.0 |
| 200 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.3 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| 300 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| 400 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| 500 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| 600 | 0.3 | 0.8 | 0.1 | 0.2 | 0.2 | 0.1 | 0.6 | 0.3 | 0.1 | 0.2 | 0.2 | 0.1 | 0.0 | 0.3 | 0.2 | 0.4 | 0.2 | 0.0 | 0.0 | 0.0 | 0.4 | 0.0 | 0.2 | 0.2 | 0.3 | 0.2 | 0.3 | 0.3 | 0.2 | 0.2 | 0.0 |
| 700 | 5.8 | 5.6 | 4.3 | 4.1 | 5.2 | 3.7 | 5.1 | 5.3 | 3.6 | 3.5 | 3.6 | 3.0 | 4.3 | 4.8 | 4.7 | 4.5 | 5.3 | 4.3 | 3.6 | 3.1 | 5.7 | 4.4 | 4.7 | 4.9 | 5.5 | 5.4 | 4.7 | 6.0 | 5.8 | 5.6 | 0.0 |
| 800 | 7.6 | 8.6 | 7.8 | 8.6 | 8.3 | 7.1 | 6.1 | 8.3 | 8.4 | 6.2 | 6.7 | 6.5 | 6.3 | 7.1 | 5.8 | 6.2 | 7.9 | 7.2 | 6.0 | 7.4 | 6.2 | 5.4 | 8.0 | 9.0 | 7.6 | 7.8 | 8.8 | 8.3 | 6.6 | 10.3 | 0.0 |
| 900 | 8.9 | 16.7 | 14.6 | 13.2 | 12.7 | 12.1 | 6.4 | 8.7 | 12.0 | 11.5 | 13.0 | 12.1 | 13.1 | 10.9 | 7.0 | 12.0 | 14.3 | 14.3 | 12.1 | 15.8 | 9.4 | 6.2 | 15.7 | 12.5 | 14.2 | 10.9 | 13.0 | 11.7 | 7.6 | 16.4 | 0.0 |
| 1000 | 12.0 | 23.8 | 18.4 | 16.7 | 14.3 | 15.9 | 10.0 | 9.9 | 17.7 | 16.1 | 16.5 | 14.9 | 17.5 | 12.6 | 7.8 | 16.9 | 15.0 | 17.6 | 17.3 | 19.1 | 11.2 | 7.9 | 18.5 | 16.2 | 16.6 | 15.6 | 18.7 | 13.7 | 9.9 | 20.3 | 0.0 |
| 1100 | 8.7 | 22.4 | 19.3 | 16.5 | 10.5 | 18.5 | 9.3 | 8.0 | 17.9 | 19.0 | 17.9 | 15.4 | 16.3 | 9.7 | 5.8 | 17.6 | 17.1 | 19.4 | 15.3 | 16.2 | 10.0 | 7.6 | 19.7 | 14.5 | 14.5 | 13.9 | 17.8 | 12.6 | 8.2 | 19.8 | 0.0 |
| 1200 | 12.5 | 23.4 | 20.6 | 16.6 | 13.0 | 17.1 | 10.5 | 9.3 | 19.1 | 19.5 | 16.8 | 15.1 | 19.6 | 9.6 | 7.0 | 20.0 | 19.0 | 21.2 | 15.6 | 18.6 | 10.9 | 8.9 | 21.1 | 18.5 | 16.9 | 15.4 | 19.6 | 12.8 | 9.1 | 22.2 | 0.0 |
| 1300 | 9.6 | 22.1 | 18.5 | 16.0 | 13.5 | 12.0 | 12.4 | 8.7 | 17.1 | 19.7 | 17.3 | 14.5 | 16.7 | 8.5 | 7.3 | 18.4 | 17.9 | 19.6 | 15.1 | 14.3 | 10.4 | 9.6 | 20.4 | 17.2 | 19.9 | 14.2 | 14.5 | 13.0 | 8.4 | 18.2 | 0.0 |
| 1400 | 9.0 | 26.4 | 20.6 | 17.0 | 17.5 | 16.9 | 10.4 | 7.6 | 24.7 | 22.6 | 22.3 | 18.4 | 17.5 | 7.3 | 8.8 | 21.2 | 22.6 | 24.3 | 20.4 | 18.1 | 9.1 | 8.7 | 21.4 | 21.6 | 23.3 | 19.7 | 20.1 | 12.7 | 9.1 | 22.9 | 0.0 |
| 1500 | 7.3 | 24.8 | 18.3 | 21.5 | 16.3 | 14.0 | 11.5 | 8.6 | 25.3 | 23.4 | 23.8 | 18.4 | 14.4 | 9.1 | 9.3 | 20.4 | 22.3 | 23.4 | 19.9 | 16.6 | 10.1 | 9.0 | 23.4 | 21.3 | 23.9 | 18.0 | 16.9 | 11.8 | 8.9 | 22.9 | 0.0 |
| 1600 | 6.3 | 23.1 | 20.0 | 22.5 | 16.4 | 17.8 | 10.7 | 8.2 | 20.5 | 23.9 | 23.3 | 19.3 | 16.5 | 11.0 | 7.9 | 17.9 | 21.2 | 23.9 | 19.3 | 15.3 | 10.8 | 9.9 | 23.4 | 21.1 | 22.2 | 18.0 | 16.9 | 10.2 | 10.8 | 19.4 | 0.0 |
| 1700 | 8.9 | 22.0 | 19.3 | 19.4 | 16.4 | 14.6 | 10.9 | 10.0 | 19.6 | 20.8 | 20.2 | 18.9 | 15.6 | 11.1 | 9.0 | 15.4 | 18.6 | 19.2 | 18.4 | 12.3 | 12.3 | 9.0 | 22.2 | 18.5 | 17.2 | 16.9 | 16.8 | 11.3 | 12.4 | 18.3 | 0.0 |
| 1800 | 8.3 | 14.2 | 17.0 | 17.2 | 16.1 | 15.3 | 7.9 | 8.2 | 14.0 | 17.1 | 18.6 | 16.7 | 8.9 | 8.0 | 8.9 | 11.1 | 15.4 | 16.7 | 15.3 | 10.4 | 10.3 | 7.9 | 13.9 | 13.5 | 16.8 | 16.5 | 13.8 | 9.2 | 11.4 | 11.6 | 0.0 |
| 1900 | 7.9 | 9.9 | 12.9 | 15.8 | 16.3 | 14.7 | 9.0 | 8.7 | 11.2 | 16.9 | 16.6 | 20.2 | 11.0 | 8.4 | 8.9 | 9.5 | 14.3 | 14.5 | 19.9 | 10.6 | 10.7 | 7.7 | 12.3 | 13.8 | 19.6 | 19.8 | 12.7 | 12.1 | 10.4 | 8.8 | 0.0 |
| 2000 | 9.4 | 10.6 | 15.4 | 17.6 | 14.3 | 13.0 | 8.8 | 9.4 | 12.3 | 16.2 | 16.7 | 18.0 | 11.2 | 6.2 | 10.0 | 9.8 | 14.2 | 16.3 | 15.6 | 9.1 | 10.4 | 6.7 | 10.6 | 13.6 | 17.1 | 17.7 | 13.6 | 10.2 | 9.7 | 9.6 | 0.0 |
| 2100 | 10.6 | 10.3 | 12.7 | 15.8 | 18.1 | 8.7 | 9.6 | 11.7 | 13.0 | 14.4 | 14.5 | 17.3 | 9.2 | 9.2 | 11.1 | 10.0 | 14.3 | 14.3 | 16.3 | 9.6 | 11.4 | 10.0 | 14.3 | 13.7 | 15.7 | 19.5 | 12.6 | 12.5 | 12.1 | 10.3 | 0.0 |
| 2200 | 11.5 | 8.1 | 11.1 | 10.4 | 13.1 | 6.0 | 10.0 | 10.9 | 12.0 | 13.0 | 9.9 | 12.6 | 8.3 | 7.7 | 9.7 | 8.1 | 11.8 | 11.5 | 15.2 | 7.0 | 10.5 | 9.1 | 10.7 | 12.2 | 15.1 | 15.1 | 10.3 | 10.6 | 10.6 | 8.6 | 0.0 |
| 2300 | 9.4 | 6.8 | 8.3 | 8.9 | 10.9 | 3.2 | 6.7 | 10.6 | 9.2 | 7.8 | 7.1 | 9.9 | 5.5 | 8.8 | 8.9 | 5.5 | 7.6 | 9.1 | 8.6 | 5.4 | 9.2 | 9.5 | 7.5 | 11.1 | 10.2 | 11.9 | 6.2 | 8.5 | 9.2 | 7.1 | 0.0 |
| 0 | 5.7 | 3.2 | 6.1 | 4.9 | 7.6 | 2.0 | 5.0 | 6.8 | 5.1 | 5.3 | 4.0 | 5.8 | 3.1 | 6.4 | 5.7 | 3.7 | 5.2 | 5.0 | 5.1 | 3.9 | 5.4 | 7.8 | 6.3 | 6.8 | 7.1 | 8.1 | 4.7 | 5.5 | 7.0 | 6.6 | 0.0 |
| Total | 160 | 283 | 266 | 264 | 241 | 213 | 162 | 159 | 263 | 278 | 269 | 258 | 215 | 157 | 145 | 229 | 265 | 283 | 259 | 213 | 175 | 146 | 275 | 262 | 284 | 265 | 243 | 194 | 169 | 260 | 0 |
| | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue |
| Max | 12.5 | 26.4 | 20.6 | 22.5 | 18.1 | 18.5 | 12.4 | 11.7 | 25.3 | 23.9 | 23.8 | 20.2 | 19.6 | 12.6 | 11.1 | 21.2 | 22.6 | 24.3 | 20.4 | 19.1 | 12.3 | 10.0 | 23.4 | 21.6 | 23.9 | 19.8 | 20.1 | 13.7 | 12.4 | 22.9 | 0.0 |

## Number of Communication Assistants on Duty by Hour of Day and Day of Week
## Minnesota

Date: June 2014

| | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Time | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| 100 | 1.7 | 1.7 | 1.8 | 2.5 | 1.7 | 2.4 | 2.2 | 2.1 | 1.5 | 2.3 | 2.3 | 2.1 | 1.7 | 2.1 | 1.5 | 1.4 | 1.6 | 2.2 | 1.3 | 1.6 | 2.2 | 1.3 | 1.8 | 1.2 | 2.1 | 1.6 | 1.7 | 2.1 | 1.4 | 0.5 | 0.0 |
| 200 | 1.3 | 1.5 | 1.5 | 1.7 | 0.8 | 1.4 | 0.8 | 1.0 | 0.9 | 0.9 | 1.8 | 1.4 | 1.3 | 1.5 | 0.6 | 1.1 | 2.1 | 1.1 | 1.0 | 1.2 | 1.4 | 1.0 | 1.6 | 1.5 | 1.3 | 0.9 | 0.9 | 1.3 | 1.1 | 0.6 | 0.0 |
| 300 | 0.7 | 1.7 | 0.8 | 0.6 | 0.6 | 0.7 | 0.7 | 1.2 | 0.7 | 1.0 | 1.0 | 0.7 | 0.7 | 1.9 | 0.7 | 0.6 | 1.1 | 0.7 | 0.9 | 0.8 | 0.9 | 1.4 | 0.4 | 0.6 | 0.7 | 0.5 | 1.1 | 1.1 | 0.8 | 0.5 | 0.0 |
| 400 | 0.6 | 0.8 | 1.2 | 0.5 | 0.9 | 0.5 | 0.7 | 0.8 | 1.1 | 1.1 | 0.8 | 0.4 | 1.1 | 1.9 | 0.5 | 1.4 | 0.7 | 1.0 | 0.5 | 0.7 | 0.9 | 0.6 | 0.8 | 1.0 | 0.2 | 0.3 | 0.3 | 2.1 | 0.8 | 0.9 | 0.0 |
| 500 | 0.3 | 0.8 | 0.9 | 0.5 | 0.9 | 0.6 | 0.7 | 0.9 | 0.9 | 1.1 | 0.6 | 0.6 | 1.6 | 1.4 | 0.5 | 0.9 | 0.5 | 0.2 | 0.9 | 0.8 | 1.4 | 0.7 | 0.7 | 0.7 | 0.4 | 0.3 | 0.7 | 1.8 | 0.5 | 0.4 | 0.0 |
| 600 | 0.0 | 0.6 | 0.8 | 0.4 | 0.5 | 0.4 | 0.1 | 0.1 | 0.4 | 1.4 | 0.7 | 0.4 | 0.2 | 0.6 | 0.0 | 0.4 | 0.8 | 0.7 | 0.9 | 0.3 | 0.4 | 0.1 | 0.2 | 0.5 | 0.5 | 0.1 | 0.2 | 0.1 | 0.1 | 0.1 | 0.0 |
| 700 | 0.1 | 1.2 | 2.8 | 2.1 | 1.6 | 0.8 | 0.5 | 0.1 | 1.7 | 2.8 | 2.9 | 1.9 | 0.7 | 0.5 | 0.4 | 2.2 | 3.8 | 2.3 | 2.3 | 0.8 | 0.5 | 0.4 | 1.2 | 3.2 | 2.6 | 2.4 | 0.7 | 0.3 | 0.2 | 1.0 | 0.0 |
| 800 | 0.9 | 4.2 | 6.9 | 3.7 | 3.9 | 3.5 | 2.7 | 1.1 | 4.5 | 4.2 | 4.3 | 3.6 | 2.3 | 2.2 | 2.0 | 4.9 | 5.2 | 4.3 | 4.7 | 3.4 | 1.6 | 1.8 | 4.0 | 5.3 | 4.9 | 4.1 | 2.9 | 0.8 | 0.7 | 4.1 | 0.0 |
| 900 | 1.9 | 10.2 | 14.5 | 12.4 | 13.3 | 8.8 | 5.8 | 2.1 | 12.3 | 14.1 | 10.4 | 12.7 | 7.1 | 3.6 | 4.5 | 11.4 | 14.5 | 11.5 | 11.5 | 7.2 | 5.1 | 4.2 | 11.1 | 14.6 | 13.1 | 9.3 | 4.3 | 3.6 | 2.2 | 11.1 | 0.0 |
| 1000 | 2.1 | 12.0 | 18.0 | 14.9 | 17.7 | 12.5 | 6.8 | 2.0 | 15.9 | 19.5 | 15.1 | 15.3 | 10.7 | 6.6 | 3.7 | 15.9 | 17.9 | 16.1 | 16.5 | 13.8 | 5.3 | 3.4 | 16.4 | 17.7 | 15.3 | 15.6 | 10.4 | 6.8 | 1.6 | 17.6 | 0.0 |
| 1100 | 2.9 | 17.4 | 17.0 | 17.1 | 15.7 | 12.9 | 7.0 | 4.1 | 15.7 | 14.9 | 16.3 | 16.0 | 9.5 | 5.3 | 5.2 | 15.7 | 15.7 | 16.8 | 17.4 | 10.6 | 5.1 | 5.3 | 13.4 | 16.6 | 13.5 | 14.5 | 9.9 | 7.1 | 3.0 | 16.1 | 0.0 |
| 1200 | 4.9 | 13.8 | 17.2 | 15.5 | 17.3 | 14.0 | 8.7 | 5.4 | 14.6 | 13.2 | 18.5 | 14.6 | 12.3 | 10.4 | 5.2 | 12.7 | 18.2 | 16.1 | 13.4 | 15.1 | 8.7 | 4.5 | 13.0 | 15.3 | 11.7 | 17.5 | 11.6 | 8.6 | 2.9 | 15.1 | 0.0 |
| 1300 | 4.3 | 15.7 | 14.5 | 11.9 | 13.5 | 14.5 | 10.5 | 5.6 | 15.3 | 13.8 | 14.8 | 13.0 | 13.4 | 10.1 | 7.8 | 13.8 | 14.2 | 12.2 | 9.6 | 17.0 | 7.1 | 4.4 | 11.9 | 11.1 | 12.0 | 15.5 | 12.7 | 8.1 | 4.5 | 13.8 | 0.0 |
| 1400 | 7.5 | 13.8 | 13.6 | 10.9 | 15.8 | 15.6 | 11.0 | 8.6 | 18.6 | 16.8 | 18.3 | 13.0 | 14.6 | 12.2 | 7.8 | 14.5 | 14.0 | 15.2 | 11.3 | 16.6 | 10.6 | 5.6 | 17.4 | 14.7 | 12.2 | 14.2 | 11.2 | 9.6 | 6.4 | 14.1 | 0.0 |
| 1500 | 5.3 | 13.7 | 14.9 | 10.5 | 11.0 | 15.0 | 9.8 | 6.3 | 16.5 | 16.1 | 13.0 | 9.9 | 17.2 | 11.6 | 5.5 | 12.7 | 14.1 | 12.7 | 9.1 | 12.4 | 9.9 | 5.4 | 12.6 | 12.3 | 13.5 | 8.4 | 12.1 | 7.8 | 4.7 | 13.8 | 0.0 |
| 1600 | 6.2 | 13.5 | 12.7 | 10.7 | 9.2 | 12.6 | 8.5 | 6.7 | 13.8 | 11.6 | 15.4 | 11.4 | 10.9 | 11.3 | 5.7 | 14.7 | 12.4 | 13.4 | 8.2 | 9.7 | 8.9 | 5.2 | 12.2 | 10.5 | 11.4 | 9.1 | 10.0 | 8.7 | 4.7 | 13.8 | 0.0 |
| 1700 | 3.9 | 10.7 | 14.1 | 7.8 | 9.2 | 14.0 | 8.4 | 4.9 | 13.8 | 15.2 | 15.0 | 11.0 | 14.9 | 6.8 | 5.8 | 11.9 | 12.2 | 11.5 | 10.0 | 11.2 | 6.1 | 3.7 | 11.9 | 14.4 | 11.3 | 8.8 | 11.0 | 5.4 | 3.5 | 11.5 | 0.0 |
| 1800 | 2.9 | 8.5 | 12.2 | 6.6 | 7.7 | 11.0 | 7.6 | 5.7 | 7.0 | 11.6 | 6.7 | 6.3 | 10.7 | 6.5 | 5.1 | 9.2 | 11.4 | 5.3 | 7.0 | 8.0 | 4.8 | 4.0 | 7.2 | 9.6 | 7.1 | 5.2 | 9.9 | 6.4 | 4.0 | 8.2 | 0.0 |
| 1900 | 2.6 | 9.8 | 10.1 | 6.7 | 9.3 | 7.4 | 4.5 | 4.4 | 7.8 | 9.4 | 6.0 | 6.7 | 8.5 | 6.4 | 5.1 | 11.3 | 11.9 | 7.8 | 5.7 | 8.9 | 5.0 | 5.6 | 7.8 | 8.5 | 7.9 | 6.6 | 7.1 | 6.6 | 2.9 | 7.7 | 0.0 |
| 2000 | 4.9 | 9.5 | 7.5 | 6.6 | 7.6 | 9.1 | 4.8 | 1.9 | 9.2 | 6.6 | 5.4 | 7.6 | 7.0 | 4.7 | 4.9 | 7.3 | 9.1 | 5.3 | 6.8 | 10.2 | 4.3 | 5.9 | 7.5 | 8.2 | 4.9 | 5.1 | 7.5 | 5.8 | 3.1 | 6.2 | 0.0 |
| 2100 | 4.8 | 9.0 | 7.3 | 6.7 | 5.7 | 6.6 | 3.9 | 2.7 | 6.0 | 7.5 | 4.4 | 6.9 | 4.5 | 3.3 | 5.1 | 7.9 | 10.2 | 5.2 | 7.2 | 7.2 | 4.5 | 6.8 | 6.8 | 7.0 | 3.4 | 5.8 | 6.4 | 4.8 | 3.7 | 7.7 | 0.0 |
| 2200 | 3.6 | 7.3 | 7.1 | 2.7 | 5.9 | 4.1 | 2.5 | 1.5 | 5.9 | 7.3 | 3.4 | 4.3 | 3.4 | 1.3 | 3.0 | 5.2 | 8.3 | 3.9 | 5.6 | 6.2 | 1.9 | 3.2 | 5.9 | 7.0 | 2.4 | 4.0 | 5.1 | 3.3 | 2.6 | 7.4 | 0.0 |
| 2300 | 1.8 | 6.3 | 3.2 | 5.3 | 3.1 | 3.6 | 2.4 | 2.1 | 5.4 | 3.0 | 3.9 | 5.3 | 3.7 | 1.0 | 2.4 | 5.4 | 6.0 | 2.7 | 4.1 | 3.4 | 1.6 | 1.8 | 5.7 | 3.8 | 2.1 | 2.8 | 3.5 | 2.2 | 0.6 | 6.2 | 0.0 |
| 0 | 3.2 | 3.5 | 4.0 | 3.4 | 4.7 | 3.7 | 3.4 | 2.2 | 3.5 | 4.4 | 3.8 | 3.8 | 3.6 | 2.3 | 2.8 | 4.5 | 6.2 | 2.4 | 3.5 | 2.9 | 2.9 | 3.2 | 4.5 | 4.9 | 2.3 | 3.3 | 4.7 | 2.9 | 2.0 | 4.0 | 0.0 |
| Total | 68 | 187 | 205 | 162 | 177 | 176 | 114 | 74 | 193 | 200 | 185 | 169 | 162 | 116 | 86 | 187 | 212 | 171 | 159 | 170 | 101 | 79 | 176 | 190 | 157 | 156 | 146 | 107 | 58 | 182 | 0 |
| | Sun | Mon | Tue | Wed | Tue | Thu | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue |
| Max | 7.5 | 17.4 | 18.0 | 17.1 | 17.7 | 15.6 | 11.0 | 8.6 | 18.6 | 19.5 | 18.5 | 16.0 | 17.2 | 12.2 | 7.8 | 15.9 | 18.2 | 16.8 | 17.4 | 17.0 | 10.6 | 6.8 | 17.4 | 17.7 | 15.3 | 17.5 | 12.7 | 9.6 | 6.4 | 17.6 | 0.0 |

**Number of Communication Assistants on Duty by Hour of Day and Day of Week**
**FRS**

Date: June 2014

| | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Time | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| 100 | 2.8 | 3.4 | 4.5 | 3.0 | 3.3 | 3.9 | 2.3 | 2.3 | 2.6 | 3.2 | 3.7 | 2.7 | 4.4 | 3.3 | 1.7 | 2.5 | 3.6 | 5.0 | 3.9 | 3.6 | 3.3 | 2.1 | 3.5 | 4.5 | 3.8 | 2.3 | 3.1 | 3.6 | 5.1 | 5.5 | 0.0 |
| 200 | 2.7 | 3.8 | 4.0 | 3.2 | 3.2 | 3.6 | 1.8 | 2.7 | 3.1 | 3.8 | 3.6 | 3.3 | 3.6 | 1.8 | 2.5 | 2.9 | 5.0 | 3.7 | 2.9 | 2.7 | 3.6 | 3.0 | 4.0 | 5.2 | 4.1 | 2.6 | 2.8 | 2.9 | 3.5 | 5.0 | 0.0 |
| 300 | 2.1 | 2.7 | 3.0 | 2.5 | 2.4 | 3.2 | 1.8 | 1.9 | 2.4 | 4.1 | 2.8 | 2.4 | 3.5 | 2.1 | 1.3 | 3.4 | 4.7 | 2.2 | 2.6 | 2.5 | 4.3 | 2.9 | 4.1 | 5.3 | 3.2 | 2.2 | 2.1 | 3.0 | 2.2 | 5.3 | 0.0 |
| 400 | 1.1 | 2.8 | 2.2 | 1.5 | 1.7 | 3.0 | 1.6 | 2.0 | 2.7 | 4.4 | 3.2 | 2.4 | 2.4 | 1.7 | 1.3 | 3.5 | 4.0 | 3.0 | 2.3 | 1.9 | 3.8 | 2.2 | 3.1 | 3.7 | 2.8 | 2.4 | 2.2 | 1.5 | 1.3 | 4.6 | 0.0 |
| 500 | 1.1 | 2.2 | 1.5 | 0.9 | 1.4 | 2.2 | 0.9 | 1.1 | 1.6 | 3.3 | 1.9 | 1.6 | 1.6 | 2.1 | 1.1 | 2.5 | 2.8 | 2.3 | 1.6 | 2.0 | 3.2 | 2.5 | 2.8 | 2.5 | 1.6 | 2.1 | 1.5 | 1.7 | 1.6 | 3.5 | 0.0 |
| 600 | 2.0 | 2.4 | 2.1 | 2.3 | 1.5 | 1.6 | 0.9 | 0.9 | 2.6 | 2.5 | 3.3 | 2.5 | 0.9 | 1.9 | 1.0 | 2.5 | 3.7 | 3.3 | 2.1 | 1.8 | 2.2 | 2.5 | 4.2 | 3.6 | 3.4 | 2.9 | 1.8 | 2.7 | 2.8 | 5.8 | 0.0 |
| 700 | 1.4 | 3.1 | 3.4 | 3.3 | 2.6 | 2.2 | 0.9 | 1.0 | 2.3 | 5.1 | 4.0 | 4.9 | 1.4 | 1.2 | 0.7 | 1.7 | 3.7 | 2.6 | 3.5 | 1.6 | 2.1 | 3.4 | 2.0 | 4.1 | 3.7 | 3.0 | 1.9 | 1.7 | 3.8 | 7.4 | 0.0 |
| 800 | 0.7 | 2.4 | 3.7 | 3.6 | 4.2 | 3.5 | 1.2 | 1.6 | 2.8 | 4.3 | 3.7 | 5.6 | 2.2 | 1.3 | 1.1 | 2.4 | 3.8 | 2.8 | 2.4 | 2.9 | 4.3 | 3.5 | 2.3 | 3.9 | 2.7 | 2.6 | 1.5 | 1.4 | 3.0 | 8.9 | 0.0 |
| 900 | 1.1 | 5.1 | 5.2 | 4.3 | 5.2 | 7.2 | 2.8 | 3.4 | 4.9 | 6.9 | 7.2 | 8.5 | 6.2 | 2.4 | 3.6 | 3.9 | 4.9 | 6.7 | 5.2 | 5.5 | 5.7 | 5.4 | 4.0 | 5.8 | 6.1 | 4.9 | 4.4 | 6.3 | 6.9 | 9.1 | 0.0 |
| 1000 | 2.0 | 4.9 | 5.0 | 4.5 | 4.9 | 7.8 | 3.0 | 3.3 | 6.8 | 6.2 | 6.0 | 8.0 | 8.7 | 1.7 | 3.6 | 4.5 | 6.6 | 5.3 | 4.5 | 3.7 | 5.3 | 5.5 | 4.2 | 6.2 | 6.3 | 5.7 | 6.2 | 8.5 | 9.1 | 3.6 | 0.0 |
| 1100 | 3.5 | 4.6 | 7.7 | 7.0 | 6.6 | 7.9 | 3.5 | 4.4 | 5.1 | 9.3 | 5.8 | 6.2 | 4.0 | 4.4 | 4.4 | 5.6 | 7.6 | 5.1 | 3.5 | 3.5 | 6.8 | 6.3 | 6.5 | 6.5 | 6.2 | 4.7 | 4.7 | 9.2 | 10.4 | 5.0 | 0.0 |
| 1200 | 1.8 | 7.5 | 7.1 | 6.6 | 6.4 | 7.2 | 5.4 | 4.2 | 7.1 | 9.5 | 7.5 | 7.4 | 4.6 | 3.9 | 5.8 | 8.1 | 6.0 | 6.0 | 5.1 | 2.8 | 7.3 | 9.8 | 8.3 | 7.1 | 9.7 | 4.1 | 5.2 | 8.2 | 11.2 | 6.8 | 0.0 |
| 1300 | 2.9 | 7.8 | 7.2 | 6.8 | 5.7 | 7.5 | 4.5 | 4.9 | 7.1 | 8.5 | 9.1 | 9.1 | 5.8 | 4.1 | 2.8 | 6.2 | 10.0 | 9.6 | 7.0 | 3.4 | 10.1 | 9.4 | 5.2 | 8.3 | 6.4 | 5.2 | 5.0 | 9.1 | 15.5 | 6.8 | 0.0 |
| 1400 | 3.0 | 7.4 | 7.2 | 5.5 | 5.5 | 5.6 | 4.6 | 2.5 | 6.8 | 7.3 | 8.0 | 6.7 | 3.9 | 2.7 | 3.8 | 6.2 | 7.5 | 6.0 | 6.5 | 4.2 | 5.8 | 5.8 | 5.5 | 5.5 | 6.5 | 6.6 | 3.8 | 5.6 | 11.2 | 6.5 | 0.0 |
| 1500 | 1.9 | 4.7 | 5.2 | 4.8 | 5.5 | 6.0 | 2.6 | 2.9 | 5.6 | 3.7 | 8.6 | 5.6 | 4.5 | 1.7 | 2.4 | 6.0 | 3.8 | 4.4 | 4.0 | 5.1 | 3.5 | 6.1 | 4.9 | 5.7 | 5.0 | 4.0 | 4.4 | 5.5 | 7.9 | 6.2 | 0.0 |
| 1600 | 2.1 | 5.3 | 6.5 | 4.5 | 5.3 | 5.1 | 4.9 | 2.5 | 3.7 | 5.4 | 3.3 | 3.1 | 4.9 | 2.6 | 2.3 | 3.9 | 2.8 | 3.4 | 3.4 | 3.3 | 4.5 | 2.5 | 3.9 | 4.7 | 4.7 | 3.1 | 3.0 | 5.5 | 6.4 | 5.5 | 0.0 |
| 1700 | 1.5 | 5.0 | 4.5 | 5.5 | 5.2 | 3.7 | 1.9 | 2.0 | 3.8 | 6.1 | 4.8 | 4.8 | 4.3 | 3.0 | 1.9 | 4.4 | 5.2 | 5.4 | 3.8 | 3.3 | 5.5 | 4.6 | 4.7 | 4.4 | 4.3 | 4.2 | 2.5 | 5.9 | 7.6 | 5.2 | 0.0 |
| 1800 | 2.5 | 5.0 | 4.0 | 5.2 | 3.8 | 3.1 | 2.2 | 0.8 | 5.5 | 4.8 | 5.6 | 4.5 | 4.5 | 2.2 | 3.5 | 5.9 | 6.1 | 4.8 | 4.1 | 4.6 | 6.3 | 8.9 | 4.7 | 3.6 | 4.6 | 4.1 | 3.5 | 7.3 | 8.2 | 6.0 | 0.0 |
| 1900 | 1.9 | 3.3 | 2.9 | 3.3 | 2.0 | 1.5 | 1.7 | 1.0 | 3.8 | 4.0 | 2.7 | 2.5 | 2.2 | 1.9 | 0.9 | 3.5 | 4.5 | 2.8 | 4.3 | 2.8 | 7.3 | 8.9 | 3.6 | 4.2 | 3.1 | 2.7 | 2.8 | 7.2 | 5.5 | 3.9 | 0.0 |
| 2000 | 0.7 | 3.1 | 3.2 | 2.7 | 5.1 | 1.4 | 1.3 | 1.6 | 2.4 | 2.9 | 1.4 | 2.4 | 2.8 | 2.2 | 0.3 | 4.2 | 3.1 | 2.4 | 3.8 | 2.2 | 6.8 | 6.9 | 2.8 | 3.7 | 2.4 | 3.2 | 3.0 | 6.4 | 6.3 | 2.9 | 0.0 |
| 2100 | 1.5 | 2.4 | 3.2 | 0.7 | 3.1 | 1.8 | 1.9 | 2.2 | 4.4 | 3.8 | 1.8 | 2.8 | 2.3 | 2.3 | 1.2 | 4.7 | 3.0 | 1.7 | 3.0 | 1.2 | 4.3 | 4.2 | 4.5 | 4.1 | 1.9 | 3.5 | 2.2 | 8.5 | 4.8 | 3.6 | 0.0 |
| 2200 | 0.9 | 3.4 | 2.7 | 2.2 | 2.6 | 2.5 | 2.3 | 1.9 | 5.2 | 3.3 | 1.6 | 4.2 | 2.8 | 2.6 | 0.6 | 5.1 | 4.6 | 2.2 | 3.5 | 1.3 | 3.7 | 2.8 | 5.0 | 3.5 | 2.9 | 3.7 | 3.3 | 8.4 | 6.1 | 3.4 | 0.0 |
| 2300 | 2.4 | 3.1 | 3.2 | 2.2 | 4.4 | 2.2 | 2.3 | 1.3 | 5.9 | 4.6 | 2.2 | 4.6 | 3.0 | 2.4 | 0.8 | 4.5 | 4.2 | 3.9 | 5.2 | 3.1 | 3.6 | 4.0 | 5.2 | 4.4 | 2.9 | 5.1 | 4.0 | 7.0 | 5.7 | 4.5 | 0.0 |
| 0 | 2.0 | 5.1 | 3.4 | 3.8 | 3.5 | 1.2 | 1.7 | 2.0 | 6.2 | 5.2 | 3.2 | 5.6 | 3.2 | 2.4 | 1.6 | 5.3 | 3.6 | 5.3 | 5.9 | 5.1 | 1.9 | 3.0 | 5.6 | 3.8 | 2.9 | 3.7 | 3.0 | 5.2 | 3.9 | 5.9 | 0.0 |
| Total | 46 | 101 | 102 | 90 | 95 | 95 | 58 | 55 | 105 | 122 | 105 | 112 | 88 | 58 | 50 | 103 | 115 | 100 | 94 | 74 | 115 | 116 | 105 | 114 | 101 | 89 | 78 | 132 | 150 | 131 | 0 |
| | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue |
| Max | 3.5 | 7.8 | 7.7 | 7.0 | 6.6 | 7.9 | 5.4 | 4.9 | 7.1 | 9.5 | 9.1 | 9.1 | 8.7 | 4.4 | 5.8 | 8.1 | 10.0 | 9.6 | 7.0 | 5.5 | 10.1 | 9.8 | 8.3 | 8.3 | 9.7 | 6.6 | 6.2 | 9.2 | 15.5 | 9.1 | 0.0 |

NOTE: CA numbers represent the CAs who are dedicated to Federal Relay. Numbers less than 1 would indicate that staffing for Federal Relay is present but not primarily dedicated to Federal Relay but in a secondary role.

## Number of Communication Assistants on Duty by Hour of Day and Day of Week
## Ohio

Date: June 2014

| | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Time | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| 100 | 6.5 | 5.7 | 8.2 | 7.4 | 4.3 | 6.0 | 4.2 | 6.7 | 6.2 | 9.3 | 7.2 | 6.1 | 8.8 | 8.0 | 9.2 | 6.7 | 6.0 | 5.3 | 4.0 | 5.0 | 2.8 | 5.3 | 3.7 | 8.9 | 5.0 | 6.4 | 7.4 | 5.0 | 4.6 | 6.2 | 0.0 |
| 200 | 6.6 | 5.9 | 5.5 | 6.6 | 4.9 | 5.1 | 3.7 | 5.0 | 5.3 | 7.9 | 6.4 | 5.0 | 6.2 | 6.1 | 7.6 | 5.5 | 5.7 | 5.3 | 3.8 | 4.9 | 2.8 | 3.6 | 2.6 | 7.2 | 4.3 | 5.4 | 5.6 | 4.9 | 3.3 | 4.4 | 0.0 |
| 300 | 6.6 | 4.2 | 5.3 | 6.5 | 5.3 | 4.4 | 4.4 | 6.1 | 6.7 | 7.3 | 6.2 | 5.0 | 5.1 | 3.7 | 7.2 | 5.2 | 5.6 | 4.2 | 5.4 | 4.6 | 2.9 | 3.3 | 3.3 | 6.3 | 4.9 | 5.1 | 5.5 | 3.9 | 4.5 | 4.5 | 0.0 |
| 400 | 4.5 | 2.8 | 3.8 | 4.6 | 4.1 | 3.6 | 3.3 | 4.2 | 3.8 | 5.2 | 4.1 | 5.2 | 4.3 | 2.8 | 5.4 | 4.1 | 3.3 | 3.6 | 4.3 | 3.8 | 3.2 | 2.6 | 2.8 | 5.4 | 4.1 | 5.2 | 5.1 | 4.7 | 3.3 | 3.0 | 0.0 |
| 500 | 4.0 | 2.5 | 3.6 | 4.5 | 3.3 | 3.3 | 3.5 | 3.0 | 3.2 | 3.9 | 2.5 | 4.3 | 3.5 | 2.7 | 5.4 | 3.0 | 2.4 | 3.2 | 3.7 | 2.8 | 2.5 | 2.1 | 1.6 | 4.0 | 3.7 | 3.9 | 4.6 | 3.1 | 3.9 | 4.1 | 0.0 |
| 600 | 5.8 | 5.0 | 4.4 | 5.5 | 5.1 | 5.3 | 5.4 | 4.8 | 4.6 | 4.6 | 4.5 | 5.7 | 5.5 | 3.9 | 5.2 | 4.4 | 4.7 | 4.7 | 3.8 | 4.1 | 2.9 | 0.5 | 3.9 | 4.6 | 3.7 | 4.7 | 4.7 | 3.7 | 2.7 | 2.1 | 0.0 |
| 700 | 5.4 | 7.8 | 5.5 | 5.5 | 5.7 | 5.4 | 5.9 | 4.2 | 7.8 | 6.1 | 6.0 | 6.6 | 5.5 | 5.7 | 5.5 | 4.7 | 5.3 | 5.8 | 4.0 | 4.2 | 3.4 | 2.0 | 6.0 | 5.3 | 5.6 | 5.4 | 4.7 | 4.6 | 3.4 | 1.6 | 0.0 |
| 800 | 6.3 | 8.2 | 6.6 | 6.3 | 5.9 | 7.0 | 6.5 | 5.7 | 7.6 | 7.2 | 6.7 | 7.5 | 7.4 | 7.1 | 5.8 | 5.5 | 7.1 | 6.8 | 5.7 | 5.4 | 3.9 | 3.0 | 7.2 | 6.8 | 7.1 | 5.9 | 6.1 | 7.0 | 4.6 | 4.2 | 0.0 |
| 900 | 9.3 | 18.0 | 13.1 | 16.4 | 13.3 | 13.0 | 10.0 | 7.8 | 14.9 | 14.0 | 17.5 | 15.2 | 16.4 | 10.3 | 9.6 | 13.2 | 11.2 | 14.5 | 14.1 | 12.9 | 6.0 | 4.5 | 15.9 | 13.8 | 17.1 | 12.8 | 14.0 | 6.4 | 4.7 | 13.8 | 0.0 |
| 1000 | 10.2 | 22.4 | 13.6 | 17.7 | 17.5 | 18.5 | 11.7 | 9.1 | 21.5 | 16.4 | 16.8 | 18.3 | 20.8 | 12.6 | 16.0 | 17.9 | 14.6 | 18.2 | 18.2 | 13.7 | 6.7 | 6.3 | 17.6 | 19.7 | 19.6 | 20.5 | 19.5 | 7.4 | 4.8 | 21.6 | 0.0 |
| 1100 | 12.9 | 26.2 | 20.6 | 22.0 | 18.7 | 22.9 | 14.2 | 14.1 | 26.5 | 21.1 | 21.3 | 20.7 | 24.1 | 15.7 | 15.6 | 25.9 | 17.2 | 22.3 | 23.9 | 17.2 | 11.2 | 6.6 | 21.9 | 23.0 | 22.7 | 22.9 | 23.9 | 10.4 | 6.0 | 25.2 | 0.0 |
| 1200 | 13.2 | 23.2 | 23.3 | 23.4 | 20.6 | 21.9 | 14.1 | 14.5 | 25.4 | 21.9 | 21.5 | 19.3 | 22.5 | 14.4 | 16.1 | 24.0 | 20.5 | 20.9 | 25.4 | 18.5 | 8.1 | 8.0 | 23.9 | 25.3 | 23.4 | 22.3 | 23.2 | 10.2 | 8.7 | 27.0 | 0.0 |
| 1300 | 14.6 | 23.8 | 22.5 | 23.3 | 21.7 | 23.9 | 14.6 | 17.8 | 23.0 | 22.0 | 23.4 | 19.5 | 18.9 | 15.0 | 17.2 | 21.8 | 21.2 | 20.1 | 20.5 | 16.3 | 7.8 | 8.3 | 18.1 | 23.9 | 22.2 | 18.2 | 20.0 | 8.8 | 6.9 | 24.5 | 0.0 |
| 1400 | 13.5 | 21.0 | 22.6 | 23.2 | 21.3 | 22.9 | 13.6 | 15.4 | 21.0 | 22.9 | 23.1 | 20.0 | 20.3 | 12.9 | 12.8 | 22.5 | 20.9 | 21.5 | 20.2 | 16.7 | 7.1 | 7.6 | 19.4 | 22.1 | 21.9 | 20.4 | 17.8 | 11.3 | 5.4 | 24.6 | 0.0 |
| 1500 | 13.4 | 18.4 | 19.7 | 21.6 | 21.4 | 19.8 | 11.0 | 16.3 | 16.9 | 21.3 | 19.7 | 20.2 | 16.8 | 11.0 | 15.3 | 18.4 | 20.9 | 18.9 | 19.7 | 13.9 | 7.9 | 8.6 | 19.1 | 23.0 | 19.5 | 18.5 | 14.2 | 8.1 | 8.5 | 21.0 | 0.0 |
| 1600 | 12.1 | 19.0 | 19.5 | 22.1 | 21.8 | 17.9 | 10.5 | 15.3 | 17.0 | 18.7 | 19.7 | 16.6 | 18.6 | 10.1 | 13.0 | 22.2 | 18.6 | 19.4 | 19.5 | 13.0 | 9.2 | 8.0 | 19.2 | 20.3 | 18.8 | 16.4 | 18.0 | 8.0 | 7.5 | 22.0 | 0.0 |
| 1700 | 13.3 | 16.4 | 17.1 | 17.8 | 19.8 | 16.4 | 11.2 | 15.1 | 17.8 | 19.4 | 18.2 | 15.9 | 13.9 | 11.7 | 13.7 | 18.2 | 16.5 | 16.5 | 15.9 | 11.3 | 7.1 | 8.4 | 17.5 | 18.4 | 15.9 | 14.9 | 16.5 | 7.8 | 7.2 | 19.9 | 0.0 |
| 1800 | 12.7 | 14.4 | 16.0 | 19.1 | 16.5 | 12.1 | 11.0 | 13.7 | 14.6 | 15.9 | 9.7 | 17.2 | 13.7 | 11.1 | 16.6 | 15.8 | 11.9 | 13.6 | 12.8 | 7.9 | 5.7 | 7.5 | 15.2 | 16.5 | 14.1 | 15.9 | 16.0 | 6.0 | 6.5 | 16.0 | 0.0 |
| 1900 | 12.3 | 14.3 | 18.2 | 21.0 | 18.8 | 13.4 | 13.1 | 11.9 | 14.6 | 16.9 | 17.9 | 23.3 | 13.0 | 14.0 | 16.0 | 15.6 | 11.9 | 15.5 | 16.8 | 8.1 | 5.3 | 8.0 | 14.3 | 14.2 | 16.2 | 17.0 | 14.7 | 6.9 | 7.8 | 16.4 | 0.0 |
| 2000 | 11.8 | 13.4 | 14.4 | 18.7 | 16.6 | 12.6 | 12.3 | 14.6 | 12.1 | 13.6 | 16.4 | 19.3 | 12.7 | 14.2 | 13.7 | 14.8 | 11.3 | 13.3 | 16.5 | 10.3 | 6.7 | 9.1 | 13.3 | 14.6 | 16.7 | 13.5 | 12.5 | 7.2 | 10.8 | 13.8 | 0.0 |
| 2100 | 11.9 | 13.1 | 12.4 | 15.3 | 13.0 | 12.3 | 11.9 | 15.7 | 12.9 | 11.6 | 12.4 | 15.5 | 13.5 | 13.5 | 12.8 | 11.6 | 10.6 | 10.0 | 13.8 | 8.5 | 6.6 | 8.6 | 11.9 | 9.8 | 13.2 | 11.3 | 10.4 | 7.8 | 10.2 | 14.7 | 0.0 |
| 2200 | 11.5 | 10.5 | 10.4 | 12.4 | 12.2 | 11.5 | 12.4 | 13.2 | 10.9 | 9.6 | 12.0 | 14.9 | 11.6 | 14.8 | 12.5 | 10.3 | 11.2 | 10.7 | 14.8 | 7.6 | 7.9 | 7.5 | 9.5 | 8.8 | 12.3 | 12.8 | 10.6 | 7.3 | 9.1 | 11.8 | 0.0 |
| 2300 | 9.0 | 9.8 | 8.2 | 10.1 | 8.6 | 5.6 | 9.1 | 9.5 | 8.3 | 7.4 | 7.7 | 12.1 | 10.0 | 10.3 | 9.4 | 7.8 | 7.6 | 7.9 | 10.8 | 7.5 | 6.0 | 4.8 | 9.2 | 7.3 | 10.1 | 10.1 | 8.4 | 4.9 | 4.5 | 9.2 | 0.0 |
| 0 | 6.7 | 7.3 | 6.4 | 0.9 | 5.3 | 4.5 | 6.2 | 7.4 | 6.8 | 8.1 | 1.8 | 9.9 | 7.7 | 8.2 | 8.2 | 6.5 | 6.9 | 6.1 | 7.7 | 5.1 | 4.5 | 3.8 | 8.5 | 5.2 | 5.9 | 6.7 | 6.4 | 4.1 | 4.5 | 5.9 | 0.0 |
| Total | 234 | 224 | 301 | 332 | 306 | 289 | 224 | 251 | 310 | 312 | 303 | 323 | 301 | 240 | 270 | 306 | 273 | 288 | 305 | 223 | 138 | 138 | 285 | 314 | 308 | 296 | 290 | 159 | 143 | 317 | 0 |
| | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue |
| Max | 14.6 | 14.6 | 23.3 | 23.4 | 21.8 | 23.9 | 14.6 | 17.8 | 26.5 | 22.9 | 23.4 | 23.3 | 24.1 | 15.7 | 17.2 | 25.9 | 21.2 | 22.3 | 25.4 | 18.5 | 11.2 | 9.1 | 23.9 | 25.3 | 23.4 | 22.9 | 23.9 | 11.3 | 10.8 | 27.0 | 0.0 |

## Number of Communication Assistants on Duty by Hour of Day and Day of Week
## Texas (Lubbock)

Date: June 2014

| | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Time | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| 100 | 1.8 | 2.1 | 1.9 | 1.6 | 1.9 | 2.2 | 2.5 | 2.0 | 1.8 | 1.8 | 1.5 | 2.2 | 2.1 | 2.1 | 1.9 | 2.2 | 1.1 | 1.4 | 2.3 | 2.1 | 2.0 | 2.1 | 1.4 | 1.0 | 1.7 | 2.1 | 2.1 | 1.9 | 2.0 | 2.3 | 0.0 |
| 200 | 2.0 | 1.8 | 1.0 | 2.2 | 2.0 | 1.9 | 2.7 | 2.0 | 2.2 | 1.1 | 2.7 | 2.1 | 2.8 | 2.4 | 1.9 | 1.8 | 0.7 | 2.1 | 3.0 | 1.8 | 1.7 | 2.4 | 1.0 | 1.3 | 2.7 | 1.9 | 1.9 | 2.0 | 2.0 | 2.0 | 0.0 |
| 300 | 1.3 | 1.8 | 1.2 | 2.0 | 1.8 | 1.9 | 1.5 | 1.4 | 1.8 | 1.1 | 1.8 | 1.7 | 2.0 | 2.0 | 1.6 | 1.6 | 1.1 | 1.7 | 1.6 | 1.7 | 1.7 | 1.6 | 0.9 | 1.3 | 1.7 | 1.6 | 2.1 | 1.4 | 1.6 | 1.7 | 0.0 |
| 400 | 2.0 | 1.5 | 1.6 | 1.7 | 1.7 | 1.6 | 2.0 | 1.5 | 2.0 | 1.2 | 2.1 | 2.1 | 1.9 | 1.6 | 1.9 | 1.6 | 0.9 | 1.8 | 1.8 | 1.6 | 1.5 | 1.7 | 0.9 | 0.5 | 1.9 | 1.8 | 1.8 | 2.0 | 1.8 | 1.4 | 0.0 |
| 500 | 1.1 | 1.2 | 1.4 | 1.6 | 1.5 | 1.1 | 1.2 | 1.5 | 1.6 | 0.9 | 1.7 | 1.4 | 2.2 | 1.3 | 1.0 | 1.3 | 0.7 | 1.8 | 1.5 | 1.3 | 1.0 | 1.1 | 1.0 | 0.6 | 1.5 | 1.6 | 1.3 | 1.0 | 1.1 | 1.1 | 0.0 |
| 600 | 1.8 | 2.0 | 1.2 | 1.6 | 1.7 | 2.3 | 1.6 | 1.7 | 1.7 | 1.3 | 1.4 | 2.2 | 1.9 | 2.4 | 2.1 | 2.0 | 1.3 | 1.0 | 1.3 | 2.3 | 2.0 | 1.8 | 1.8 | 1.1 | 1.1 | 1.2 | 2.0 | 2.9 | 1.8 | 2.0 | 0.0 |
| 700 | 1.9 | 2.3 | 1.4 | 2.1 | 2.8 | 2.9 | 2.0 | 2.0 | 3.3 | 2.5 | 3.4 | 3.4 | 3.1 | 1.9 | 1.6 | 2.3 | 2.9 | 2.1 | 5.0 | 3.1 | 1.8 | 1.8 | 2.1 | 1.1 | 1.8 | 5.1 | 3.0 | 2.1 | 1.8 | 2.1 | 0.0 |
| 800 | 2.5 | 9.1 | 3.8 | 5.7 | 5.4 | 5.2 | 3.3 | 2.4 | 6.5 | 4.0 | 6.9 | 6.8 | 6.2 | 3.1 | 2.6 | 7.3 | 4.7 | 7.4 | 6.2 | 6.1 | 2.4 | 2.5 | 7.2 | 4.9 | 5.7 | 7.0 | 5.3 | 3.2 | 2.3 | 9.4 | 0.0 |
| 900 | 5.1 | 14.3 | 7.6 | 9.3 | 7.5 | 10.5 | 10.0 | 4.7 | 13.0 | 6.6 | 6.4 | 8.0 | 12.0 | 5.6 | 6.7 | 13.3 | 7.6 | 9.1 | 6.7 | 11.6 | 5.5 | 3.7 | 14.1 | 7.2 | 8.1 | 5.7 | 11.5 | 6.2 | 4.2 | 13.8 | 0.0 |
| 1000 | 9.6 | 17.0 | 8.5 | 7.8 | 9.4 | 8.9 | 13.7 | 9.1 | 15.9 | 8.8 | 6.0 | 9.1 | 10.5 | 11.6 | 12.8 | 17.4 | 8.1 | 8.2 | 7.8 | 10.9 | 10.4 | 8.7 | 15.8 | 9.3 | 8.4 | 9.8 | 11.7 | 11.6 | 9.5 | 11.5 | 0.0 |
| 1100 | 10.7 | 17.4 | 11.9 | 9.3 | 10.4 | 11.2 | 13.5 | 11.2 | 15.5 | 14.4 | 8.9 | 11.9 | 12.4 | 14.1 | 15.1 | 16.8 | 12.0 | 9.2 | 11.5 | 10.6 | 13.7 | 10.2 | 16.1 | 13.8 | 10.4 | 12.4 | 12.2 | 14.6 | 11.0 | 15.9 | 0.0 |
| 1200 | 9.6 | 28.3 | 11.9 | 9.4 | 12.3 | 14.4 | 10.6 | 8.8 | 23.2 | 12.1 | 10.2 | 15.1 | 15.3 | 11.7 | 15.0 | 26.8 | 12.0 | 9.4 | 13.5 | 14.5 | 11.6 | 10.5 | 26.8 | 12.1 | 9.1 | 15.0 | 16.9 | 11.5 | 8.9 | 22.2 | 0.0 |
| 1300 | 13.7 | 23.7 | 19.6 | 11.3 | 14.3 | 15.1 | 17.3 | 12.0 | 22.9 | 20.3 | 12.8 | 17.6 | 17.3 | 16.4 | 13.1 | 23.6 | 22.5 | 13.2 | 17.0 | 14.2 | 15.8 | 14.3 | 24.5 | 17.8 | 10.3 | 15.8 | 16.1 | 17.0 | 13.0 | 19.5 | 0.0 |
| 1400 | 9.1 | 29.0 | 18.0 | 9.0 | 16.1 | 18.4 | 12.7 | 10.5 | 24.5 | 20.4 | 13.2 | 19.5 | 19.9 | 10.9 | 10.1 | 24.7 | 16.4 | 13.2 | 19.9 | 18.5 | 13.3 | 10.9 | 23.9 | 16.6 | 10.6 | 19.3 | 19.2 | 12.3 | 11.6 | 25.4 | 0.0 |
| 1500 | 11.0 | 26.6 | 17.6 | 14.8 | 15.5 | 18.3 | 12.3 | 11.4 | 20.8 | 19.4 | 16.6 | 19.2 | 19.8 | 11.0 | 9.9 | 23.7 | 16.5 | 15.9 | 17.0 | 17.5 | 11.2 | 10.2 | 22.5 | 16.2 | 14.0 | 17.5 | 16.9 | 13.9 | 10.9 | 24.3 | 0.0 |
| 1600 | 10.4 | 22.8 | 17.5 | 14.6 | 16.0 | 17.4 | 14.2 | 9.0 | 19.6 | 19.8 | 10.9 | 15.8 | 20.5 | 11.8 | 8.8 | 25.3 | 18.9 | 14.2 | 16.2 | 19.3 | 10.0 | 11.6 | 22.0 | 16.6 | 11.5 | 17.0 | 16.8 | 12.6 | 9.1 | 23.8 | 0.0 |
| 1700 | 13.9 | 23.3 | 11.3 | 17.1 | 14.8 | 11.5 | 16.1 | 11.9 | 18.9 | 9.7 | 13.3 | 15.2 | 16.5 | 19.3 | 16.5 | 22.6 | 13.1 | 14.3 | 14.7 | 19.3 | 15.4 | 14.5 | 18.4 | 11.4 | 13.0 | 16.2 | 14.9 | 16.4 | 15.1 | 20.0 | 0.0 |
| 1800 | 22.5 | 28.3 | 13.4 | 20.0 | 11.5 | 12.7 | 15.8 | 14.5 | 26.1 | 14.9 | 13.9 | 13.0 | 14.3 | 19.7 | 18.7 | 24.0 | 15.9 | 17.4 | 13.0 | 16.2 | 17.8 | 19.4 | 22.5 | 13.6 | 17.0 | 13.7 | 14.6 | 15.3 | 19.6 | 23.1 | 0.0 |
| 1900 | 23.8 | 31.8 | 16.8 | 18.8 | 14.5 | 15.7 | 18.9 | 20.4 | 28.0 | 14.8 | 15.9 | 17.7 | 20.7 | 19.4 | 20.9 | 26.2 | 15.7 | 17.1 | 16.8 | 20.8 | 17.5 | 22.4 | 26.6 | 15.9 | 18.4 | 14.3 | 16.9 | 20.9 | 23.6 | 25.4 | 0.0 |
| 2000 | 19.5 | 21.2 | 14.3 | 17.8 | 10.6 | 13.7 | 16.8 | 17.4 | 16.9 | 14.0 | 16.9 | 11.2 | 17.8 | 17.6 | 22.6 | 18.5 | 16.2 | 19.2 | 10.6 | 14.1 | 16.1 | 19.3 | 17.6 | 15.0 | 17.3 | 12.1 | 11.9 | 17.9 | 20.3 | 18.8 | 0.0 |
| 2100 | 14.4 | 17.7 | 10.6 | 11.7 | 9.7 | 12.0 | 14.2 | 14.7 | 13.0 | 8.8 | 10.1 | 9.1 | 12.0 | 14.5 | 17.3 | 14.3 | 10.3 | 11.2 | 8.8 | 10.2 | 14.2 | 12.5 | 14.5 | 9.5 | 10.6 | 7.8 | 11.8 | 12.9 | 15.6 | 17.2 | 0.0 |
| 2200 | 10.8 | 9.4 | 6.7 | 9.0 | 7.8 | 10.6 | 11.5 | 9.1 | 9.4 | 5.1 | 9.1 | 7.2 | 10.7 | 9.3 | 10.8 | 9.1 | 7.7 | 9.9 | 5.8 | 9.3 | 8.1 | 8.6 | 9.2 | 6.3 | 8.9 | 6.1 | 8.9 | 10.0 | 10.0 | 11.6 | 0.0 |
| 2300 | 4.4 | 3.0 | 4.1 | 5.8 | 4.8 | 7.4 | 4.4 | 4.7 | 3.0 | 3.5 | 4.7 | 4.4 | 7.7 | 5.2 | 4.4 | 3.9 | 5.0 | 5.3 | 5.1 | 6.2 | 4.6 | 3.2 | 3.5 | 4.3 | 5.8 | 4.8 | 6.1 | 3.5 | 4.6 | 4.0 | 0.0 |
| 0 | 1.9 | 2.6 | 2.2 | 3.7 | 2.8 | 3.0 | 2.1 | 1.6 | 2.1 | 1.9 | 3.2 | 3.6 | 3.5 | 2.6 | 1.9 | 2.1 | 2.7 | 2.9 | 3.0 | 2.4 | 2.9 | 1.5 | 2.1 | 3.0 | 3.0 | 2.1 | 2.3 | 2.7 | 1.8 | 2.4 | 0.0 |
| Total | 205 | 338 | 206 | 208 | 197 | 220 | 221 | 186 | 294 | 209 | 193 | 219 | 253 | 218 | 219 | 312 | 214 | 209 | 210 | 236 | 203 | 197 | 296 | 200 | 194 | 212 | 228 | 216 | 203 | 301 | 0 |
| | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue |
| Max | 23.8 | 31.8 | 19.6 | 20.0 | 16.1 | 18.4 | 18.9 | 20.4 | 28.0 | 20.4 | 16.9 | 19.5 | 20.7 | 19.7 | 22.6 | 26.8 | 22.5 | 19.2 | 19.9 | 20.8 | 17.8 | 22.4 | 26.8 | 17.8 | 18.4 | 19.3 | 19.2 | 20.9 | 23.6 | 25.4 | 0.0 |

## Number of Communication Assistants on Duty by Hour of Day and Day of Week
## Texas (English)

Date: June 2014

| | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Time | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| 100 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| 200 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| 300 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| 400 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| 500 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| 600 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| 700 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| 800 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| 900 | 0.0 | 13.6 | 10.9 | 12.1 | 13.5 | 16.7 | 0.0 | 0.0 | 15.9 | 9.0 | 10.1 | 12.5 | 17.7 | 0.0 | 0.0 | 12.5 | 15.2 | 13.5 | 14.0 | 21.1 | 0.0 | 0.0 | 16.3 | 16.4 | 13.3 | 15.0 | 17.6 | 0.0 | 0.0 | 18.4 | 0.0 |
| 1000 | 0.0 | 20.5 | 23.9 | 23.6 | 22.9 | 21.2 | 0.0 | 0.0 | 18.7 | 17.5 | 19.0 | 22.1 | 22.6 | 0.0 | 0.0 | 18.7 | 25.0 | 22.3 | 21.3 | 23.5 | 0.0 | 0.0 | 24.4 | 26.6 | 21.9 | 20.8 | 21.4 | 0.0 | 0.0 | 20.6 | 0.0 |
| 1100 | 0.0 | 27.9 | 25.7 | 27.5 | 23.1 | 24.6 | 0.0 | 0.0 | 21.4 | 19.0 | 24.2 | 19.3 | 21.2 | 0.0 | 0.0 | 24.7 | 22.1 | 23.4 | 20.4 | 25.5 | 0.0 | 0.0 | 26.9 | 25.4 | 22.1 | 20.4 | 22.2 | 0.0 | 0.0 | 24.0 | 0.0 |
| 1200 | 0.0 | 24.1 | 24.9 | 25.8 | 23.3 | 21.7 | 0.0 | 0.0 | 16.7 | 17.0 | 22.0 | 17.7 | 23.3 | 0.0 | 0.0 | 24.0 | 19.1 | 21.5 | 20.5 | 20.9 | 0.0 | 0.0 | 23.1 | 25.1 | 21.0 | 20.2 | 19.8 | 0.0 | 0.0 | 22.2 | 0.0 |
| 1300 | 0.0 | 22.2 | 23.4 | 22.7 | 20.5 | 18.4 | 0.0 | 0.0 | 16.6 | 16.2 | 23.4 | 21.2 | 21.2 | 0.0 | 0.0 | 18.7 | 19.5 | 18.1 | 19.5 | 16.2 | 0.0 | 0.0 | 20.1 | 20.7 | 18.9 | 18.3 | 17.6 | 0.0 | 0.0 | 19.9 | 0.0 |
| 1400 | 0.0 | 19.8 | 22.7 | 23.1 | 22.8 | 16.8 | 0.0 | 0.0 | 15.2 | 15.2 | 23.0 | 21.3 | 23.2 | 0.0 | 0.0 | 18.1 | 21.9 | 18.7 | 25.2 | 20.8 | 0.0 | 0.0 | 20.8 | 23.3 | 20.6 | 21.1 | 19.0 | 0.0 | 0.0 | 19.2 | 0.0 |
| 1500 | 0.0 | 21.3 | 23.3 | 23.5 | 24.8 | 17.9 | 0.0 | 0.0 | 16.7 | 16.4 | 21.6 | 20.7 | 21.0 | 0.0 | 0.0 | 22.8 | 22.3 | 22.3 | 21.3 | 21.5 | 0.0 | 0.0 | 22.6 | 22.9 | 23.0 | 21.0 | 19.8 | 0.0 | 0.0 | 20.5 | 0.0 |
| 1600 | 0.0 | 24.3 | 25.0 | 26.3 | 23.0 | 21.8 | 0.0 | 0.0 | 20.0 | 16.5 | 22.6 | 24.4 | 22.7 | 0.0 | 0.0 | 24.4 | 22.8 | 24.4 | 24.6 | 22.6 | 0.0 | 0.0 | 25.8 | 23.0 | 25.1 | 21.6 | 19.1 | 0.0 | 0.0 | 22.4 | 0.0 |
| 1700 | 0.0 | 20.9 | 18.6 | 21.0 | 20.2 | 16.2 | 0.0 | 0.0 | 16.3 | 14.8 | 19.8 | 20.2 | 18.1 | 0.0 | 0.0 | 19.4 | 18.2 | 20.5 | 18.6 | 18.8 | 0.0 | 0.0 | 21.7 | 19.5 | 20.2 | 18.2 | 16.2 | 0.0 | 0.0 | 20.6 | 0.0 |
| 1800 | 0.0 | 13.9 | 9.9 | 11.8 | 10.8 | 9.1 | 0.0 | 0.0 | 11.6 | 4.6 | 12.2 | 8.7 | 10.8 | 0.0 | 0.0 | 10.6 | 7.0 | 11.3 | 7.4 | 9.6 | 0.0 | 0.0 | 12.9 | 6.7 | 9.6 | 8.1 | 8.7 | 0.0 | 0.0 | 12.9 | 0.0 |
| 1900 | 0.0 | 2.0 | 0.9 | 0.9 | 1.7 | 1.2 | 0.0 | 0.0 | 1.0 | 0.1 | 0.6 | 0.1 | 1.8 | 0.0 | 0.0 | 1.3 | 0.8 | 1.9 | 0.1 | 2.7 | 0.0 | 0.0 | 1.4 | 0.3 | 1.7 | 0.7 | 1.9 | 0.0 | 0.0 | 1.0 | 0.0 |
| 2000 | 0.0 | 0.7 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.9 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| 2100 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| 2200 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| 2300 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| 0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Total | 0 | 211 | 209 | 218 | 207 | 186 | 0 | 0 | 170 | 146 | 199 | 188 | 204 | 0 | 0 | 195 | 194 | 198 | 193 | 203 | 0 | 0 | 216 | 210 | 198 | 185 | 183 | 0 | 0 | 202 | 0 |
| | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue |
| Max | 0.0 | 27.9 | 25.7 | 27.5 | 24.8 | 24.6 | 0.0 | 0.0 | 21.4 | 19.0 | 24.2 | 24.4 | 23.3 | 0.0 | 0.0 | 24.7 | 25.0 | 24.4 | 25.2 | 25.5 | 0.0 | 0.0 | 26.9 | 26.6 | 25.1 | 21.6 | 22.2 | 0.0 | 0.0 | 24.0 | 0.0 |

Sprint Relay

# Relay Operations ACD Results Summary

Month Year

Sprint

RELAY OPERATIONS ACD SUMMARY - Total TRS

June 2014

| | | 12M - 6A | | | | 6A - 12N | | | | 12N - 6P | | | | 6P - 12M | | | | Total Day | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| DATE | | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA |
| 1 | Sun | 582 | 87 | 97 | 0.8 | 2,099 | 148 | 98 | 0.6 | 3,500 | 163 | 94 | 1.8 | 2,441 | 229 | 87 | 2.7 | 8,622 | 173.1 | 93 | 1.7 |
| 2 | Mon | 626 | 92 | 98 | 0.3 | 7,204 | 172 | 95 | 1.2 | 9,937 | 178 | 97 | 0.8 | 3,638 | 196 | 92 | 2.3 | 21,405 | 176.4 | 96 | 1.2 |
| 3 | Tue | 660 | 100 | 97 | 0.4 | 6,158 | 177 | 93 | 1.6 | 8,547 | 187 | 94 | 1.5 | 3,319 | 205 | 92 | 1.9 | 18,684 | 183.8 | 93 | 1.6 |
| 4 | Wed | 721 | 108 | 96 | 0.6 | 5,918 | 171 | 92 | 1.9 | 8,150 | 183 | 96 | 1.1 | 3,158 | 208 | 90 | 2.6 | 17,947 | 180.3 | 94 | 1.6 |
| 5 | Thu | 655 | 90 | 99 | 0.4 | 5,725 | 175 | 89 | 3.2 | 8,105 | 178 | 95 | 1.5 | 3,394 | 201 | 94 | 1.8 | 17,879 | 178.3 | 93 | 2.0 |
| 6 | Fri | 673 | 88 | 97 | 0.6 | 6,135 | 156 | 79 | 6.8 | 7,764 | 185 | 91 | 2.2 | 2,835 | 220 | 81 | 6.3 | 17,407 | 176.7 | 85 | 4.4 |
| 7 | Sat | 644 | 101 | 96 | 2.2 | 2,926 | 158 | 94 | 1.5 | 4,057 | 173 | 97 | 0.8 | 2,509 | 195 | 95 | 1.3 | 10,136 | 169.6 | 96 | 1.2 |
| 8 | Sun | 583 | 92 | 98 | 0.3 | 1,938 | 136 | 99 | 0.5 | 3,284 | 162 | 96 | 1.0 | 2,491 | 203 | 93 | 1.8 | 8,296 | 163.6 | 96 | 1.1 |
| 9 | Mon | 762 | 94 | 98 | 0.5 | 7,025 | 160 | 93 | 1.7 | 9,459 | 178 | 93 | 1.8 | 3,404 | 188 | 94 | 1.7 | 20,650 | 170.3 | 94 | 1.7 |
| 10 | Tue | 674 | 92 | 96 | 0.5 | 5,662 | 172 | 95 | 1.4 | 8,473 | 181 | 96 | 1.2 | 3,261 | 200 | 93 | 2.0 | 18,070 | 178.1 | 95 | 1.4 |
| 11 | Wed | 638 | 114 | 97 | 0.6 | 5,450 | 177 | 92 | 2.1 | 8,315 | 177 | 96 | 1.0 | 3,013 | 211 | 88 | 3.6 | 17,416 | 180.5 | 93 | 1.8 |
| 12 | Thu | 581 | 138 | 96 | 1.9 | 5,287 | 161 | 98 | 0.6 | 7,743 | 184 | 97 | 0.9 | 3,382 | 201 | 97 | 0.8 | 16,993 | 178.4 | 97 | 0.8 |
| 13 | Fri | 773 | 94 | 97 | 0.7 | 5,494 | 155 | 97 | 0.6 | 7,866 | 190 | 94 | 1.5 | 3,036 | 227 | 83 | 4.4 | 17,169 | 181.0 | 93 | 1.7 |
| 14 | Sat | 673 | 101 | 98 | 0.5 | 2,852 | 160 | 95 | 1.3 | 3,804 | 186 | 95 | 1.3 | 2,432 | 208 | 95 | 1.3 | 9,761 | 177.8 | 95 | 1.2 |
| 15 | Sun | 599 | 102 | 98 | 0.5 | 2,300 | 151 | 97 | 1.1 | 3,445 | 163 | 97 | 0.9 | 2,407 | 230 | 97 | 0.8 | 8,751 | 174.2 | 97 | 0.9 |
| 16 | Mon | 543 | 100 | 98 | 0.7 | 6,357 | 178 | 94 | 1.4 | 8,950 | 188 | 93 | 1.6 | 3,276 | 194 | 94 | 1.5 | 19,126 | 183.4 | 94 | 1.5 |
| 17 | Tue | 583 | 83 | 99 | 0.4 | 5,855 | 168 | 96 | 0.9 | 8,319 | 185 | 94 | 1.5 | 3,375 | 198 | 95 | 1.3 | 18,132 | 178.9 | 95 | 1.3 |
| 18 | Wed | 747 | 66 | 98 | 0.5 | 5,556 | 178 | 97 | 0.9 | 8,184 | 177 | 98 | 0.6 | 3,220 | 194 | 89 | 2.6 | 17,707 | 175.6 | 96 | 1.0 |
| 19 | Thu | 621 | 94 | 98 | 0.4 | 5,532 | 180 | 95 | 1.2 | 7,675 | 166 | 98 | 0.8 | 3,426 | 193 | 96 | 1.0 | 17,254 | 173.4 | 97 | 0.9 |
| 20 | Fri | 631 | 95 | 98 | 0.4 | 5,272 | 178 | 92 | 1.9 | 7,444 | 197 | 86 | 3.5 | 2,983 | 200 | 82 | 6.4 | 16,330 | 187.4 | 88 | 3.4 |
| 21 | Sat | 677 | 85 | 97 | 0.4 | 2,647 | 162 | 95 | 1.4 | 3,748 | 182 | 92 | 1.8 | 2,292 | 206 | 91 | 2.5 | 9,364 | 174.9 | 93 | 1.8 |
| 22 | Sun | 545 | 114 | 90 | 4.1 | 1,967 | 146 | 97 | 0.7 | 3,180 | 180 | 93 | 1.9 | 2,420 | 206 | 92 | 2.0 | 8,112 | 175.3 | 94 | 1.8 |
| 23 | Mon | 549 | 113 | 98 | 0.4 | 6,688 | 172 | 97 | 0.9 | 9,146 | 188 | 93 | 1.8 | 3,208 | 207 | 93 | 1.8 | 19,591 | 183.4 | 94 | 1.5 |
| 24 | Tue | 573 | 87 | 98 | 0.4 | 5,823 | 181 | 96 | 1.0 | 8,209 | 181 | 96 | 1.2 | 3,207 | 193 | 96 | 1.3 | 17,812 | 180.1 | 96 | 1.1 |
| 25 | Wed | 634 | 85 | 97 | 0.6 | 5,412 | 166 | 98 | 0.7 | 7,675 | 188 | 97 | 0.7 | 3,236 | 197 | 96 | 1.0 | 16,957 | 179.0 | 97 | 0.8 |
| 26 | Thu | 612 | 98 | 98 | 0.7 | 5,381 | 184 | 95 | 1.1 | 7,596 | 192 | 93 | 1.6 | 3,334 | 193 | 95 | 1.1 | 16,923 | 186.3 | 94 | 1.3 |
| 27 | Fri | 605 | 100 | 96 | 0.7 | 5,437 | 162 | 98 | 0.5 | 7,725 | 178 | 95 | 1.3 | 2,980 | 217 | 86 | 3.9 | 16,747 | 177.1 | 94 | 1.5 |
| 28 | Sat | 592 | 100 | 97 | 0.4 | 2,707 | 167 | 96 | 0.9 | 3,951 | 180 | 94 | 1.4 | 2,466 | 195 | 98 | 0.6 | 9,716 | 175.3 | 96 | 1.0 |
| 29 | Sun | 577 | 74 | 99 | 0.4 | 1,889 | 143 | 97 | 0.7 | 3,168 | 170 | 98 | 0.6 | 2,461 | 206 | 95 | 1.3 | 8,095 | 167.9 | 97 | 0.8 |
| 30 | Mon | 555 | 83 | 99 | 0.3 | 6,745 | 177 | 89 | 3.1 | 9,577 | 178 | 97 | 0.8 | 3,575 | 188 | 94 | 1.4 | 20,452 | 177.0 | 94 | 1.7 |
| 31 | Tue | | | | | | | | | | | | | | | | | | | | |
| TOTAL | | 18,888 | 95 | 97 | 0.7 | 145,441 | 169 | 94 | 1.6 | 206,996 | 181 | 95 | 1.4 | 90,179 | 203 | 92 | 2.2 | 461,504 | 178.0 | 94 | 1.6 |

Note: NCH Number of calls handled
ATT Average talktime
SVL Service Level
ASA Average speed of answer

RELAY OPERATIONS ACD SUMMARY - Texas

June 2014

Total Austin and Lubbock

| | | 12M - 6A | | | | 6A - 12N | | | | 12N - 6P | | | | 6P - 12M | | | | Total Day | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| DATE | | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA |
| 1 | Sun | 85 | 54 | 93 | 0.8 | 555 | 158 | 98 | 0.9 | 1,127 | 180 | 96 | 0.8 | 798 | 269 | 85 | 3.2 | 2,565 | 199.0 | 93 | 1.5 |
| 2 | Mon | 137 | 96 | 99 | 0.2 | 2,845 | 179 | 96 | 1.0 | 4,344 | 182 | 98 | 0.7 | 1,123 | 240 | 94 | 2.4 | 8,449 | 187.2 | 97 | 1.0 |
| 3 | Tue | 158 | 117 | 93 | 0.4 | 2,235 | 164 | 94 | 1.3 | 3,462 | 183 | 94 | 1.6 | 751 | 227 | 91 | 2.5 | 6,606 | 179.8 | 93 | 1.6 |
| 4 | Wed | 208 | 97 | 96 | 0.3 | 2,403 | 147 | 94 | 1.9 | 3,403 | 177 | 95 | 1.3 | 822 | 244 | 89 | 2.4 | 6,836 | 172.1 | 94 | 1.6 |
| 5 | Thu | 189 | 103 | 99 | 0.3 | 2,338 | 162 | 90 | 3.2 | 3,483 | 170 | 96 | 1.3 | 751 | 205 | 90 | 3.6 | 6,761 | 169.0 | 93 | 2.2 |
| 6 | Fri | 187 | 78 | 97 | 0.6 | 2,771 | 140 | 62 | 13.1 | 3,163 | 177 | 89 | 2.5 | 870 | 228 | 79 | 10.2 | 6,991 | 166.4 | 76 | 7.6 |
| 7 | Sat | 131 | 100 | 98 | 5.3 | 846 | 155 | 96 | 1.1 | 1,238 | 196 | 97 | 0.6 | 825 | 223 | 97 | 0.9 | 3,040 | 187.7 | 97 | 1.0 |
| 8 | Sun | 80 | 62 | 99 | 0.3 | 577 | 133 | 99 | 0.4 | 1,034 | 169 | 97 | 0.6 | 814 | 228 | 93 | 1.5 | 2,505 | 176.4 | 96 | 0.9 |
| 9 | Mon | 217 | 98 | 98 | 0.5 | 2,852 | 145 | 95 | 1.4 | 4,026 | 168 | 94 | 1.7 | 883 | 248 | 90 | 2.6 | 7,978 | 166.5 | 94 | 1.7 |
| 10 | Tue | 188 | 74 | 95 | 0.9 | 1,981 | 154 | 95 | 1.6 | 3,100 | 172 | 95 | 1.3 | 708 | 200 | 91 | 1.8 | 5,977 | 166.3 | 94 | 1.5 |
| 11 | Wed | 190 | 95 | 95 | 0.7 | 2,061 | 155 | 92 | 2.3 | 3,230 | 167 | 97 | 0.9 | 903 | 200 | 86 | 4.2 | 6,384 | 165.6 | 94 | 1.8 |
| 12 | Thu | 174 | 121 | 95 | 3.6 | 2,100 | 145 | 98 | 0.6 | 3,291 | 177 | 97 | 0.8 | 678 | 227 | 95 | 1.5 | 6,243 | 169.9 | 97 | 0.9 |
| 13 | Fri | 189 | 129 | 93 | 1.6 | 2,325 | 147 | 97 | 0.7 | 3,590 | 181 | 95 | 1.3 | 902 | 260 | 85 | 4.3 | 7,006 | 178.5 | 94 | 1.5 |
| 14 | Sat | 88 | 191 | 98 | 0.3 | 725 | 166 | 98 | 0.7 | 1,168 | 203 | 95 | 1.4 | 841 | 216 | 95 | 1.3 | 2,822 | 197.1 | 96 | 1.2 |
| 15 | Sun | 90 | 84 | 98 | 0.3 | 724 | 167 | 98 | 0.3 | 1,053 | 185 | 96 | 0.9 | 820 | 266 | 98 | 0.3 | 2,687 | 201.4 | 97 | 0.5 |
| 16 | Mon | 132 | 115 | 99 | 0.3 | 2,626 | 178 | 95 | 1.6 | 4,056 | 187 | 94 | 1.5 | 1,054 | 200 | 97 | 0.9 | 7,868 | 184.2 | 95 | 1.4 |
| 17 | Tue | 121 | 75 | 98 | 0.3 | 2,239 | 159 | 96 | 1.2 | 3,485 | 172 | 95 | 1.4 | 829 | 206 | 92 | 1.7 | 6,674 | 170.2 | 95 | 1.3 |
| 18 | Wed | 150 | 70 | 96 | 0.4 | 2,106 | 164 | 96 | 1.1 | 3,310 | 166 | 98 | 0.6 | 922 | 214 | 90 | 2.2 | 6,488 | 169.7 | 96 | 0.9 |
| 19 | Thu | 183 | 116 | 97 | 0.5 | 2,102 | 170 | 95 | 1.3 | 3,346 | 157 | 98 | 0.7 | 644 | 228 | 91 | 2.1 | 6,275 | 167.4 | 96 | 1.0 |
| 20 | Fri | 218 | 72 | 99 | 0.4 | 2,251 | 174 | 93 | 1.8 | 3,234 | 206 | 86 | 3.6 | 874 | 227 | 90 | 2.9 | 6,577 | 193.2 | 89 | 2.8 |
| 21 | Sat | 77 | 112 | 99 | 0.3 | 672 | 173 | 96 | 1.3 | 1,095 | 210 | 94 | 1.5 | 799 | 208 | 92 | 2.3 | 2,643 | 197.2 | 94 | 1.7 |
| 22 | Sun | 113 | 145 | 81 | 6.0 | 518 | 151 | 99 | 0.3 | 1,142 | 181 | 96 | 1.1 | 735 | 253 | 92 | 2.3 | 2,508 | 194.1 | 95 | 1.5 |
| 23 | Mon | 147 | 122 | 96 | 0.3 | 2,839 | 172 | 97 | 1.0 | 4,000 | 191 | 93 | 1.9 | 928 | 237 | 92 | 1.8 | 7,914 | 188.1 | 94 | 1.5 |
| 24 | Tue | 82 | 88 | 94 | 0.4 | 2,407 | 156 | 97 | 0.7 | 3,328 | 172 | 96 | 1.1 | 790 | 192 | 94 | 1.4 | 6,607 | 167.7 | 96 | 1.0 |
| 25 | Wed | 158 | 91 | 97 | 0.3 | 2,133 | 136 | 97 | 1.0 | 3,037 | 177 | 97 | 0.8 | 850 | 219 | 96 | 1.1 | 6,178 | 166.8 | 97 | 0.9 |
| 26 | Thu | 94 | 225 | 99 | 1.6 | 2,111 | 176 | 97 | 0.9 | 3,372 | 177 | 94 | 1.5 | 674 | 198 | 91 | 2.1 | 6,251 | 179.7 | 94 | 1.4 |
| 27 | Fri | 189 | 85 | 95 | 0.7 | 2,304 | 151 | 99 | 0.4 | 3,191 | 184 | 95 | 1.3 | 791 | 230 | 88 | 2.8 | 6,475 | 175.0 | 95 | 1.2 |
| 28 | Sat | 101 | 62 | 99 | 0.3 | 727 | 168 | 95 | 0.8 | 1,290 | 181 | 97 | 0.8 | 659 | 275 | 100 | 0.3 | 2,777 | 195.5 | 97 | 0.7 |
| 29 | Sun | 70 | 62 | 99 | 0.6 | 521 | 144 | 98 | 0.4 | 1,134 | 182 | 98 | 0.5 | 932 | 206 | 99 | 0.4 | 2,657 | 179.7 | 98 | 0.5 |
| 30 | Mon | 140 | 89 | 100 | 0.3 | 2,796 | 162 | 91 | 2.8 | 4,119 | 175 | 98 | 0.6 | 1,116 | 207 | 93 | 1.4 | 8,171 | 173.6 | 95 | 1.5 |
| 31 | Tue | | | | | | | | | | | | | | | | | | | | |
| TOTAL | | 4,286 | 100 | 96 | 0.9 | 55,690 | 159 | 93 | 1.9 | 83,851 | 178 | 95 | 1.3 | 25,086 | 226 | 92 | 2.3 | 168,913 | 177.0 | 94 | 1.6 |

Note: NCH Number of calls handled
ATT Average talktime
SVL Service Level
ASA Average speed of answer

RELAY OPERATIONS ACD SUMMARY - Austin

June 2014

| DATE | | 12M - 6A | | | | 6A - 12N | | | | 12N - 6P | | | | 6P - 12M | | | | Total Day | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA |
| 1 | Sun | | | | | | | | | | | | | | | | | | | | |
| 2 | Mon | | | | | 1,388 | 177 | 96 | 0.9 | 1,997 | 164 | 97 | 0.7 | 6 | 1263 | 100 | 0.2 | 3,391 | 171.2 | 97 | 0.8 |
| 3 | Tue | | | | | 1,369 | 171 | 96 | 1.0 | 1,924 | 177 | 94 | 1.5 | 5 | 278 | 80 | 3.8 | 3,298 | 174.6 | 95 | 1.3 |
| 4 | Wed | | | | | 1,583 | 145 | 96 | 0.9 | 1,993 | 177 | 95 | 1.4 | 3 | 238 | 100 | 0.0 | 3,579 | 162.7 | 95 | 1.2 |
| 5 | Thu | | | | | 1,427 | 167 | 92 | 1.9 | 1,976 | 168 | 97 | 1.0 | 4 | 1075 | 100 | 2.8 | 3,407 | 169.0 | 95 | 1.4 |
| 6 | Fri | | | | | 1,352 | 160 | 98 | 0.6 | 1,449 | 192 | 95 | 1.0 | 4 | 1080 | 100 | 0.0 | 2,805 | 177.5 | 97 | 0.8 |
| 7 | Sat | | | | | | | | | | | | | | | | | | | | |
| 8 | Sun | | | | | | | | | | | | | | | | | | | | |
| 9 | Mon | | | | | 1,380 | 138 | 94 | 1.1 | 1,704 | 159 | 94 | 2.0 | 2 | 1331 | 100 | 0.0 | 3,086 | 150.4 | 94 | 1.6 |
| 10 | Tue | | | | | 1,104 | 152 | 97 | 1.0 | 1,393 | 163 | 95 | 1.3 | 1 | 25 | 100 | 1.0 | 2,498 | 157.7 | 96 | 1.2 |
| 11 | Wed | | | | | 1,254 | 168 | 94 | 1.5 | 1,970 | 158 | 97 | 0.9 | 1 | 516 | 100 | 1.0 | 3,225 | 161.9 | 96 | 1.1 |
| 12 | Thu | | | | | 1,109 | 154 | 98 | 0.4 | 1,901 | 154 | 98 | 0.6 | 1 | 4 | 100 | 0.0 | 3,011 | 153.8 | 98 | 0.5 |
| 13 | Fri | | | | | 1,258 | 150 | 98 | 0.5 | 1,780 | 184 | 95 | 1.3 | 6 | 1584 | 100 | 0.3 | 3,044 | 172.3 | 96 | 1.0 |
| 14 | Sat | | | | | | | | | | | | | | | | | | | | |
| 15 | Sun | | | | | | | | | | | | | | | | | | | | |
| 16 | Mon | | | | | 1,267 | 172 | 96 | 1.2 | 1,794 | 179 | 94 | 1.4 | 2 | 2270 | 100 | 0.0 | 3,063 | 177.1 | 95 | 1.3 |
| 17 | Tue | | | | | 1,369 | 166 | 96 | 1.0 | 1,771 | 169 | 94 | 1.4 | 2 | 358 | 100 | 0.0 | 3,142 | 167.4 | 95 | 1.2 |
| 18 | Wed | | | | | 1,338 | 161 | 97 | 0.6 | 1,903 | 158 | 98 | 0.5 | 3 | 1073 | 100 | 0.3 | 3,244 | 160.0 | 98 | 0.5 |
| 19 | Thu | | | | | 1,153 | 187 | 95 | 1.2 | 1,677 | 155 | 97 | 0.7 | 1 | 29 | 100 | 0.0 | 2,831 | 168.1 | 97 | 0.9 |
| 20 | Fri | | | | | 1,233 | 190 | 93 | 1.8 | 1,531 | 218 | 86 | 4.0 | 6 | 770 | 100 | 0.2 | 2,770 | 207.0 | 89 | 3.0 |
| 21 | Sat | | | | | | | | | | | | | | | | | | | | |
| 22 | Sun | | | | | | | | | | | | | | | | | | | | |
| 23 | Mon | | | | | 1,365 | 186 | 97 | 0.8 | 1,849 | 192 | 94 | 1.7 | 3 | 1614 | 100 | 0.3 | 3,217 | 190.4 | 95 | 1.3 |
| 24 | Tue | | | | | 1,512 | 163 | 98 | 0.5 | 1,829 | 167 | 96 | 1.2 | 1 | 95 | 100 | 1.0 | 3,342 | 165.3 | 97 | 0.9 |
| 25 | Wed | | | | | 1,334 | 137 | 99 | 0.4 | 1,761 | 182 | 98 | 0.6 | 2 | 1458 | 100 | 0.0 | 3,097 | 163.3 | 98 | 0.5 |
| 26 | Thu | | | | | 1,232 | 172 | 97 | 0.8 | 1,692 | 178 | 93 | 1.5 | 1 | 1242 | 100 | 0.0 | 2,925 | 175.7 | 95 | 1.2 |
| 27 | Fri | | | | | 1,247 | 151 | 99 | 0.4 | 1,655 | 172 | 95 | 1.2 | 4 | 842 | 100 | 1.0 | 2,906 | 164.0 | 97 | 0.9 |
| 28 | Sat | | | | | | | | | | | | | | | | | | | | |
| 29 | Sun | | | | | | | | | | | | | | | | | | | | |
| 30 | Mon | | | | | 1,457 | 163 | 94 | 1.7 | 1,813 | 174 | 97 | 0.7 | 3 | 568 | 100 | 0.0 | 3,273 | 169.8 | 95 | 1.2 |
| 31 | Tue | | | | | | | | | | | | | | | | | | | | |
| TOTAL | | | | | | 27,731 | 163 | 96 | 1.0 | 37,362 | 173 | 95 | 1.2 | 61 | 956 | 98 | 0.7 | 65,154 | 169.3 | 96 | 1.1 |

Note: NCH Number of calls handled
ATT Average talktime
SVL Service Level
ASA Average speed of answer

RELAY OPERATIONS ACD SUMMARY - FRS

Moorhead

June 2014

| | | 12M - 6A | | | | 6A - 12N | | | | 12N - 6P | | | | 6P - 12M | | | | Total Day | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| DATE | | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA |
| 1 | Sun | 2 | 78 | 100 | 0.0 | 15 | 52 | 88 | 3.8 | 18 | 349 | 90 | 0.6 | 8 | 704 | 89 | 0.6 | 43 | 298.9 | 89 | 1.7 |
| 2 | Mon | 6 | 54 | 100 | 0.5 | 278 | 83 | 91 | 1.1 | 354 | 138 | 92 | 0.8 | 55 | 135 | 83 | 2.7 | 693 | 114.9 | 91 | 1.0 |
| 3 | Tue | 5 | 166 | 100 | 0.4 | 261 | 131 | 94 | 0.6 | 318 | 140 | 90 | 1.4 | 50 | 237 | 84 | 0.9 | 634 | 143.9 | 91 | 1.1 |
| 4 | Wed | 12 | 164 | 85 | 2.5 | 214 | 137 | 89 | 1.2 | 303 | 148 | 90 | 1.1 | 57 | 102 | 86 | 1.9 | 586 | 139.9 | 89 | 1.2 |
| 5 | Thu | 11 | 107 | 92 | 0.8 | 223 | 173 | 90 | 1.0 | 307 | 116 | 91 | 1.2 | 45 | 128 | 90 | 1.4 | 586 | 138.3 | 91 | 1.2 |
| 6 | Fri | 8 | 451 | 89 | 0.1 | 444 | 60 | 93 | 0.6 | 300 | 99 | 93 | 0.8 | 29 | 104 | 75 | 3.0 | 781 | 80.7 | 92 | 0.8 |
| 7 | Sat | 4 | 847 | 100 | 0.0 | 65 | 127 | 91 | 1.1 | 76 | 130 | 91 | 0.8 | 16 | 449 | 75 | 3.3 | 161 | 178.0 | 90 | 1.1 |
| 8 | Sun | 2 | 714 | 100 | 0.0 | 16 | 140 | 100 | 0.4 | 23 | 165 | 88 | 0.4 | 24 | 319 | 86 | 0.3 | 65 | 233.0 | 90 | 0.4 |
| 9 | Mon | 6 | 259 | 100 | 0.3 | 272 | 122 | 91 | 1.8 | 317 | 165 | 86 | 1.1 | 56 | 51 | 89 | 0.9 | 651 | 137.9 | 88 | 1.4 |
| 10 | Tue | 6 | 1019 | 100 | 0.2 | 250 | 213 | 94 | 0.6 | 311 | 147 | 92 | 1.3 | 46 | 386 | 86 | 2.5 | 613 | 200.5 | 92 | 1.1 |
| 11 | Wed | 8 | 140 | 100 | 0.4 | 225 | 199 | 90 | 1.6 | 302 | 142 | 94 | 0.6 | 41 | 203 | 69 | 6.8 | 576 | 168.3 | 91 | 1.4 |
| 12 | Thu | 4 | 749 | 100 | 0.3 | 205 | 166 | 95 | 0.4 | 273 | 166 | 93 | 0.5 | 66 | 94 | 93 | 0.8 | 548 | 161.5 | 94 | 0.5 |
| 13 | Fri | 7 | 106 | 88 | 0.3 | 216 | 72 | 91 | 0.5 | 219 | 166 | 90 | 0.9 | 33 | 477 | 76 | 2.8 | 475 | 143.8 | 89 | 0.8 |
| 14 | Sat | 2 | 2 | 100 | 0.0 | 61 | 65 | 91 | 1.8 | 63 | 179 | 80 | 1.9 | 22 | 196 | 92 | 0.4 | 148 | 132.3 | 86 | 1.6 |
| 15 | Sun | 3 | 298 | 100 | 0.3 | 12 | 156 | 86 | 0.5 | 32 | 208 | 97 | 0.4 | 11 | 39 | 85 | 0.2 | 58 | 169.9 | 92 | 0.4 |
| 16 | Mon | 6 | 137 | 100 | 0.8 | 224 | 99 | 89 | 0.9 | 316 | 115 | 93 | 1.1 | 59 | 193 | 97 | 0.6 | 605 | 117.0 | 92 | 0.9 |
| 17 | Tue | 3 | 643 | 100 | 0.0 | 220 | 132 | 96 | 0.5 | 272 | 114 | 90 | 0.9 | 46 | 241 | 86 | 1.8 | 541 | 135.2 | 92 | 0.8 |
| 18 | Wed | 12 | 104 | 100 | 0.5 | 203 | 118 | 91 | 0.8 | 263 | 164 | 93 | 0.9 | 46 | 165 | 86 | 1.6 | 524 | 144.7 | 92 | 0.9 |
| 19 | Thu | 4 | 4 | 100 | 0.5 | 173 | 140 | 89 | 1.4 | 208 | 120 | 90 | 0.7 | 60 | 290 | 95 | 0.7 | 445 | 149.7 | 90 | 1.0 |
| 20 | Fri | 13 | 179 | 100 | 0.3 | 168 | 99 | 84 | 2.0 | 198 | 186 | 83 | 1.4 | 42 | 109 | 83 | 2.8 | 421 | 143.2 | 84 | 1.8 |
| 21 | Sat | 5 | 410 | 100 | 0.6 | 45 | 134 | 98 | 0.2 | 54 | 135 | 88 | 3.9 | 1 | 2991 | 50 | 0.0 | 105 | 175.0 | 92 | 2.1 |
| 22 | Sun | | | | | 10 | 51 | 100 | 0.2 | 21 | 287 | 87 | 1.4 | 3 | 1403 | 100 | 0.7 | 34 | 336.9 | 89 | 1.0 |
| 23 | Mon | 4 | 400 | 100 | 0.3 | 277 | 112 | 95 | 0.7 | 285 | 151 | 86 | 1.2 | 39 | 217 | 90 | 1.3 | 605 | 139.0 | 90 | 1.0 |
| 24 | Tue | 4 | 44 | 100 | 0.3 | 224 | 168 | 95 | 0.9 | 246 | 149 | 91 | 0.6 | 40 | 303 | 91 | 0.8 | 514 | 168.8 | 93 | 0.7 |
| 25 | Wed | 13 | 96 | 100 | 0.2 | 208 | 166 | 99 | 0.3 | 207 | 199 | 91 | 1.0 | 45 | 98 | 92 | 0.8 | 473 | 172.4 | 95 | 0.7 |
| 26 | Thu | 4 | 107 | 100 | 0.0 | 173 | 156 | 93 | 0.8 | 246 | 187 | 81 | 2.5 | 47 | 148 | 87 | 1.3 | 470 | 170.7 | 86 | 1.7 |
| 27 | Fri | 7 | 93 | 100 | 0.7 | 226 | 118 | 93 | 1.2 | 237 | 83 | 88 | 1.5 | 37 | 284 | 74 | 0.5 | 507 | 113.4 | 89 | 1.3 |
| 28 | Sat | 1 | 2810 | 100 | 0.0 | 24 | 142 | 100 | 0.5 | 34 | 139 | 83 | 0.5 | 7 | 236 | 100 | 0.7 | 66 | 191.0 | 90 | 0.5 |
| 29 | Sun | | | | | 8 | 115 | 100 | 0.6 | 11 | 953 | 100 | 0.4 | 1 | 9 | 33 | 0.0 | 20 | 570.3 | 91 | 0.5 |
| 30 | Mon | 2 | 47 | 100 | 0.5 | 264 | 117 | 92 | 0.6 | 340 | 148 | 94 | 0.8 | 51 | 188 | 84 | 2.5 | 657 | 138.3 | 92 | 0.8 |
| 31 | Tue | | | | | | | | | | | | | | | | | | | | |
| TOTAL | | 164 | 258 | 96 | 0.5 | 5,204 | 128 | 92 | 0.9 | 6,154 | 146 | 90 | 1.1 | 1,083 | 206 | 86 | 1.7 | 12,605 | 145.2 | 91 | 1.0 |

Note: NCH Number of calls handled
ATT Average talktime
SVL Service Level
ASA Average speed of answer

RELAY OPERATIONS ACD SUMMARY - Dayton

June 2014

| | | 12M - 6A | | | | 6A - 12N | | | | 12N - 6P | | | | 6P - 12M | | | | Total Day | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| DATE | | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA |
| 1 | Sun | 276 | 111 | 96 | 1.2 | 404 | 178 | 100 | 0.4 | 758 | 184 | 97 | 0.9 | 557 | 235 | 87 | 2.8 | 1,995 | 186.9 | 95 | 1.4 |
| 2 | Mon | 210 | 99 | 98 | 0.4 | 1,241 | 189 | 95 | 1.3 | 1,473 | 187 | 97 | 1.3 | 703 | 202 | 93 | 1.9 | 3,627 | 185.3 | 96 | 1.4 |
| 3 | Tue | 227 | 97 | 98 | 0.4 | 897 | 218 | 94 | 2.1 | 1,337 | 212 | 95 | 1.5 | 695 | 231 | 93 | 1.8 | 3,156 | 209.5 | 94 | 1.7 |
| 4 | Wed | 300 | 112 | 97 | 0.6 | 1,076 | 189 | 92 | 1.8 | 1,451 | 205 | 97 | 1.0 | 606 | 260 | 92 | 1.7 | 3,433 | 201.9 | 95 | 1.3 |
| 5 | Thu | 210 | 91 | 99 | 0.4 | 960 | 188 | 83 | 5.0 | 1,310 | 224 | 99 | 0.7 | 617 | 270 | 97 | 1.8 | 3,097 | 212.9 | 93 | 2.3 |
| 6 | Fri | 256 | 78 | 97 | 0.6 | 854 | 215 | 98 | 0.7 | 1,239 | 226 | 94 | 2.0 | 446 | 335 | 78 | 5.5 | 2,795 | 226.4 | 92 | 2.0 |
| 7 | Sat | 265 | 113 | 92 | 2.0 | 507 | 217 | 94 | 1.5 | 676 | 180 | 98 | 0.8 | 484 | 221 | 98 | 0.4 | 1,932 | 190.8 | 96 | 1.1 |
| 8 | Sun | 235 | 119 | 98 | 0.4 | 340 | 155 | 98 | 0.4 | 695 | 184 | 99 | 0.5 | 548 | 233 | 97 | 1.0 | 1,818 | 184.8 | 98 | 0.6 |
| 9 | Mon | 320 | 97 | 98 | 0.5 | 1,237 | 196 | 94 | 1.6 | 1,419 | 190 | 94 | 1.9 | 543 | 241 | 96 | 1.1 | 3,519 | 191.5 | 95 | 1.6 |
| 10 | Tue | 242 | 64 | 96 | 0.3 | 975 | 190 | 95 | 1.4 | 1,362 | 204 | 96 | 1.3 | 636 | 219 | 93 | 2.0 | 3,215 | 192.2 | 95 | 1.4 |
| 11 | Wed | 196 | 152 | 96 | 0.9 | 919 | 194 | 93 | 1.8 | 1,379 | 183 | 97 | 1.1 | 574 | 265 | 91 | 1.5 | 3,068 | 199.4 | 94 | 1.4 |
| 12 | Thu | 237 | 155 | 96 | 1.6 | 850 | 171 | 99 | 0.4 | 1,257 | 199 | 98 | 0.9 | 767 | 208 | 99 | 0.4 | 3,111 | 190.5 | 99 | 0.7 |
| 13 | Fri | 323 | 82 | 98 | 0.4 | 967 | 180 | 98 | 0.6 | 1,047 | 244 | 95 | 1.5 | 673 | 253 | 85 | 4.8 | 3,010 | 208.1 | 94 | 1.8 |
| 14 | Sat | 239 | 85 | 97 | 0.9 | 574 | 172 | 98 | 0.5 | 687 | 188 | 94 | 1.7 | 556 | 257 | 97 | 0.7 | 2,056 | 190.3 | 96 | 1.0 |
| 15 | Sun | 277 | 141 | 98 | 0.3 | 491 | 149 | 99 | 0.3 | 837 | 159 | 97 | 0.9 | 587 | 223 | 98 | 0.5 | 2,192 | 171.4 | 98 | 0.6 |
| 16 | Mon | 192 | 104 | 97 | 1.3 | 1,089 | 199 | 94 | 1.4 | 1,305 | 237 | 93 | 2.0 | 645 | 206 | 98 | 0.4 | 3,231 | 210.1 | 94 | 1.5 |
| 17 | Tue | 172 | 89 | 100 | 0.4 | 826 | 191 | 97 | 0.7 | 1,301 | 207 | 94 | 1.9 | 575 | 187 | 95 | 0.8 | 2,874 | 191.1 | 95 | 1.2 |
| 18 | Wed | 230 | 83 | 97 | 0.7 | 922 | 193 | 98 | 0.6 | 1,327 | 199 | 98 | 0.7 | 612 | 228 | 89 | 3.3 | 3,091 | 194.4 | 96 | 1.2 |
| 19 | Thu | 209 | 99 | 99 | 0.3 | 1,008 | 206 | 95 | 1.1 | 1,223 | 199 | 97 | 1.7 | 690 | 237 | 98 | 0.9 | 3,130 | 202.7 | 97 | 1.2 |
| 20 | Fri | 203 | 121 | 99 | 0.4 | 795 | 192 | 92 | 1.9 | 972 | 220 | 84 | 4.3 | 601 | 198 | 49 | 25.9 | 2,571 | 198.2 | 76 | 8.3 |
| 21 | Sat | 262 | 91 | 97 | 0.5 | 554 | 163 | 98 | 1.0 | 656 | 184 | 92 | 1.8 | 394 | 262 | 93 | 1.1 | 1,866 | 181.0 | 95 | 1.2 |
| 22 | Sun | 224 | 120 | 92 | 2.4 | 358 | 176 | 98 | 0.8 | 584 | 229 | 94 | 2.0 | 483 | 231 | 94 | 1.7 | 1,649 | 203.4 | 95 | 1.7 |
| 23 | Mon | 221 | 103 | 98 | 0.4 | 1,088 | 184 | 97 | 0.9 | 1,282 | 222 | 91 | 2.3 | 546 | 261 | 95 | 1.9 | 3,137 | 207.0 | 94 | 1.6 |
| 24 | Tue | 221 | 94 | 98 | 0.4 | 917 | 223 | 97 | 0.8 | 1,370 | 213 | 97 | 2.2 | 575 | 219 | 94 | 2.9 | 3,083 | 208.6 | 96 | 1.8 |
| 25 | Wed | 227 | 95 | 96 | 1.1 | 955 | 197 | 99 | 0.4 | 1,219 | 228 | 98 | 0.6 | 659 | 207 | 96 | 0.8 | 3,060 | 203.7 | 98 | 0.6 |
| 26 | Thu | 341 | 78 | 99 | 0.5 | 940 | 215 | 96 | 1.0 | 1,167 | 235 | 93 | 1.7 | 658 | 225 | 95 | 1.2 | 3,106 | 209.6 | 95 | 1.2 |
| 27 | Fri | 254 | 103 | 96 | 0.5 | 993 | 179 | 99 | 0.4 | 1,287 | 199 | 95 | 1.7 | 651 | 227 | 86 | 4.9 | 3,185 | 190.7 | 94 | 1.8 |
| 28 | Sat | 219 | 89 | 95 | 0.7 | 517 | 193 | 99 | 0.4 | 678 | 217 | 95 | 2.3 | 428 | 225 | 98 | 0.4 | 1,842 | 196.9 | 97 | 1.1 |
| 29 | Sun | 271 | 69 | 99 | 0.4 | 397 | 169 | 99 | 0.3 | 587 | 178 | 99 | 0.3 | 468 | 270 | 97 | 0.9 | 1,723 | 183.6 | 98 | 0.5 |
| 30 | Mon | 199 | 122 | 100 | 0.3 | 1,243 | 196 | 80 | 4.6 | 1,687 | 199 | 99 | 0.7 | 669 | 239 | 99 | 0.4 | 3,798 | 201.0 | 93 | 1.9 |
| 31 | Tue | | | | | | | | | | | | | | | | | | | | |
| TOTAL | | 7,258 | 101 | 97 | 0.7 | 24,894 | 192 | 95 | 1.4 | 33,572 | 206 | 96 | 1.5 | 17,646 | 234 | 91 | 2.5 | 83,370 | 198.5 | 95 | 1.6 |

Note: NCH Number of calls handled
ATT Average talktime
SVL Service Level
ASA Average speed of answer

RELAY OPERATIONS ACD SUMMARY - Lubbock

June 2014

| DATE | | 12M - 6A | | | | 6A - 12N | | | | 12N - 6P | | | | 6P - 12M | | | | Total Day | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA |
| 1 | Sun | 85 | 54 | 93 | 0.8 | 555 | 158 | 98 | 0.9 | 1,127 | 180 | 96 | 0.8 | 798 | 269 | 85 | 3.2 | 2,565 | 199.0 | 93 | 1.5 |
| 2 | Mon | 137 | 96 | 99 | 0.2 | 1,457 | 181 | 97 | 1.0 | 2,347 | 197 | 98 | 0.7 | 1,117 | 234 | 94 | 2.4 | 5,058 | 198.0 | 96 | 1.1 |
| 3 | Tue | 158 | 117 | 93 | 0.4 | 866 | 152 | 90 | 1.8 | 1,538 | 190 | 93 | 1.7 | 746 | 227 | 91 | 2.5 | 3,308 | 185.0 | 92 | 1.9 |
| 4 | Wed | 208 | 97 | 96 | 0.3 | 820 | 150 | 90 | 3.8 | 1,410 | 178 | 94 | 1.3 | 819 | 244 | 89 | 2.4 | 3,257 | 182.3 | 92 | 2.1 |
| 5 | Thu | 189 | 103 | 99 | 0.3 | 911 | 153 | 86 | 5.3 | 1,507 | 172 | 95 | 1.6 | 747 | 200 | 90 | 3.6 | 3,354 | 169.0 | 92 | 3.0 |
| 6 | Fri | 187 | 78 | 97 | 0.6 | 1,419 | 122 | 39 | 25.0 | 1,714 | 165 | 85 | 3.8 | 866 | 224 | 79 | 10.3 | 4,186 | 158.9 | 65 | 12.2 |
| 7 | Sat | 131 | 100 | 98 | 5.3 | 846 | 155 | 96 | 1.1 | 1,238 | 196 | 97 | 0.6 | 825 | 223 | 97 | 0.9 | 3,040 | 187.7 | 97 | 1.0 |
| 8 | Sun | 80 | 62 | 99 | 0.3 | 577 | 133 | 99 | 0.4 | 1,034 | 169 | 97 | 0.6 | 814 | 228 | 93 | 1.5 | 2,505 | 176.4 | 96 | 0.9 |
| 9 | Mon | 217 | 98 | 98 | 0.5 | 1,472 | 152 | 95 | 1.7 | 2,322 | 174 | 95 | 1.5 | 881 | 245 | 90 | 2.6 | 4,892 | 176.6 | 94 | 1.7 |
| 10 | Tue | 188 | 74 | 95 | 0.9 | 877 | 157 | 92 | 2.3 | 1,707 | 179 | 95 | 1.3 | 707 | 200 | 91 | 1.8 | 3,479 | 172.4 | 93 | 1.6 |
| 11 | Wed | 190 | 95 | 95 | 0.7 | 807 | 137 | 89 | 3.5 | 1,260 | 180 | 96 | 1.1 | 902 | 200 | 86 | 4.2 | 3,159 | 169.3 | 91 | 2.6 |
| 12 | Thu | 174 | 121 | 95 | 3.6 | 991 | 135 | 97 | 0.8 | 1,390 | 208 | 97 | 1.1 | 677 | 227 | 95 | 1.5 | 3,232 | 184.9 | 96 | 1.2 |
| 13 | Fri | 189 | 129 | 93 | 1.6 | 1,067 | 143 | 96 | 0.9 | 1,810 | 179 | 94 | 1.4 | 896 | 251 | 85 | 4.3 | 3,962 | 183.2 | 92 | 1.9 |
| 14 | Sat | 88 | 191 | 98 | 0.3 | 725 | 166 | 98 | 0.7 | 1,168 | 203 | 95 | 1.4 | 841 | 216 | 95 | 1.3 | 2,822 | 197.1 | 96 | 1.2 |
| 15 | Sun | 90 | 84 | 98 | 0.3 | 724 | 167 | 98 | 0.3 | 1,053 | 185 | 96 | 0.9 | 820 | 266 | 98 | 0.3 | 2,687 | 201.4 | 97 | 0.5 |
| 16 | Mon | 132 | 115 | 99 | 0.3 | 1,359 | 183 | 94 | 2.0 | 2,262 | 193 | 94 | 1.5 | 1,052 | 196 | 97 | 0.9 | 4,805 | 188.8 | 95 | 1.5 |
| 17 | Tue | 121 | 75 | 98 | 0.3 | 870 | 148 | 94 | 1.5 | 1,714 | 176 | 95 | 1.3 | 827 | 206 | 92 | 1.7 | 3,532 | 172.7 | 94 | 1.4 |
| 18 | Wed | 150 | 70 | 96 | 0.4 | 768 | 168 | 94 | 1.8 | 1,407 | 177 | 98 | 0.7 | 919 | 211 | 90 | 2.2 | 3,244 | 179.5 | 94 | 1.4 |
| 19 | Thu | 183 | 116 | 97 | 0.5 | 949 | 149 | 95 | 1.5 | 1,669 | 159 | 98 | 0.7 | 643 | 229 | 91 | 2.1 | 3,444 | 166.9 | 96 | 1.1 |
| 20 | Fri | 218 | 72 | 99 | 0.4 | 1,018 | 154 | 92 | 1.8 | 1,703 | 195 | 86 | 3.3 | 868 | 223 | 90 | 3.0 | 3,807 | 183.2 | 89 | 2.6 |
| 21 | Sat | 77 | 112 | 99 | 0.3 | 672 | 173 | 96 | 1.3 | 1,095 | 210 | 94 | 1.5 | 799 | 208 | 92 | 2.3 | 2,643 | 197.2 | 94 | 1.7 |
| 22 | Sun | 113 | 145 | 81 | 6.0 | 518 | 151 | 99 | 0.3 | 1,142 | 181 | 96 | 1.1 | 735 | 253 | 92 | 2.3 | 2,508 | 194.1 | 95 | 1.5 |
| 23 | Mon | 147 | 122 | 96 | 0.3 | 1,474 | 159 | 96 | 1.2 | 2,151 | 190 | 93 | 2.1 | 925 | 233 | 92 | 1.8 | 4,697 | 186.5 | 94 | 1.7 |
| 24 | Tue | 82 | 88 | 94 | 0.4 | 895 | 144 | 96 | 0.9 | 1,499 | 178 | 96 | 1.1 | 789 | 192 | 94 | 1.4 | 3,265 | 170.1 | 96 | 1.1 |
| 25 | Wed | 158 | 91 | 97 | 0.3 | 799 | 135 | 96 | 1.9 | 1,276 | 172 | 95 | 1.1 | 848 | 216 | 96 | 1.1 | 3,081 | 170.3 | 96 | 1.3 |
| 26 | Thu | 94 | 225 | 99 | 1.6 | 879 | 181 | 96 | 0.9 | 1,680 | 177 | 94 | 1.5 | 673 | 196 | 91 | 2.1 | 3,326 | 183.3 | 94 | 1.5 |
| 27 | Fri | 189 | 85 | 95 | 0.7 | 1,057 | 152 | 98 | 0.5 | 1,536 | 196 | 95 | 1.3 | 787 | 227 | 87 | 2.9 | 3,569 | 183.9 | 94 | 1.4 |
| 28 | Sat | 101 | 62 | 99 | 0.3 | 727 | 168 | 95 | 0.8 | 1,290 | 181 | 97 | 0.8 | 659 | 275 | 100 | 0.3 | 2,777 | 195.5 | 97 | 0.7 |
| 29 | Sun | 70 | 62 | 99 | 0.6 | 521 | 144 | 98 | 0.4 | 1,134 | 182 | 98 | 0.5 | 932 | 206 | 99 | 0.4 | 2,657 | 179.7 | 98 | 0.5 |
| 30 | Mon | 140 | 89 | 100 | 0.3 | 1,339 | 161 | 88 | 3.9 | 2,306 | 175 | 98 | 0.6 | 1,113 | 206 | 93 | 1.4 | 4,898 | 176.2 | 94 | 1.7 |
| 31 | Tue | | | | | | | | | | | | | | | | | | | | |
| **TOTAL** | | 4,286 | 100 | 96 | 0.9 | 27,959 | 155 | 91 | 2.8 | 46,489 | 183 | 95 | 1.3 | 25,025 | 224 | 92 | 2.3 | 103,759 | 181.8 | 93 | 2.0 |

Note:
- NCH — Number of calls handled
- ATT — Average talktime
- SVL — Service Level
- ASA — Average speed of answer

RELAY OPERATIONS ACD SUMMARY - Moorhead

June 2014

| | | 12M - 6A | | | | 6A - 12N | | | | 12N - 6P | | | | 6P - 12M | | | | Total Day | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| DATE | | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA |
| 1 | Sun | 221 | 68 | 99 | 0.4 | 326 | 133 | 96 | 0.5 | 733 | 146 | 96 | 0.9 | 414 | 172 | 85 | 3.0 | 1,694 | 140.0 | 93 | 1.3 |
| 2 | Mon | 279 | 85 | 98 | 0.4 | 1,349 | 166 | 94 | 1.4 | 1,616 | 187 | 97 | 0.7 | 1,015 | 158 | 95 | 1.3 | 4,259 | 166.8 | 96 | 1.0 |
| 3 | Tue | 273 | 84 | 99 | 0.3 | 1,430 | 208 | 95 | 1.2 | 1,546 | 209 | 94 | 1.2 | 761 | 191 | 90 | 2.0 | 4,010 | 196.6 | 94 | 1.3 |
| 4 | Wed | 210 | 107 | 96 | 0.8 | 1,167 | 220 | 94 | 1.5 | 1,247 | 197 | 94 | 1.2 | 580 | 168 | 90 | 2.8 | 3,204 | 194.1 | 93 | 1.5 |
| 5 | Thu | 255 | 72 | 99 | 0.4 | 1,409 | 198 | 93 | 1.3 | 1,373 | 192 | 94 | 2.1 | 765 | 169 | 95 | 1.3 | 3,802 | 181.5 | 94 | 1.5 |
| 6 | Fri | 229 | 103 | 97 | 0.6 | 1,312 | 158 | 94 | 2.7 | 1,675 | 184 | 95 | 1.0 | 620 | 195 | 83 | 3.9 | 3,836 | 171.9 | 93 | 2.0 |
| 7 | Sat | 247 | 80 | 98 | 0.6 | 735 | 156 | 95 | 0.7 | 1,013 | 178 | 98 | 0.4 | 454 | 160 | 98 | 0.5 | 2,449 | 158.4 | 97 | 0.5 |
| 8 | Sun | 268 | 78 | 99 | 0.3 | 373 | 140 | 99 | 0.9 | 708 | 167 | 96 | 0.6 | 290 | 180 | 89 | 4.0 | 1,639 | 148.4 | 96 | 1.3 |
| 9 | Mon | 225 | 86 | 98 | 0.4 | 1,377 | 185 | 94 | 1.4 | 1,702 | 198 | 92 | 1.6 | 960 | 134 | 96 | 1.0 | 4,264 | 173.5 | 94 | 1.3 |
| 10 | Tue | 243 | 132 | 98 | 0.4 | 1,461 | 197 | 95 | 1.0 | 1,795 | 185 | 95 | 1.3 | 747 | 197 | 92 | 2.0 | 4,246 | 188.2 | 95 | 1.2 |
| 11 | Wed | 251 | 99 | 98 | 0.3 | 1,381 | 200 | 93 | 1.4 | 1,691 | 189 | 97 | 0.8 | 507 | 191 | 83 | 6.2 | 3,830 | 187.3 | 94 | 1.7 |
| 12 | Thu | 168 | 129 | 97 | 0.7 | 1,322 | 193 | 99 | 0.4 | 1,295 | 205 | 97 | 1.0 | 690 | 181 | 97 | 0.9 | 3,475 | 192.1 | 97 | 0.7 |
| 13 | Fri | 261 | 84 | 98 | 0.4 | 943 | 172 | 97 | 0.7 | 1,462 | 211 | 94 | 1.0 | 637 | 186 | 85 | 3.1 | 3,303 | 184.9 | 93 | 1.3 |
| 14 | Sat | 345 | 89 | 99 | 0.3 | 740 | 134 | 97 | 0.7 | 1,127 | 172 | 93 | 1.5 | 395 | 157 | 97 | 0.6 | 2,607 | 148.0 | 96 | 1.0 |
| 15 | Sun | 230 | 56 | 97 | 0.7 | 503 | 144 | 98 | 0.6 | 731 | 164 | 97 | 1.3 | 345 | 216 | 95 | 1.3 | 1,809 | 154.6 | 97 | 1.0 |
| 16 | Mon | 218 | 89 | 99 | 0.4 | 1,221 | 195 | 93 | 1.0 | 1,556 | 191 | 94 | 1.5 | 862 | 178 | 99 | 0.5 | 3,857 | 183.3 | 95 | 1.0 |
| 17 | Tue | 289 | 81 | 99 | 0.4 | 1,472 | 197 | 96 | 0.8 | 1,507 | 198 | 93 | 1.6 | 944 | 199 | 96 | 1.3 | 4,212 | 189.8 | 95 | 1.2 |
| 18 | Wed | 365 | 52 | 99 | 0.3 | 1,197 | 214 | 96 | 0.8 | 1,511 | 181 | 97 | 0.8 | 685 | 146 | 87 | 2.4 | 3,758 | 172.2 | 95 | 1.0 |
| 19 | Thu | 229 | 73 | 99 | 0.4 | 1,234 | 204 | 94 | 1.1 | 1,217 | 170 | 97 | 0.5 | 734 | 176 | 98 | 0.6 | 3,414 | 177.1 | 96 | 0.7 |
| 20 | Fri | 210 | 94 | 98 | 0.5 | 1,058 | 180 | 91 | 2.6 | 1,593 | 179 | 91 | 1.8 | 807 | 164 | 97 | 0.7 | 3,668 | 171.4 | 93 | 1.7 |
| 21 | Sat | 338 | 73 | 97 | 0.4 | 556 | 172 | 95 | 0.9 | 936 | 172 | 93 | 1.8 | 403 | 171 | 91 | 5.1 | 2,233 | 156.7 | 94 | 2.0 |
| 22 | Sun | 207 | 81 | 93 | 4.9 | 384 | 175 | 99 | 0.4 | 598 | 151 | 94 | 1.9 | 452 | 178 | 93 | 1.2 | 1,641 | 155.2 | 95 | 1.7 |
| 23 | Mon | 179 | 108 | 98 | 0.5 | 1,222 | 190 | 97 | 0.9 | 1,564 | 187 | 92 | 1.6 | 765 | 181 | 94 | 1.3 | 3,730 | 182.6 | 94 | 1.3 |
| 24 | Tue | 268 | 66 | 99 | 0.4 | 1,307 | 221 | 97 | 0.7 | 1,609 | 175 | 96 | 0.8 | 738 | 197 | 96 | 0.8 | 3,922 | 186.9 | 97 | 0.7 |
| 25 | Wed | 248 | 72 | 99 | 0.4 | 1,162 | 211 | 99 | 0.3 | 1,364 | 199 | 97 | 0.7 | 519 | 159 | 93 | 1.6 | 3,293 | 187.6 | 97 | 0.7 |
| 26 | Thu | 177 | 70 | 96 | 0.6 | 1,184 | 208 | 96 | 0.7 | 1,043 | 247 | 89 | 2.7 | 637 | 158 | 95 | 1.0 | 3,041 | 202.8 | 93 | 1.4 |
| 27 | Fri | 160 | 105 | 97 | 0.8 | 970 | 168 | 97 | 0.8 | 1,308 | 185 | 94 | 1.1 | 669 | 190 | 87 | 4.3 | 3,107 | 176.4 | 94 | 1.7 |
| 28 | Sat | 271 | 113 | 97 | 0.3 | 542 | 178 | 98 | 0.8 | 954 | 156 | 95 | 1.0 | 604 | 139 | 99 | 0.3 | 2,371 | 151.8 | 97 | 0.7 |
| 29 | Sun | 232 | 63 | 98 | 0.4 | 304 | 119 | 98 | 1.0 | 563 | 160 | 97 | 0.9 | 305 | 160 | 97 | 0.4 | 1,404 | 135.3 | 98 | 0.7 |
| 30 | Mon | 214 | 39 | 97 | 0.3 | 1,264 | 202 | 93 | 1.4 | 1,744 | 174 | 96 | 0.9 | 852 | 160 | 93 | 1.4 | 4,074 | 172.5 | 95 | 1.1 |
| 31 | Tue | | | | | | | | | | | | | | | | | | | | |
| TOTAL | | 7,310 | 83 | 98 | 0.6 | 30,905 | 189 | 95 | 1.1 | 38,781 | 186 | 95 | 1.2 | 19,156 | 173 | 93 | 1.8 | 96,152 | 176.6 | 95 | 1.2 |

Note: NCH Number of calls handled
ATT Average talktime
SVL Service Level
ASA Average speed of answer

RELAY OPERATIONS ACD SUMMARY - Speech To Speech

Dayton

June 2014

| DATE | | 12M - 6A | | | | 6A - 12N | | | | 12N - 6P | | | | 6P - 12M | | | | Total Day | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA |
| 1 | Sun | 11 | 839 | 75 | 8.1 | 17 | 116 | 100 | 0.5 | 35 | 366 | 94 | 0.7 | 36 | 182 | 100 | 0.5 | 99 | 308.4 | 95 | 1.4 |
| 2 | Mon | 7 | 128 | 100 | 0.4 | 72 | 251 | 95 | 1.8 | 120 | 394 | 83 | 10.0 | 61 | 394 | 81 | 9.5 | 260 | 346.8 | 86 | 7.4 |
| 3 | Tue | 19 | 146 | 100 | 0.6 | 71 | 392 | 92 | 2.2 | 100 | 404 | 86 | 6.9 | 51 | 273 | 94 | 0.5 | 241 | 352.2 | 91 | 3.7 |
| 4 | Wed | 25 | 240 | 93 | 0.3 | 50 | 317 | 81 | 1.6 | 118 | 229 | 88 | 5.5 | 57 | 454 | 97 | 1.2 | 250 | 299.1 | 89 | 3.2 |
| 5 | Thu | 12 | 87 | 100 | 0.3 | 48 | 271 | 96 | 0.5 | 83 | 348 | 96 | 1.5 | 44 | 442 | 80 | 17.6 | 187 | 333.8 | 92 | 4.9 |
| 6 | Fri | 16 | 91 | 94 | 0.4 | 57 | 457 | 89 | 3.6 | 94 | 496 | 78 | 12.6 | 42 | 537 | 78 | 3.1 | 209 | 462.8 | 82 | 7.3 |
| 7 | Sat | 7 | 85 | 88 | 0.3 | 29 | 304 | 90 | 5.1 | 53 | 287 | 84 | 5.5 | 38 | 394 | 100 | 0.3 | 127 | 311.9 | 90 | 3.6 |
| 8 | Sun | 9 | 378 | 100 | 0.4 | 23 | 341 | 96 | 1.5 | 25 | 327 | 93 | 0.4 | 30 | 391 | 100 | 0.3 | 87 | 358.0 | 97 | 0.7 |
| 9 | Mon | 9 | 218 | 89 | 2.2 | 59 | 388 | 88 | 4.6 | 120 | 219 | 88 | 5.8 | 40 | 223 | 88 | 3.2 | 228 | 263.5 | 88 | 4.9 |
| 10 | Tue | 7 | 198 | 100 | 0.6 | 61 | 226 | 97 | 3.7 | 95 | 194 | 93 | 2.1 | 46 | 333 | 83 | 3.3 | 209 | 233.9 | 92 | 2.8 |
| 11 | Wed | 8 | 357 | 100 | 0.6 | 62 | 349 | 92 | 1.5 | 109 | 359 | 84 | 6.1 | 51 | 265 | 100 | 0.4 | 230 | 335.5 | 90 | 3.4 |
| 12 | Thu | 9 | 80 | 90 | 0.4 | 46 | 223 | 100 | 0.5 | 87 | 493 | 90 | 5.2 | 35 | 237 | 100 | 0.4 | 177 | 351.3 | 95 | 2.8 |
| 13 | Fri | 17 | 118 | 89 | 0.7 | 50 | 322 | 96 | 3.9 | 96 | 328 | 93 | 2.3 | 51 | 570 | 65 | 29.4 | 214 | 367.5 | 86 | 9.0 |
| 14 | Sat | 13 | 254 | 93 | 0.4 | 24 | 266 | 89 | 0.2 | 44 | 297 | 85 | 4.2 | 26 | 984 | 93 | 4.1 | 107 | 451.7 | 89 | 2.8 |
| 15 | Sun | 8 | 262 | 100 | 0.3 | 21 | 105 | 100 | 0.3 | 33 | 99 | 100 | 0.3 | 43 | 208 | 89 | 0.9 | 105 | 157.3 | 95 | 0.6 |
| 16 | Mon | 8 | 246 | 89 | 0.3 | 42 | 263 | 93 | 0.5 | 113 | 378 | 85 | 6.8 | 34 | 289 | 89 | 0.4 | 197 | 333.0 | 87 | 4.1 |
| 17 | Tue | 11 | 246 | 100 | 0.6 | 49 | 429 | 84 | 0.5 | 88 | 558 | 90 | 3.1 | 41 | 376 | 85 | 1.1 | 189 | 466.7 | 88 | 1.9 |
| 18 | Wed | 13 | 159 | 92 | 1.9 | 54 | 229 | 100 | 0.4 | 97 | 333 | 89 | 2.4 | 50 | 319 | 87 | 4.0 | 214 | 293.1 | 92 | 2.2 |
| 19 | Thu | 12 | 416 | 92 | 0.3 | 51 | 190 | 96 | 0.8 | 112 | 230 | 81 | 11.3 | 50 | 374 | 90 | 3.6 | 225 | 263.2 | 87 | 6.6 |
| 20 | Fri | 11 | 169 | 92 | 0.1 | 50 | 300 | 83 | 6.6 | 98 | 284 | 94 | 2.6 | 33 | 384 | 83 | 20.0 | 192 | 298.7 | 89 | 6.5 |
| 21 | Sat | 4 | 98 | 43 | 4.0 | 11 | 284 | 92 | 0.6 | 33 | 318 | 86 | 2.2 | 22 | 711 | 96 | 0.4 | 70 | 423.6 | 86 | 1.5 |
| 22 | Sun | 4 | 639 | 100 | 0.3 | 14 | 268 | 93 | 12.0 | 27 | 332 | 93 | 6.6 | 27 | 224 | 93 | 3.6 | 72 | 296.1 | 93 | 6.1 |
| 23 | Mon | 8 | 191 | 100 | 0.4 | 62 | 297 | 100 | 0.5 | 113 | 492 | 80 | 8.9 | 45 | 654 | 96 | 4.8 | 228 | 460.5 | 89 | 5.5 |
| 24 | Tue | 4 | 143 | 100 | 0.0 | 45 | 386 | 91 | 2.0 | 83 | 513 | 79 | 24.2 | 60 | 234 | 84 | 21.2 | 192 | 388.1 | 84 | 17.5 |
| 25 | Wed | 4 | 76 | 75 | 41.3 | 31 | 286 | 94 | 3.6 | 82 | 329 | 87 | 1.7 | 48 | 192 | 94 | 2.8 | 165 | 274.9 | 90 | 3.3 |
| 26 | Thu | 7 | 23 | 100 | 0.4 | 67 | 365 | 84 | 4.4 | 90 | 465 | 93 | 0.9 | 52 | 181 | 94 | 1.1 | 216 | 351.0 | 90 | 2.0 |
| 27 | Fri | 4 | 349 | 100 | 0.3 | 50 | 203 | 100 | 0.3 | 89 | 394 | 87 | 9.0 | 40 | 548 | 80 | 16.1 | 183 | 374.3 | 89 | 8.0 |
| 28 | Sat | 7 | 210 | 100 | 0.4 | 20 | 469 | 100 | 0.3 | 55 | 363 | 90 | 14.6 | 30 | 384 | 97 | 0.4 | 112 | 377.9 | 94 | 7.3 |
| 29 | Sun | 16 | 148 | 94 | 1.2 | 16 | 235 | 94 | 0.4 | 28 | 448 | 97 | 0.4 | 26 | 351 | 92 | 8.2 | 86 | 323.0 | 94 | 2.9 |
| 30 | Mon | | | | | 60 | 172 | 89 | 4.0 | 93 | 386 | 90 | 6.7 | 38 | 589 | 100 | 0.4 | 191 | 359.1 | 91 | 4.6 |
| 31 | Tue | | | | | | | | | | | | | | | | | | | | |
| **TOTAL** | | 290 | 221 | 93 | 1.5 | 1,312 | 298 | 92 | 2.3 | 2,413 | 360 | 87 | 6.3 | 1,247 | 377 | 89 | 5.9 | 5,262 | 340.9 | 89 | 4.9 |

Note: NCH Number of calls handled
ATT Average talktime
SVL Service Level
ASA Average speed of answer

RELAY OPERATIONS ACD SUMMARY - Syracuse

June 2014

| | | 12M - 6A | | | | 6A - 12N | | | | 12N - 6P | | | | 6P - 12M | | | | Total Day | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **DATE** | | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA |
| 1 | Sun | | | | | 814 | 133 | 98 | 0.5 | 882 | 139 | 87 | 4.5 | 672 | 211 | 89 | 2.0 | 2,368 | 157.1 | 91 | 2.4 |
| 2 | Mon | | | | | 1,769 | 153 | 95 | 1.4 | 2,413 | 163 | 97 | 0.8 | 729 | 181 | 83 | 4.1 | 4,911 | 161.8 | 94 | 1.5 |
| 3 | Tue | 2 | 1418 | 100 | 2.0 | 1,596 | 146 | 91 | 2.2 | 2,050 | 163 | 93 | 1.8 | 1,055 | 184 | 92 | 1.6 | 4,703 | 162.3 | 92 | 1.9 |
| 4 | Wed | 3 | 471 | 100 | 0.0 | 1,272 | 156 | 89 | 2.6 | 1,897 | 169 | 96 | 1.0 | 1,051 | 178 | 90 | 3.5 | 4,223 | 167.6 | 93 | 2.1 |
| 5 | Thu | 1 | 1840 | 100 | 0.0 | 1,018 | 161 | 86 | 3.8 | 1,797 | 152 | 92 | 2.1 | 1,191 | 180 | 95 | 1.1 | 4,007 | 163.2 | 91 | 2.2 |
| 6 | Fri | 1 | 1462 | 100 | 0.0 | 1,198 | 149 | 96 | 1.0 | 1,598 | 167 | 88 | 3.2 | 820 | 167 | 83 | 4.8 | 3,617 | 161.5 | 89 | 2.9 |
| 7 | Sat | 1 | 2137 | 100 | 1.0 | 838 | 127 | 91 | 2.5 | 1,130 | 139 | 96 | 1.3 | 746 | 169 | 88 | 2.8 | 2,715 | 144.3 | 92 | 2.1 |
| 8 | Sun | | | | | 648 | 127 | 98 | 0.5 | 847 | 132 | 92 | 2.1 | 839 | 169 | 93 | 1.7 | 2,334 | 143.9 | 94 | 1.5 |
| 9 | Mon | | | | | 1,559 | 136 | 89 | 2.5 | 2,150 | 173 | 92 | 2.0 | 921 | 162 | 94 | 1.7 | 4,630 | 158.6 | 92 | 2.1 |
| 10 | Tue | 1 | 385 | 100 | 1.0 | 1,245 | 156 | 94 | 1.8 | 2,083 | 176 | 97 | 0.9 | 1,105 | 187 | 93 | 2.2 | 4,434 | 173.3 | 95 | 1.5 |
| 11 | Wed | 1 | 311 | 100 | 0.0 | 1,089 | 174 | 90 | 2.8 | 1,892 | 181 | 94 | 1.4 | 946 | 197 | 89 | 3.2 | 3,928 | 182.9 | 92 | 2.2 |
| 12 | Thu | 2 | 277 | 100 | 0.5 | 1,015 | 142 | 95 | 1.3 | 1,762 | 174 | 95 | 0.9 | 1,162 | 194 | 97 | 0.7 | 3,941 | 171.4 | 96 | 0.9 |
| 13 | Fri | | | | | 1,259 | 141 | 98 | 0.5 | 1,635 | 156 | 92 | 2.3 | 735 | 197 | 75 | 5.9 | 3,629 | 158.9 | 90 | 2.4 |
| 14 | Sat | 1 | 184 | 100 | 1.0 | 813 | 169 | 89 | 2.8 | 822 | 177 | 97 | 0.5 | 640 | 187 | 93 | 2.2 | 2,276 | 176.8 | 93 | 1.8 |
| 15 | Sun | 2 | 767 | 100 | 0.5 | 582 | 141 | 91 | 3.2 | 824 | 140 | 99 | 0.4 | 655 | 197 | 97 | 1.5 | 2,063 | 159.0 | 96 | 1.5 |
| 16 | Mon | 1 | 25 | 100 | 1.0 | 1,421 | 148 | 93 | 1.5 | 1,931 | 155 | 92 | 1.9 | 629 | 194 | 79 | 5.2 | 3,982 | 158.6 | 90 | 2.3 |
| 17 | Tue | 1 | 451 | 100 | 0.0 | 1,318 | 139 | 97 | 0.8 | 1,894 | 184 | 93 | 1.6 | 964 | 192 | 95 | 1.3 | 4,177 | 171.6 | 94 | 1.3 |
| 18 | Wed | 2 | 390 | 100 | 0.5 | 1,331 | 158 | 97 | 0.7 | 1,953 | 180 | 98 | 0.7 | 967 | 185 | 89 | 2.3 | 4,253 | 174.4 | 95 | 1.1 |
| 19 | Thu | | | | | 1,188 | 151 | 95 | 1.1 | 1,837 | 159 | 98 | 0.6 | 1,302 | 165 | 98 | 0.7 | 4,327 | 158.6 | 97 | 0.8 |
| 20 | Fri | | | | | 1,168 | 172 | 94 | 1.5 | 1,481 | 187 | 80 | 4.6 | 619 | 218 | 97 | 0.8 | 3,268 | 187.7 | 88 | 2.8 |
| 21 | Sat | | | | | 865 | 146 | 94 | 1.9 | 1,061 | 160 | 88 | 2.2 | 696 | 191 | 91 | 2.2 | 2,622 | 163.7 | 91 | 2.1 |
| 22 | Sun | 1 | 2295 | 100 | 1.0 | 707 | 112 | 94 | 1.2 | 856 | 166 | 88 | 2.7 | 750 | 162 | 91 | 2.2 | 2,314 | 149.3 | 91 | 2.1 |
| 23 | Mon | 2 | 997 | 100 | 0.0 | 1,539 | 148 | 96 | 0.9 | 2,166 | 164 | 93 | 1.6 | 883 | 174 | 91 | 2.3 | 4,590 | 161.1 | 94 | 1.5 |
| 24 | Tue | 2 | 2110 | 100 | 0.0 | 1,192 | 157 | 92 | 2.0 | 1,815 | 176 | 96 | 1.2 | 1,002 | 181 | 97 | 0.6 | 4,011 | 172.4 | 95 | 1.3 |
| 25 | Wed | 1 | 90 | 100 | 1.0 | 1,162 | 149 | 98 | 0.8 | 1,970 | 167 | 97 | 0.7 | 1,127 | 190 | 97 | 0.8 | 4,260 | 168.4 | 97 | 0.8 |
| 26 | Thu | | | | | 1,146 | 150 | 91 | 2.2 | 1,881 | 160 | 94 | 1.2 | 1,297 | 190 | 97 | 0.6 | 4,324 | 166.5 | 94 | 1.3 |
| 27 | Fri | 2 | 649 | 100 | 0.5 | 1,170 | 164 | 97 | 0.6 | 1,834 | 153 | 96 | 1.1 | 829 | 214 | 83 | 3.8 | 3,835 | 169.9 | 93 | 1.5 |
| 28 | Sat | 1 | 2977 | 100 | 0.0 | 921 | 144 | 94 | 1.5 | 1,029 | 178 | 90 | 2.1 | 775 | 154 | 96 | 1.3 | 2,726 | 160.5 | 93 | 1.6 |
| 29 | Sun | 4 | 1245 | 100 | 0.0 | 667 | 137 | 96 | 1.0 | 884 | 157 | 97 | 0.8 | 756 | 187 | 90 | 2.9 | 2,311 | 162.6 | 94 | 1.5 |
| 30 | Mon | 2 | 507 | 100 | 0.0 | 1,442 | 166 | 89 | 3.9 | 1,908 | 172 | 95 | 1.3 | 836 | 157 | 89 | 2.5 | 4,188 | 167.2 | 92 | 2.4 |
| 31 | Tue | | | | | | | | | | | | | | | | | | | | |
| **TOTAL** | | 34 | 964 | 100 | 0.4 | 33,952 | 150 | 93 | 1.7 | 48,282 | 166 | 94 | 1.6 | 26,699 | 183 | 91 | 2.1 | 108,967 | 165.2 | 93 | 1.8 |

Note: NCH Number of calls handled
ATT Average talktime
SVL Service Level
ASA Average speed of answer

RELAY OPERATIONS ACD SUMMARY - Customer Service

June 2014

| DATE | | 12M - 6A | | | | 6A - 12N | | | | 12N - 6P | | | | 6P - 12M | | | | Total Day | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA |
| 1 | Sun | 12 | 107 | 100 | 0.3 | 38 | 99 | 97 | 0.5 | 43 | 144 | 86 | 13.4 | 43 | 128 | 80 | 18.4 | 136 | 123.2 | 89 | 10.2 |
| 2 | Mon | 19 | 69 | 100 | 0.1 | 140 | 134 | 73 | 14.8 | 165 | 162 | 95 | 1.2 | 61 | 189 | 88 | 4.1 | 385 | 151.5 | 86 | 6.6 |
| 3 | Tue | 11 | 71 | 100 | 0.6 | 110 | 163 | 78 | 15.7 | 116 | 140 | 93 | 3.9 | 50 | 185 | 88 | 7.3 | 287 | 153.9 | 86 | 8.9 |
| 4 | Wed | 18 | 66 | 95 | 0.7 | 97 | 135 | 85 | 7.1 | 115 | 142 | 98 | 0.9 | 49 | 137 | 90 | 6.2 | 279 | 133.9 | 92 | 4.0 |
| 5 | Thu | 16 | 99 | 94 | 2.8 | 115 | 156 | 92 | 3.7 | 155 | 151 | 96 | 1.5 | 54 | 94 | 75 | 29.3 | 340 | 141.2 | 91 | 6.7 |
| 6 | Fri | 13 | 52 | 100 | 0.2 | 185 | 88 | 87 | 4.5 | 134 | 103 | 99 | 0.4 | 48 | 165 | 88 | 14.7 | 380 | 101.8 | 92 | 4.2 |
| 7 | Sat | 12 | 48 | 100 | 0.4 | 42 | 124 | 82 | 4.7 | 55 | 115 | 89 | 2.7 | 27 | 140 | 80 | 18.0 | 136 | 116.8 | 86 | 6.1 |
| 8 | Sun | 12 | 183 | 92 | 0.4 | 31 | 92 | 88 | 13.7 | 46 | 95 | 92 | 4.1 | 33 | 119 | 81 | 16.8 | 122 | 109.3 | 88 | 9.6 |
| 9 | Mon | 9 | 183 | 82 | 0.4 | 126 | 101 | 96 | 1.3 | 166 | 125 | 100 | 0.4 | 59 | 90 | 92 | 7.3 | 360 | 112.0 | 97 | 1.9 |
| 10 | Tue | 12 | 64 | 100 | 0.6 | 104 | 112 | 100 | 0.4 | 139 | 119 | 95 | 1.3 | 52 | 198 | 92 | 9.0 | 307 | 127.8 | 96 | 2.3 |
| 11 | Wed | 14 | 59 | 100 | 0.5 | 111 | 100 | 96 | 1.9 | 140 | 96 | 99 | 0.4 | 43 | 212 | 98 | 5.1 | 308 | 111.9 | 98 | 1.6 |
| 12 | Thu | 9 | 69 | 100 | 0.4 | 83 | 100 | 92 | 4.8 | 138 | 123 | 98 | 0.9 | 45 | 139 | 100 | 0.4 | 275 | 116.9 | 96 | 2.0 |
| 13 | Fri | 12 | 149 | 77 | 91.7 | 90 | 108 | 100 | 0.4 | 143 | 140 | 100 | 0.3 | 44 | 91 | 98 | 0.7 | 289 | 122.7 | 99 | 4.2 |
| 14 | Sat | 5 | 31 | 100 | 0.8 | 57 | 121 | 90 | 13.5 | 56 | 143 | 77 | 18.3 | 28 | 79 | 81 | 34.0 | 146 | 118.3 | 83 | 18.8 |
| 15 | Sun | 18 | 110 | 94 | 6.6 | 23 | 189 | 96 | 0.4 | 25 | 157 | 93 | 0.5 | 22 | 119 | 92 | 0.3 | 88 | 146.1 | 94 | 1.7 |
| 16 | Mon | 4 | 80 | 100 | 0.5 | 118 | 115 | 86 | 4.9 | 141 | 123 | 100 | 0.4 | 50 | 161 | 100 | 0.4 | 313 | 125.4 | 95 | 2.1 |
| 17 | Tue | 10 | 152 | 91 | 0.2 | 92 | 88 | 97 | 2.3 | 132 | 161 | 95 | 3.3 | 53 | 149 | 81 | 26.1 | 287 | 135.0 | 93 | 7.1 |
| 18 | Wed | 15 | 27 | 59 | 145.8 | 102 | 112 | 86 | 5.0 | 109 | 135 | 98 | 0.4 | 53 | 108 | 96 | 1.0 | 279 | 115.6 | 91 | 10.0 |
| 19 | Thu | 14 | 51 | 100 | 0.2 | 88 | 117 | 96 | 0.6 | 132 | 154 | 98 | 2.0 | 56 | 111 | 76 | 20.1 | 290 | 129.4 | 93 | 5.0 |
| 20 | Fri | 11 | 59 | 91 | 2.9 | 103 | 139 | 96 | 0.4 | 119 | 184 | 84 | 6.2 | 34 | 101 | 86 | 9.2 | 267 | 150.9 | 89 | 4.2 |
| 21 | Sat | 14 | 112 | 93 | 1.0 | 40 | 83 | 95 | 0.3 | 52 | 141 | 92 | 6.2 | 24 | 106 | 88 | 14.4 | 130 | 113.5 | 93 | 5.3 |
| 22 | Sun | 8 | 77 | 89 | 0.4 | 36 | 72 | 92 | 6.3 | 43 | 101 | 89 | 2.5 | 20 | 175 | 87 | 0.5 | 107 | 103.3 | 89 | 3.2 |
| 23 | Mon | 12 | 26 | 100 | 0.5 | 93 | 174 | 61 | 17.2 | 168 | 210 | 78 | 22.1 | 45 | 163 | 100 | 0.2 | 318 | 185.9 | 76 | 16.8 |
| 24 | Tue | 10 | 78 | 100 | 0.2 | 69 | 187 | 56 | 31.5 | 112 | 133 | 90 | 8.6 | 39 | 147 | 97 | 3.6 | 230 | 149.5 | 79 | 14.3 |
| 25 | Wed | 2 | 45 | 25 | 0.0 | 76 | 103 | 86 | 7.6 | 117 | 143 | 88 | 4.7 | 38 | 147 | 97 | 0.7 | 233 | 129.8 | 87 | 5.0 |
| 26 | Thu | 9 | 56 | 100 | 0.3 | 84 | 166 | 91 | 1.9 | 136 | 137 | 99 | 0.5 | 42 | 173 | 98 | 1.8 | 271 | 148.7 | 96 | 1.1 |
| 27 | Fri | 9 | 37 | 89 | 2.4 | 101 | 154 | 86 | 4.9 | 117 | 155 | 95 | 1.2 | 39 | 171 | 76 | 24.4 | 266 | 152.9 | 88 | 6.0 |
| 28 | Sat | 5 | 44 | 100 | 0.4 | 47 | 99 | 92 | 2.7 | 46 | 117 | 88 | 2.5 | 24 | 125 | 85 | 12.1 | 122 | 108.6 | 89 | 4.4 |
| 29 | Sun | 6 | 55 | 83 | 6.3 | 17 | 73 | 100 | 0.5 | 40 | 104 | 93 | 4.2 | 17 | 57 | 94 | 2.2 | 80 | 83.8 | 94 | 3.1 |
| 30 | Mon | 3 | 98 | 100 | 0.3 | 101 | 108 | 54 | 31.4 | 164 | 201 | 90 | 8.4 | 34 | 226 | 100 | 0.3 | 302 | 171.6 | 77 | 15.1 |
| 31 | Tue | | | | | | | | | | | | | | | | | | | | |
| **TOTAL** | | 324 | 80 | 92 | 11.2 | 2,519 | 122 | 86 | 7.1 | 3,264 | 143 | 94 | 3.8 | 1,226 | 143 | 89 | 9.8 | 7,333 | 132.9 | 90 | 6.3 |

Note: NCH Number of calls handled
ATT Average talktime
SVL Service Level
ASA Average speed of answer

RELAY OPERATIONS ACD SUMMARY - Honolulu

June 2014

| DATE | | 12M - 6A | | | | 6A - 12N | | | | 12N - 6P | | | | 6P - 12M | | | | Total Day | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA | NCH | ATT | SVL | ASA |
| 1 | Sun | | | | | | | | | | | | | | | | | | | | |
| 2 | Mon | | | | | | | | | 91 | 105 | 100 | 0.5 | 68 | 106 | 99 | 0.5 | 159 | 105.1 | 99 | 0.5 |
| 3 | Tue | | | | | | | | | 152 | 159 | 97 | 0.4 | 57 | 155 | 98 | 1.2 | 209 | 158.0 | 98 | 0.6 |
| 4 | Wed | | | | | | | | | 152 | 142 | 99 | 0.6 | 99 | 148 | 98 | 0.4 | 251 | 144.8 | 98 | 0.5 |
| 5 | Thu | | | | | | | | | 142 | 171 | 99 | 0.4 | 70 | 256 | 99 | 0.4 | 212 | 199.4 | 99 | 0.4 |
| 6 | Fri | | | | | | | | | 89 | 216 | 99 | 0.5 | 79 | 208 | 96 | 0.5 | 168 | 212.5 | 98 | 0.5 |
| 7 | Sat | | | | | | | | | | | | | | | | | | | | |
| 8 | Sun | | | | | | | | | | | | | | | | | | | | |
| 9 | Mon | | | | | | | | | 162 | 161 | 99 | 1.1 | 97 | 135 | 97 | 3.1 | 259 | 151.4 | 98 | 1.9 |
| 10 | Tue | | | | | | | | | 133 | 174 | 98 | 0.5 | 65 | 247 | 98 | 0.4 | 198 | 198.1 | 98 | 0.5 |
| 11 | Wed | | | | | | | | | 123 | 176 | 98 | 0.5 | 83 | 220 | 99 | 1.2 | 206 | 193.8 | 99 | 0.8 |
| 12 | Thu | | | | | | | | | 138 | 142 | 99 | 0.5 | 85 | 187 | 100 | 0.5 | 223 | 159.4 | 100 | 0.5 |
| 13 | Fri | | | | | | | | | 132 | 177 | 98 | 0.3 | 89 | 234 | 96 | 0.9 | 221 | 199.6 | 96 | 0.6 |
| 14 | Sat | | | | | | | | | | | | | | | | | | | | |
| 15 | Sun | | | | | | | | | | | | | | | | | | | | |
| 16 | Mon | | | | | | | | | 102 | 228 | 100 | 0.4 | 86 | 202 | 99 | 1.1 | 188 | 216.1 | 97 | 0.7 |
| 17 | Tue | | | | | | | | | 132 | 193 | 99 | 0.3 | 63 | 274 | 98 | 0.5 | 195 | 219.3 | 99 | 0.4 |
| 18 | Wed | | | | | | | | | 83 | 106 | 99 | 0.4 | 34 | 285 | 97 | 8.8 | 117 | 158.1 | 98 | 2.8 |
| 19 | Thu | | | | | | | | | 52 | 177 | 100 | 0.3 | 56 | 125 | 98 | 0.5 | 108 | 150.1 | 99 | 0.4 |
| 20 | Fri | | | | | | | | | 164 | 156 | 98 | 0.5 | 82 | 149 | 99 | 0.3 | 246 | 153.6 | 98 | 0.4 |
| 21 | Sat | | | | | | | | | | | | | | | | | | | | |
| 22 | Sun | | | | | | | | | | | | | | | | | | | | |
| 23 | Mon | | | | | | | | | 134 | 185 | 99 | 0.4 | 86 | 118 | 100 | 0.5 | 220 | 158.8 | 100 | 0.5 |
| 24 | Tue | | | | | | | | | 87 | 216 | 99 | 0.5 | 102 | 132 | 99 | 0.5 | 189 | 170.7 | 99 | 0.5 |
| 25 | Wed | | | | | | | | | 85 | 318 | 100 | 0.4 | 81 | 236 | 100 | 0.5 | 166 | 277.8 | 100 | 0.4 |
| 26 | Thu | | | | | | | | | 133 | 189 | 99 | 0.5 | 68 | 243 | 100 | 0.5 | 201 | 207.6 | 100 | 0.5 |
| 27 | Fri | | | | | | | | | 105 | 131 | 100 | 0.4 | 40 | 291 | 98 | 0.4 | 145 | 175.0 | 99 | 0.4 |
| 28 | Sat | | | | | | | | | | | | | | | | | | | | |
| 29 | Sun | | | | | | | | | | | | | | | | | | | | |
| 30 | Mon | | | | | | | | | 119 | 188 | 98 | 0.4 | 102 | 135 | 99 | 0.4 | 221 | 163.3 | 98 | 0.4 |
| 31 | Tue | | | | | | | | | | | | | | | | | | | | |
| **TOTAL** | | | | | | | | | | 2,510 | 174 | 99 | 0.5 | 1,592 | 187 | 98 | 0.9 | 4,102 | 179.1 | 98 | 0.7 |

Note: NCH Number of calls handled
ATT Average talktime
SVL Service Level
ASA Average speed of answer

Sprint Relay

# CapTel reporting package

Month Year

Sprint

STATE CAPTEL

**CAPTEL SUMMARY**

**MONTH YEAR**

| SERVICE/CHARGE TYPE | MINUTES | PRICE/MINUTE | TOTAL CHARGES |
|---|---|---|---|
| TOTAL CAPTEL SESSION MINUTES | 173,813.92 | | |
| LESS INTERSTATE SESSION MINUTES | 17,536.68 | | |
| LESS INTERNATIONAL SESSION MINUTES | 19.48 | | |
| LESS INTERSTATE TOLLFREE SESSION MINUTES (51%) | 5,734.63 | | |
| LESS INTERSTATE DA SESSION MINUTES | 0.00 | | |
| LESS In 2-Line (11%) | 1,123.36 | | |
| LESS 900 SESSION MINUTES (51%) | 0.00 | | |
| TOTAL BILLABLE MINUTES | 149,399.77 | | |
| TOTAL SERVICE COMPENSATION CAPTEL | 149,399.77 | $1.60 | $239,039.63 |

| TOTAL CAPTEL SUMMARY | $239,039.63 |
|---|---|

**CAPTEL**

**INTRASTATE/INTERSTATE REPORT**

**MONTH YEAR**

| INTRASTATE | CALLS | CONVERSATION MINUTES | SESSION MINUTES |
|---|---|---|---|
| INTRASTATE | 36,568 | 114,447.95 | 131,029.52 |
| TOLL FREE (49%) | 1,152 | 5,185.36 | 5,509.74 |
| In 2-Line (89%) | 2,698 | 8,839.41 | 9,088.99 |
| 900 (49%) | 0 | 0.00 | 0.00 |
| ANSWERING MACHINE | 593 | 700.32 | 739.97 |
| OTHER | 563 | 811.95 | 861.92 |
| TOTAL INTRASTATE | 41,574 | 129,984.99 | 147,230.14 |

| INTERSTATE | CALLS | CONVERSATION MINUTES | SESSION MINUTES |
|---|---|---|---|
| INTERSTATE | 2,979 | 16,125.85 | 17,536.68 |
| TOLL FREE (51%) | 1,199 | 5,397.01 | 5,734.63 |
| In 2-Line (11%) | 334 | 1,092.51 | 1,123.36 |
| 900 (51%) | 0 | 0.00 | 0.00 |
| INTERNATIONAL | 18 | 9.57 | 19.48 |
| TOTAL INTERSTATE | 4,530 | 22,624.94 | 24,414.15 |
| GENERAL ASSISTANCE | 6,409 | 0.00 | 2,169.63 |
| **GRAND TOTAL** | **52,513** | **152,609.93** | **173,813.92** |

## DAILY TRAFFIC STATISTICS

| | Inbound Calls | Abandoned Calls | Answered Calls | GA Calls | Completed Calls | Busy/ NA Calls | Avg Ans Secs | %Ans in 10 sec w/Aban | %Ans in 10 sec No Aban | Avg Que Secs | Conv Minutes | Sessi Minutes |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 5/01 | 1,799 | 1 | 1,798 | 205 | 1,417 | 176 | 0.47 | 99.94 | 100.00 | 0.47 | 5,465.27 | 6,154.23 |
| 5/02 | 1,621 | 0 | 1,621 | 193 | 1,267 | 161 | 0.50 | 99.94 | 99.94 | 0.50 | 4,944.12 | 5,625.60 |
| 5/03 | 1,337 | 0 | 1,337 | 147 | 1,047 | 143 | 0.47 | 100.00 | 100.00 | 0.47 | 4,319.88 | 4,885.07 |
| 5/04 | 1,326 | 1 | 1,325 | 151 | 1,027 | 147 | 0.46 | 99.92 | 100.00 | 0.46 | 4,610.67 | 5,182.02 |
| 5/05 | 1,992 | 0 | 1,992 | 265 | 1,536 | 191 | 0.46 | 100.00 | 100.00 | 0.46 | 5,926.93 | 6,691.27 |
| 5/06 | 1,847 | 0 | 1,847 | 214 | 1,397 | 236 | 0.49 | 99.95 | 99.95 | 0.49 | 5,174.42 | 5,896.27 |
| 5/07 | 1,698 | 0 | 1,698 | 213 | 1,301 | 184 | 0.44 | 100.00 | 100.00 | 0.44 | 4,866.43 | 5,542.77 |
| 5/08 | 1,673 | 1 | 1,672 | 191 | 1,307 | 174 | 0.49 | 99.94 | 100.00 | 0.49 | 4,747.05 | 5,432.52 |
| 5/09 | 1,575 | 0 | 1,575 | 189 | 1,207 | 179 | 0.44 | 100.00 | 100.00 | 0.44 | 4,785.15 | 5,425.28 |
| 5/10 | 1,511 | 0 | 1,511 | 216 | 1,136 | 159 | 0.46 | 100.00 | 100.00 | 0.46 | 4,118.17 | 4,765.28 |
| 5/11 | 1,646 | 0 | 1,646 | 182 | 1,248 | 216 | 0.49 | 100.00 | 100.00 | 0.49 | 5,979.62 | 6,676.77 |
| 5/12 | 1,792 | 1 | 1,791 | 226 | 1,366 | 199 | 0.45 | 99.89 | 99.94 | 0.45 | 5,121.15 | 5,850.28 |
| 5/13 | 1,893 | 0 | 1,893 | 250 | 1,469 | 174 | 0.46 | 100.00 | 100.00 | 0.46 | 5,204.80 | 5,939.17 |
| 5/14 | 1,845 | 0 | 1,845 | 232 | 1,462 | 151 | 0.43 | 100.00 | 100.00 | 0.43 | 5,237.90 | 5,961.37 |
| 5/15 | 1,749 | 0 | 1,749 | 225 | 1,372 | 152 | 0.45 | 100.00 | 100.00 | 0.45 | 4,811.37 | 5,522 |
| 5/16 | 1,703 | 0 | 1,703 | 213 | 1,341 | 149 | 0.46 | 100.00 | 100.00 | 0.46 | 4,994.98 | 5,656.93 |
| 5/17 | 1,412 | 0 | 1,412 | 170 | 1,075 | 167 | 0.45 | 100.00 | 100.00 | 0.45 | 4,682.77 | 5,274.25 |
| 5/18 | 1,281 | 3 | 1,278 | 116 | 1,017 | 145 | 0.52 | 99.45 | 99.69 | 0.53 | 4,630.87 | 5,170.17 |
| 5/19 | 2,002 | 0 | 2,002 | 254 | 1,512 | 236 | 0.47 | 100.00 | 100.00 | 0.47 | 5,439.70 | 6,243.62 |
| 5/20 | 1,882 | 3 | 1,879 | 219 | 1,439 | 221 | 0.46 | 99.84 | 100.00 | 0.52 | 5,299.72 | 6,060.80 |
| 5/21 | 1,862 | 0 | 1,862 | 270 | 1,413 | 179 | 0.43 | 100.00 | 100.00 | 0.43 | 5,078.70 | 5,794.60 |
| 5/22 | 1,921 | 0 | 1,921 | 226 | 1,477 | 218 | 0.46 | 100.00 | 100.00 | 0.46 | 5,521.92 | 6,274.32 |
| 5/23 | 1,830 | 0 | 1,830 | 267 | 1,389 | 174 | 0.46 | 99.95 | 99.95 | 0.46 | 4,512.38 | 5,239.32 |
| 5/24 | 1,502 | 0 | 1,502 | 201 | 1,159 | 142 | 0.44 | 100.00 | 100.00 | 0.44 | 3,867.23 | 4,498.33 |
| 5/25 | 1,362 | 0 | 1,362 | 150 | 1,058 | 154 | 0.43 | 99.93 | 99.93 | 0.43 | 4,101.65 | 4,695.85 |
| 5/26 | 1,473 | 0 | 1,473 | 159 | 1,134 | 180 | 0.45 | 99.93 | 99.93 | 0.45 | 4,219.28 | 4,855.30 |
| 5/27 | 1,922 | 0 | 1,922 | 198 | 1,531 | 193 | 0.45 | 100.00 | 100.00 | 0.45 | 4,991.68 | 5,723.52 |
| 5/28 | 1,950 | 1 | 1,949 | 216 | 1,525 | 208 | 0.45 | 99.95 | 100.00 | 0.45 | 5,498.07 | 6,240.32 |
| 5/29 | 1,758 | 0 | 1,758 | 234 | 1,361 | 163 | 0.43 | 100.00 | 100.00 | 0.43 | 4,700.18 | 5,403.82 |
| 5/30 | 1,921 | 1 | 1,920 | 247 | 1,493 | 180 | 0.45 | 99.95 | 100.00 | 0.46 | 5,489.52 | 6,251.03 |
| 5/31 | 1,440 | 0 | 1,440 | 170 | 1,128 | 142 | 0.45 | 100.00 | 100.00 | 0.45 | 4,268.35 | 4,88 |
| Totals | 52,525 | 12 | 52,513 | 6,409 | 40,611 | 5,493 | 0.46 | 99.94 | 99.96 | 0.46 | 152,609.93 | 173,813.94 |



RUN DATE:6/2/2014
VER002.01

## DAILY WEEKLY REPORT

| Week Day | Date | Answered Calls | Conversation Minutes | Session Minutes |
|---|---|---|---|---|
| THURSDAY | 5/1/14 | 1,798 | 5,465.27 | 6,154.23 |
| FRIDAY | 5/2/14 | 1,621 | 4,944.12 | 5,625.60 |
| SATURDAY | 5/3/14 | 1,337 | 4,319.88 | 4,885.07 |
| | **Weekly Total:** | **4,756** | **14,729.27** | **16,664.90** |
| SUNDAY | 5/4/14 | 1,325 | 4,610.67 | 5,182.02 |
| MONDAY | 5/5/14 | 1,992 | 5,926.93 | 6,691.27 |
| TUESDAY | 5/6/14 | 1,847 | 5,174.42 | 5,896.27 |
| WEDNESDAY | 5/7/14 | 1,698 | 4,866.43 | 5,542.77 |
| THURSDAY | 5/8/14 | 1,672 | 4,747.05 | 5,432.52 |
| FRIDAY | 5/9/14 | 1,575 | 4,785.15 | 5,425.28 |
| SATURDAY | 5/10/14 | 1,511 | 4,118.17 | 4,765.28 |
| | **Weekly Total:** | **11,620** | **34,228.82** | **38,935.41** |
| SUNDAY | 5/11/14 | 1,646 | 5,979.62 | 6,676.77 |
| MONDAY | 5/12/14 | 1,791 | 5,121.15 | 5,850.28 |
| TUESDAY | 5/13/14 | 1,893 | 5,204.80 | 5,939.17 |
| WEDNESDAY | 5/14/14 | 1,845 | 5,237.90 | 5,961.37 |
| THURSDAY | 5/15/14 | 1,749 | 4,811.37 | 5,522.58 |
| FRIDAY | 5/16/14 | 1,703 | 4,994.98 | 5,656.93 |
| SATURDAY | 5/17/14 | 1,412 | 4,682.77 | 5,274.25 |
| | **Weekly Total:** | **12,039** | **36,032.59** | **40,881.35** |
| SUNDAY | 5/18/14 | 1,278 | 4,630.87 | 5,170.17 |
| MONDAY | 5/19/14 | 2,002 | 5,439.70 | 6,243.62 |
| TUESDAY | 5/20/14 | 1,879 | 5,299.72 | 6,060.80 |
| WEDNESDAY | 5/21/14 | 1,862 | 5,078.70 | 5,794.60 |
| THURSDAY | 5/22/14 | 1,921 | 5,521.92 | 6,274.32 |
| FRIDAY | 5/23/14 | 1,830 | 4,512.38 | 5,239.32 |
| SATURDAY | 5/24/14 | 1,502 | 3,867.23 | 4,498.33 |
| | **Weekly Total:** | **12,274** | **34,350.52** | **39,281.16** |
| SUNDAY | 5/25/14 | 1,362 | 4,101.65 | 4,695.85 |
| MONDAY | 5/26/14 | 1,473 | 4,219.28 | 4,855.30 |
| TUESDAY | 5/27/14 | 1,922 | 4,991.68 | 5,723.52 |
| WEDNESDAY | 5/28/14 | 1,949 | 5,498.07 | 6,240.32 |
| THURSDAY | 5/29/14 | 1,758 | 4,700.18 | 5,403.82 |
| FRIDAY | 5/30/14 | 1,920 | 5,489.52 | 6,251.03 |
| SATURDAY | 5/31/14 | 1,440 | 4,268.35 | 4,881.28 |
| | **Weekly Total:** | **11,824** | **33,268.73** | **38,051.12** |
| | **Monthly Total:** | **52,513** | **152,609.93** | **173,813.94** |



Run Date: 6/2/2014

TRAFFIC BY JURISDICTION

| ALL LANGUAGES | Conversation Minutes | Average Conversation Length | Session Minutes | Average Session Length | Answered Calls |
|---|---|---|---|---|---|
| LOCAL | 102,736.62 | 2.99 | 118,313.20 | 3.44 | 34,376 |
| INTRASTATE INTRALATA | 0.00 | 0.00 | 0.00 | 0.00 | 0 |
| INTRASTATE INTERLATA | 11,711.33 | 5.34 | 12,716.32 | 5.80 | 2,192 |
| INTERSTATE | 16,125.85 | 5.41 | 17,536.68 | 5.89 | 2,979 |
| INTERNATIONAL | 9.57 | 0.53 | 19.48 | 1.08 | 18 |
| TOLL FREE | 10,582.37 | 4.50 | 11,244.37 | 4.78 | 2,351 |
| 900 | 0.00 | 0.00 | 0.00 | 0.00 | 0 |
| ANSWERING MACHINE | 700.32 | 1.18 | 739.97 | 1.25 | 593 |
| INBOUND 2-LINE | 9,931.92 | 3.28 | 10,212.35 | 3.37 | 3,032 |
| GENERAL ASSISTANCE | 0.00 | 0.00 | 2,169.63 | 0.34 | 6,409 |
| OTHER | 811.95 | 1.44 | 861.92 | 1.53 | 563 |
| **Total** | 152,609.93 | 2.91 | 173,813.92 | 3.31 | 52,513 |

| ENGLISH | Conversation Minutes | Average Conversation Length | Session Minutes | Average Session Length | Answered Calls |
|---|---|---|---|---|---|
| LOCAL | 102,736.43 | 2.99 | 118,312.70 | 3.44 | 34,375 |
| INTRASTATE INTRALATA | 0.00 | 0.00 | 0.00 | 0.00 | 0 |
| INTRASTATE INTERLATA | 11,711.33 | 5.34 | 12,716.32 | 5.80 | 2,192 |
| INTERSTATE | 16,125.85 | 5.41 | 17,536.68 | 5.89 | 2,979 |
| INTERNATIONAL | 9.57 | 0.53 | 19.48 | 1.08 | 18 |
| TOLL FREE | 10,582.37 | 4.50 | 11,244.37 | 4.78 | 2,351 |
| 900 | 0.00 | 0.00 | 0.00 | 0.00 | 0 |
| ANSWERING MACHINE | 700.32 | 1.18 | 739.97 | 1.25 | 593 |
| INBOUND 2-LINE | 9,931.92 | 3.28 | 10,212.35 | 3.37 | 3,032 |
| GENERAL ASSISTANCE | 0.00 | 0.00 | 2,169.50 | 0.34 | 6,408 |
| OTHER | 811.95 | 1.44 | 861.92 | 1.53 | 563 |
| **Total** | 152,609.74 | 2.91 | 173,813.29 | 3.31 | 52,511 |

| SPANISH | Conversation Minutes | Average Conversation Length | Session Minutes | Average Session Length | Answered Calls |
|---|---|---|---|---|---|
| LOCAL | 0.18 | 0.18 | 0.50 | 0.50 | 1 |
| INTRASTATE INTRALATA | 0.00 | 0.00 | 0.00 | 0.00 | 0 |
| INTRASTATE INTERLATA | 0.00 | 0.00 | 0.00 | 0.00 | 0 |
| INTERSTATE | 0.00 | 0.00 | 0.00 | 0.00 | 0 |
| INTERNATIONAL | 0.00 | 0.00 | 0.00 | 0.00 | 0 |
| TOLL FREE | 0.00 | 0.00 | 0.00 | 0.00 | 0 |
| 900 | 0.00 | 0.00 | 0.00 | 0.00 | 0 |
| ANSWERING MACHINE | 0.00 | 0.00 | 0.00 | 0.00 | 0 |
| INBOUND 2-LINE | 0.00 | 0.00 | 0.00 | 0.00 | 0 |
| GENERAL ASSISTANCE | 0.00 | 0.00 | 0.13 | 0.13 | 1 |
| OTHER | 0.00 | 0.00 | 0.00 | 0.00 | 0 |
| **Total** | 0.18 | 0.09 | 0.63 | 0.32 | 2 |

## Daily Average Call Handling Time

| Date | Call Setup | Talk Time | Call Wrap Up |
|---|---|---|---|
| 5/1/2014 | 0.25 | 3.04 | 0.04 |
| 5/2/2014 | 0.27 | 3.05 | 0.04 |
| 5/3/2014 | 0.29 | 3.23 | 0.04 |
| 5/4/2014 | 0.30 | 3.48 | 0.04 |
| 5/5/2014 | 0.25 | 2.98 | 0.05 |
| 5/6/2014 | 0.24 | 2.80 | 0.04 |
| 5/7/2014 | 0.26 | 2.87 | 0.05 |
| 5/8/2014 | 0.28 | 2.84 | 0.04 |
| 5/9/2014 | 0.27 | 3.04 | 0.04 |
| 5/10/2014 | 0.28 | 2.73 | 0.04 |
| 5/11/2014 | 0.27 | 3.63 | 0.04 |
| 5/12/2014 | 0.25 | 2.86 | 0.04 |
| 5/13/2014 | 0.25 | 2.75 | 0.05 |
| 5/14/2014 | 0.26 | 2.84 | 0.04 |
| 5/15/2014 | 0.27 | 2.75 | 0.04 |
| 5/16/2014 | 0.25 | 2.93 | 0.04 |
| 5/17/2014 | 0.28 | 3.32 | 0.04 |
| 5/18/2014 | 0.29 | 3.62 | 0.04 |
| 5/19/2014 | 0.25 | 2.72 | 0.04 |
| 5/20/2014 | 0.25 | 2.82 | 0.04 |
| 5/21/2014 | 0.24 | 2.73 | 0.05 |
| 5/22/2014 | 0.26 | 2.87 | 0.04 |
| 5/23/2014 | 0.25 | 2.47 | 0.04 |
| 5/24/2014 | 0.28 | 2.57 | 0.04 |
| 5/25/2014 | 0.28 | 3.01 | 0.04 |
| 5/26/2014 | 0.29 | 2.86 | 0.04 |
| 5/27/2014 | 0.25 | 2.60 | 0.04 |
| 5/28/2014 | 0.24 | 2.82 | 0.04 |
| 5/29/2014 | 0.26 | 2.67 | 0.04 |
| 5/30/2014 | 0.26 | 2.86 | 0.04 |
| 5/31/2014 | 0.29 | 2.96 | 0.04 |

RUN DATE: 6/2/2014

CAPTIONED TELEPHONE SERVICE



## TRAFFIC PATTERN STATISTICS

| | Conversation Minutes | % of Total | Session Minutes | % of Total | Calls | % of Total |
|---|---|---|---|---|---|---|
| LOCAL | 102,736.62 | 67.32 | 118,313.20 | 68.07 | 34,376 | 65.46 |
| INTRASTATE INTERLATA | 11,711.33 | 7.67 | 12,716.32 | 7.32 | 2,192 | 4.17 |
| INTERSTATE | 16,125.85 | 10.57 | 17,536.68 | 10.09 | 2,979 | 5.67 |
| INTERNATIONAL | 9.57 | 0.01 | 19.48 | 0.01 | 18 | 0.03 |
| TOLL FREE | 10,582.37 | 6.93 | 11,244.37 | 6.47 | 2,351 | 4.48 |
| ANSWERING MACHINE | 700.32 | 0.46 | 739.97 | 0.43 | 593 | 1.13 |
| INBOUND 2-LINE | 9,931.92 | 6.51 | 10,212.35 | 5.88 | 3,032 | 5.77 |
| GENERAL ASSISTANCE | 0.00 | 0.00 | 2,169.63 | 1.25 | 6,409 | 12.20 |
| OTHER | 811.95 | 0.53 | 861.92 | 0.50 | 563 | 1.07 |
| **Total** | 152,609.93 | | 173,813.92 | | 52,513 | |

| | CALLS | % OF TOTAL |
|---|---|---|
| VOICE CALLS | 10,776 | 20.52 |
| DATA CALLS | 41,737 | 79.48 |

| | Conversation Minutes | Daily Average |
|---|---|---|
| WEEKEND | 40,579.20 | 4,508.80 |
| WEEKDAY | 112,030.72 | 5,092.31 |

| | | | |
|---|---|---|---|
| Highest User | 4,388.02 | ESN Count | 957 |

**RUN DATE:** 6/2/2014
VER003.02

ORIGINATING CITY REPORT

| City | Number of Unique Users | Answered Calls | Conversation Minutes | Session Minutes |
|---|---|---|---|---|
| [redacted]N | 75 | 1,323 | 4,582.77 | 5,074.65 |
| ALLIANCE | 21 | 137 | 214.92 | 283.58 |
| ALTON | 4 | 24 | 17.55 | 31.95 |
| AMANDA | 2 | 13 | 121.82 | 127.93 |
| AMHERST | 3 | 65 | 482.37 | 505.33 |
| ANDOVER | 1 | 1 | 1.02 | 1.48 |
| ANNA | 1 | 4 | 4.75 | 7.88 |
| ANSONIA | 1 | 2 | 0.00 | 1.17 |
| ARTHUR | 1 | 3 | 2.35 | 3.38 |
| ASHLAND | 2 | 2 | 10.07 | 10.63 |
| ASHLEY | 1 | 6 | 5.75 | 8.73 |
| ASHTABULA | 15 | 500 | 1,488.83 | 1,695.15 |
| ASHVILLE | 1 | 2 | 5.37 | 6.90 |
| AURORA | 1 | 1 | 1.77 | 2.02 |
| AUSTINBURG | 1 | 2 | 3.03 | 3.68 |
| AVON | 3 | 5 | 22.13 | 23.82 |
| AVON LAKE | 1 | 1 | 0.37 | 0.82 |
| AVONDALE | 11 | 397 | 1,047.55 | 1,219.22 |
| AYERSVILLE | 1 | 9 | 16.90 | 19.40 |
| BAINBRIDGE | 4 | 141 | 181.80 | 249.53 |
| BALTIMORE | 2 | 127 | 1,358.32 | 1,422.07 |
| BARNESVL | 1 | 5 | 1.72 | 4.40 |
| BASCOM | 1 | 4 | 18.92 | 21.22 |
| BATAVIA | 1 | 2 | 3.88 | 4.88 |
| BEACH CITY | 1 | 3 | 3.83 | 5.20 |
| [redacted]SVL | 1 | 1 | 0.00 | 0.60 |
| BEAVERCREK | 9 | 190 | 267.68 | 329.90 |
| BEDFORD | 8 | 360 | 1,029.07 | 1,196.35 |
| BELLAIRE | 1 | 2 | 0.53 | 1.35 |
| BELLEFNTAN | 5 | 85 | 256.57 | 292.45 |
| BELLEVUE | 1 | 47 | 63.25 | 86.27 |
| BELLVILLE | 1 | 1 | 3.00 | 3.15 |
| BELPRE | 1 | 1 | 0.23 | 0.58 |
| BENTON RDG | 1 | 3 | 8.42 | 9.25 |
| BEREA | 10 | 198 | 785.58 | 874.67 |
| BETHEL | 2 | 423 | 576.93 | 769.90 |
| BIRMINGHAM | 1 | 56 | 361.83 | 387.38 |
| BLANCHESTR | 2 | 25 | 40.47 | 51.72 |
| BLUFFTON | 1 | 9 | 10.75 | 14.88 |
| BOLIVAR | 2 | 74 | 168.67 | 176.82 |
| BOWLNGGREN | 8 | 53 | 72.57 | 90.75 |
| BRADFORD | 2 | 60 | 86.12 | 117.58 |
| BRECKSVL | 4 | 28 | 119.57 | 132.47 |
| BRILLIANT | 1 | 1 | 0.00 | 0.12 |
| BRISTOLVL | 1 | 2 | 2.05 | 2.78 |
| BROOKVILLE | 3 | 16 | 60.15 | 65.87 |
| BRUNSWICK | 12 | 274 | 1,153.23 | 1,262.65 |
| BRYAN | 4 | 17 | 24.23 | 31.55 |
| BUCYRUS | 13 | 287 | 1,544.07 | 1,653.30 |
| BYESVILLE | 1 | 1 | 0.00 | 0.47 |
| CA[redacted]RIDGE | 4 | 155 | 340.57 | 403.62 |
| CA[redacted]N | 2 | 41 | 253.35 | 266.12 |
| CANALFULTN | 2 | 19 | 76.80 | 89.45 |
| CANALWHSTR | 7 | 73 | 123.07 | 148.75 |
| CANFIELD | 3 | 9 | 4.22 | 7.08 |
| CANTON | 38 | 210 | 681.52 | 767.03 |

ORIGINATING CITY REPORT

| City | Number of Unique Users | Answered Calls | Conversation Minutes | Session Minutes |
|---|---|---|---|---|
| CARDINGTON | 1 | 4 | 3.33 | 6.87 |
| CARROLL | 1 | 1 | 0.20 | 0.98 |
| CARROLLTON | 2 | 12 | 24.37 | 29.92 |
| CASTALIA | 1 | 4 | 2.25 | 3.33 |
| CELINA | 3 | 3 | 0.00 | 2.32 |
| CENTERVL | 1 | 5 | 2.75 | 4.63 |
| CHAGRINFLS | 4 | 5 | 2.52 | 5.28 |
| CHARDON | 3 | 49 | 188.47 | 207.32 |
| CHATHAM | 2 | 31 | 18.25 | 31.63 |
| CHERRY GR | 4 | 58 | 85.28 | 107.70 |
| CHESHIRCTR | 2 | 181 | 861.57 | 942.38 |
| CHESTERHL | 1 | 1 | 4.58 | 5.00 |
| CHESTERLD | 1 | 10 | 24.07 | 27.38 |
| CHESTERVL | 1 | 4 | 12.52 | 13.58 |
| CHEVIOT | 5 | 81 | 183.75 | 203.88 |
| CHILLICOTH | 4 | 54 | 106.47 | 129.50 |
| CINCINNATI | 78 | 499 | 2,224.97 | 2,447.45 |
| CIRCLEVL | 9 | 194 | 347.48 | 435.03 |
| CLARKSVL | 2 | 278 | 1,366.33 | 1,503.15 |
| CLERMONT | 3 | 94 | 208.25 | 260.02 |
| CLEVELAND | 188 | 3,819 | 9,810.72 | 11,547.43 |
| CLYDE | 2 | 15 | 4.67 | 13.52 |
| COLDWATER | 1 | 1 | 0.00 | 2.08 |
| COLUMBIANA | 3 | 108 | 244.80 | 291.72 |
| COLUMBISTA | 1 | 1 | 21.50 | 22.20 |
| COLUMBUS | 150 | 2,869 | 8,567.48 | 9,704.33 |
| CONNEAUT | 1 | 35 | 155.90 | 173.57 |
| CONTINNTAL | 1 | 3 | 0.00 | 2.63 |
| COOPERDALE | 1 | 5 | 1.65 | 3.58 |
| CORTLAND | 1 | 26 | 201.17 | 211.57 |
| COSHOCTON | 1 | 1 | 1.63 | 1.88 |
| COVEDALE | 7 | 341 | 687.82 | 864.00 |
| COVINGTON | 1 | 1 | 0.15 | 0.92 |
| CRESCENTVL | 3 | 36 | 587.97 | 603.97 |
| CRESTON | 3 | 25 | 34.92 | 40.67 |
| CRIDERSVL | 3 | 9 | 79.78 | 84.28 |
| CURTICORGN | 2 | 2 | 4.22 | 5.27 |
| DAMASCUS | 1 | 25 | 103.27 | 116.05 |
| DAYTON | 100 | 1,571 | 5,919.92 | 6,659.72 |
| DEFIANCE | 5 | 25 | 4.17 | 16.93 |
| DELAWARE | 11 | 114 | 434.47 | 489.12 |
| DELTA | 1 | 16 | 26.67 | 34.38 |
| DESHLER | 3 | 21 | 32.12 | 41.68 |
| DORSET | 1 | 21 | 65.92 | 68.43 |
| DOYLESTOWN | 2 | 119 | 280.22 | 329.93 |
| DRESDEN | 2 | 2 | 0.92 | 1.68 |
| DUBLIN | 8 | 96 | 154.80 | 195.18 |
| DUFFY | 1 | 63 | 67.97 | 75.13 |
| E CLARIDON | 1 | 1 | 0.73 | 1.02 |
| E LIBERTY | 1 | 1 | 0.87 | 1.28 |
| EATON | 2 | 42 | 180.70 | 195.73 |
| EDON | 1 | 2 | 0.50 | 1.1 |
| ELDORADO | 1 | 6 | 17.80 | 20.53 |
| ELIVERPOOL | 9 | 155 | 1,055.95 | 1,121.82 |
| ELMORE | 1 | 2 | 1.57 | 2.33 |
| ELYRIA | 32 | 1,187 | 3,419.20 | 3,928.22 |

ORIGINATING CITY REPORT

| City | Number of Unique Users | Answered Calls | Conversation Minutes | Session Minutes |
|---|---|---|---|---|
| [redacted]LEWOOD | 4 | 78 | 173.67 | 211.97 |
| ENON | 1 | 4 | 5.10 | 6.38 |
| EVANSPORT | 1 | 26 | 48.33 | 59.70 |
| EVENDALE | 7 | 256 | 756.15 | 867.57 |
| FAIRBORN | 3 | 31 | 106.63 | 120.48 |
| FAIRFIELD | 2 | 15 | 28.25 | 35.12 |
| FAIRVIEW | 1 | 3 | 5.02 | 5.93 |
| FAYETTEVL | 3 | 46 | 303.93 | 325.17 |
| FINDLAY | 11 | 82 | 308.38 | 341.97 |
| FOSTORIA | 4 | 63 | 138.82 | 172.98 |
| FRANKLIN | 9 | 165 | 1,110.08 | 1,191.37 |
| FREDERCKTN | 2 | 36 | 80.92 | 97.32 |
| FREMONT | 13 | 49 | 116.17 | 138.13 |
| FTRECOVERY | 1 | 31 | 17.23 | 32.82 |
| GAHANNA | 3 | 11 | 9.73 | 12.37 |
| GALION | 5 | 35 | 156.97 | 171.68 |
| GALLIPOLIS | 1 | 5 | 4.57 | 6.58 |
| GARRETTSVL | 1 | 35 | 856.15 | 867.82 |
| GENEVA | 3 | 82 | 363.78 | 391.03 |
| GENOA | 1 | 3 | 48.17 | 49.58 |
| GEORGETOWN | 4 | 54 | 140.32 | 166.40 |
| GIRARD | 7 | 215 | 591.70 | 678.10 |
| GLANDORF | 1 | 1 | 0.00 | 1.38 |
| GLENDALE | 3 | 117 | 400.42 | 461.30 |
| GNADENHTTN | 3 | 82 | 345.00 | 383.55 |
| G[redacted]TON | 1 | 2 | 2.32 | 3.13 |
| GR[redacted]D RPDS | 2 | 46 | 107.92 | 130.33 |
| GRATIS | 3 | 19 | 44.33 | 53.25 |
| GREEN SPG | 4 | 85 | 141.40 | 183.22 |
| GREENVILLE | 12 | 316 | 1,325.85 | 1,456.62 |
| GROESBECK | 4 | 34 | 99.17 | 111.82 |
| GROVE CITY | 6 | 69 | 285.62 | 313.42 |
| GROVEPORT | 1 | 12 | 23.75 | 28.60 |
| GROVERHILL | 1 | 1 | 11.92 | 12.22 |
| HAMERSVL | 2 | 41 | 120.70 | 148.25 |
| HAMILTON | 11 | 671 | 767.13 | 1,049.28 |
| HARRISBURG | 1 | 1 | 0.98 | 1.38 |
| HARRISON | 3 | 8 | 37.88 | 41.70 |
| HARTVILLE | 3 | 73 | 112.97 | 149.12 |
| HARTWELL | 11 | 592 | 2,195.82 | 2,437.67 |
| HASKISTGNY | 1 | 2 | 3.00 | 4.08 |
| HAYESVILLE | 1 | 3 | 4.62 | 5.62 |
| HEBRON | 1 | 19 | 43.97 | 51.47 |
| HICKSVILLE | 4 | 49 | 90.70 | 110.80 |
| HIGGINSPT | 1 | 4 | 27.65 | 29.27 |
| HILLIARD | 7 | 81 | 521.92 | 552.97 |
| HILLSBORO | 3 | 42 | 66.27 | 73.08 |
| HINCKLEY | 1 | 14 | 0.00 | 12.90 |
| HOLLAND | 6 | 119 | 430.73 | 482.58 |
| HOLLANSBG | 1 | 7 | 13.97 | 19.85 |
| HU[redacted]ARD | 1 | 5 | 14.52 | 16.80 |
| HU[redacted]N | 2 | 53 | 42.77 | 70.10 |
| HURON | 2 | 3 | 0.05 | 1.65 |
| HYDE PARK | 1 | 3 | 12.97 | 14.30 |
| INDEPNDNCE | 7 | 71 | 59.48 | 89.93 |
| IRONTON | 1 | 15 | 26.38 | 32.93 |

ORIGINATING CITY REPORT

| City | Number of Unique Users | Answered Calls | Conversation Minutes | Session Minutes |
|---|---|---|---|---|
| JACKSON | 3 | 219 | 712.57 | 732.77 |
| JACKSONCTR | 2 | 58 | 291.93 | 322.15 |
| JEFFERSON | 2 | 28 | 289.93 | 298.43 |
| JENERA | 2 | 39 | 87.13 | 102.30 |
| JOHNSTOWN | 1 | 4 | 10.60 | 11.87 |
| JUNCTIONCY | 1 | 159 | 452.30 | 540.27 |
| KENT | 6 | 82 | 249.85 | 275.52 |
| KENTON | 2 | 135 | 204.65 | 280.60 |
| KILBOURNE | 2 | 303 | 616.20 | 646.78 |
| KILLBUCK | 3 | 25 | 39.32 | 42.38 |
| KINGSTON | 1 | 15 | 44.52 | 49.58 |
| KINGSVILLE | 1 | 6 | 11.35 | 14.10 |
| KIRTLAND | 2 | 8 | 59.78 | 62.65 |
| LA RUE | 3 | 34 | 186.38 | 194.67 |
| LAKEMILTON | 1 | 1 | 0.00 | 0.33 |
| LANCASTER | 11 | 165 | 240.57 | 333.03 |
| LEBANON | 8 | 138 | 261.45 | 308.98 |
| LEETONIA | 1 | 55 | 88.83 | 116.67 |
| LEXINGTON | 1 | 2 | 9.98 | 10.33 |
| LIBERTYCTR | 1 | 1 | 2.22 | 2.47 |
| LIMA | 8 | 86 | 120.75 | 157.68 |
| LISBON | 7 | 167 | 315.72 | 404.27 |
| LOCKBOURNE | 6 | 46 | 64.08 | 88.57 |
| LODI | 1 | 2 | 3.30 | 4.08 |
| LOGAN | 2 | 20 | 106.43 | 113.85 |
| LORAIN | 16 | 197 | 694.77 | 788.17 |
| LORDSTOWN | 1 | 99 | 50.18 | 96.98 |
| LOUISVILLE | 3 | 19 | 27.32 | 36.57 |
| LOVELAND | 8 | 288 | 767.97 | 840.55 |
| LTL MIAMI | 12 | 239 | 663.55 | 705.93 |
| LYNCHBURG | 1 | 34 | 40.97 | 54.88 |
| LYNDHURST | 20 | 516 | 942.63 | 1,102.63 |
| MADISON | 2 | 75 | 133.93 | 179.35 |
| MADISONVL | 6 | 314 | 1,172.28 | 1,292.48 |
| MAGNOLWSBG | 1 | 2 | 2.62 | 3.28 |
| MALVERN | 1 | 2 | 3.73 | 4.27 |
| MANSFIELD | 25 | 421 | 1,043.85 | 1,245.43 |
| MANTUA | 1 | 8 | 53.88 | 55.98 |
| MAPLE HTS | 8 | 202 | 350.57 | 425.90 |
| MARBLEHEAD | 1 | 77 | 44.08 | 72.17 |
| MARIASTEIN | 1 | 2 | 1.27 | 1.82 |
| MARIETTA | 10 | 149 | 253.38 | 314.15 |
| MARION | 11 | 120 | 308.85 | 365.05 |
| MARLBORO | 2 | 51 | 80.57 | 110.60 |
| MARTISFRRY | 1 | 12 | 8.88 | 14.38 |
| MARYSVILLE | 4 | 42 | 256.73 | 272.55 |
| MASON | 6 | 164 | 375.33 | 434.62 |
| MASSILLON | 19 | 420 | 2,295.52 | 2,494.80 |
| MAUMEE | 5 | 161 | 214.10 | 281.17 |
| MCARTHUR | 1 | 7 | 12.00 | 14.47 |
| MCONNELSVL | 2 | 9 | 3.50 | 8.30 |
| MEDINA | 9 | 112 | 445.18 | 495.3 |
| MEDWAY | 2 | 227 | 416.38 | 523.18 |
| MELMORE | 1 | 2 | 0.47 | 1.48 |
| MENTOR | 1 | 1 | 0.00 | 0.22 |
| MIAMI | 1 | 74 | 196.10 | 220.35 |

ORIGINATING CITY REPORT

| City | Number of Unique Users | Answered Calls | Conversation Minutes | Session Minutes |
|---|---|---|---|---|
| [redacted]LEFLD | 2 | 26 | 24.95 | 35.88 |
| MIDDLETOWN | 9 | 206 | 736.33 | 822.82 |
| MILAN | 2 | 45 | 150.40 | 169.48 |
| MILFORD | 1 | 1 | 1.52 | 2.07 |
| MILLERSBG | 2 | 372 | 2,020.55 | 2,224.53 |
| MILLERSPT | 2 | 89 | 136.37 | 186.50 |
| MOGADORE | 1 | 1 | 24.15 | 24.47 |
| MONROEVL | 2 | 4 | 10.15 | 11.38 |
| MONTGOMERY | 2 | 25 | 14.10 | 27.55 |
| MONTPELIER | 1 | 11 | 4.08 | 9.72 |
| MONTROSE | 5 | 36 | 53.15 | 72.97 |
| MORRAL | 1 | 58 | 173.67 | 196.80 |
| MORROW | 1 | 108 | 166.30 | 213.07 |
| MOUNT ORAB | 3 | 13 | 30.15 | 32.82 |
| MSBGWCRLTN | 4 | 41 | 95.78 | 113.68 |
| MT HEALTHY | 8 | 106 | 429.05 | 474.85 |
| MT VERNON | 11 | 218 | 316.60 | 411.93 |
| MTSTERLING | 1 | 6 | 9.28 | 13.27 |
| MTWASHIGTN | 8 | 97 | 151.93 | 197.93 |
| NAPOLEON | 5 | 184 | 196.80 | 233.98 |
| NEW ALBANY | 3 | 790 | 4,359.23 | 4,770.38 |
| NEW RIEGEL | 1 | 26 | 24.13 | 37.18 |
| NEW VIENNA | 1 | 27 | 34.47 | 49.18 |
| NEWARK | 14 | 178 | 228.92 | 256.57 |
| NEWBURY | 2 | 23 | 44.43 | 60.40 |
| N[redacted]ARLISL | 6 | 129 | 447.83 | 495.28 |
| NE[redacted]OMRSTN | 1 | 124 | 149.08 | 210.65 |
| NEWLEBANON | 1 | 59 | 118.07 | 123.23 |
| NEWPHLDLPH | 20 | 133 | 656.08 | 716.62 |
| NEWPORT | 1 | 2 | 12.72 | 13.18 |
| NEWTON FLS | 1 | 1 | 0.00 | 0.08 |
| NEWTONSVL | 1 | 13 | 91.08 | 95.93 |
| NEWWATERFD | 1 | 1 | 0.00 | 0.18 |
| NEWWSHNGTN | 1 | 7 | 3.53 | 6.12 |
| NILES | 6 | 365 | 620.67 | 754.03 |
| NO BENTON | 1 | 4 | 28.22 | 29.35 |
| NO CANTON | 11 | 285 | 662.40 | 777.12 |
| NOGEORGETN | 1 | 1 | 0.62 | 1.18 |
| NOGREENHIS | 5 | 167 | 1,124.42 | 1,181.55 |
| NOROYALTON | 7 | 67 | 279.62 | 307.75 |
| NORTH LIMA | 2 | 3 | 9.62 | 10.48 |
| NORTH STAR | 3 | 146 | 318.95 | 337.10 |
| NORTHCREEK | 1 | 8 | 0.13 | 2.32 |
| NORTHEATON | 1 | 5 | 17.55 | 19.88 |
| NORTHFIELD | 9 | 558 | 378.73 | 641.88 |
| NORTHSIDE | 5 | 58 | 209.95 | 234.32 |
| NORWALK | 5 | 134 | 160.57 | 225.43 |
| NORWOOD | 9 | 818 | 4,214.45 | 4,635.37 |
| OAK HARBOR | 4 | 58 | 68.65 | 94.87 |
| OAKWOOD | 2 | 8 | 15.25 | 18.57 |
| OLM[redacted]TEDFLS | 4 | 111 | 442.45 | 454.37 |
| OR[redacted]LLE | 1 | 44 | 50.78 | 71.18 |
| ORWELL | 1 | 3 | 27.03 | 27.90 |
| OTTAWA | 1 | 45 | 39.52 | 65.05 |
| OUT OF STATE | 114 | 648 | 3,810.95 | 4,085.53 |
| OXFORD | 1 | 1 | 1.07 | 1.47 |

ORIGINATING CITY REPORT

| City | Number of Unique Users | Answered Calls | Conversation Minutes | Session Minutes |
|---|---|---|---|---|
| PAINESVL | 8 | 646 | 1,061.97 | 1,171.90 |
| PARKMAN | 1 | 22 | 5.08 | 12.17 |
| PARMA | 21 | 613 | 1,702.43 | 1,924.63 |
| PATASKALA | 8 | 48 | 240.15 | 262.87 |
| PEPPERPIKE | 16 | 953 | 1,801.03 | 2,045.13 |
| PERRY | 1 | 7 | 1.07 | 4.75 |
| PERRYSBURG | 2 | 9 | 10.90 | 13.58 |
| PHILO | 3 | 16 | 12.52 | 29.82 |
| PIERPONT | 2 | 3 | 44.83 | 46.17 |
| PIQUA | 7 | 106 | 240.72 | 300.62 |
| PITCHIN | 1 | 1 | 2.07 | 2.47 |
| PLEASANTHL | 2 | 20 | 17.92 | 23.85 |
| POMEROY | 1 | 68 | 338.77 | 368.15 |
| PORTSMOUTH | 15 | 1,451 | 2,789.17 | 3,034.62 |
| PRICE HILL | 3 | 243 | 408.75 | 496.18 |
| PT CLINTON | 10 | 120 | 306.15 | 367.32 |
| RADNOR | 1 | 31 | 72.68 | 88.92 |
| RATHBONE | 1 | 1 | 0.78 | 1.82 |
| RAVENNA | 4 | 133 | 453.23 | 505.27 |
| REYNOLDSBG | 8 | 71 | 267.50 | 302.92 |
| RICHFIELD | 1 | 17 | 41.20 | 47.70 |
| ROCK CREEK | 1 | 3 | 15.82 | 17.12 |
| ROCKFORD | 1 | 11 | 52.63 | 57.32 |
| ROOTSTOWN | 1 | 57 | 174.10 | 180.23 |
| ROSEVILLE | 1 | 9 | 7.25 | 10.53 |
| ROSSMOYNE | 21 | 763 | 1,264.17 | 1,608.83 |
| RUSSELL | 3 | 320 | 697.53 | 834.58 |
| RUSSELLVL | 1 | 4 | 2.15 | 3.17 |
| SALEM | 6 | 230 | 521.82 | 659.88 |
| SANDUSKY | 10 | 137 | 463.45 | 521.75 |
| SARDINIA | 2 | 75 | 361.65 | 392.95 |
| SAVANNAH | 1 | 60 | 138.02 | 160.62 |
| SAYLERPARK | 3 | 69 | 483.13 | 513.47 |
| SEBRING | 8 | 409 | 1,690.35 | 1,839.20 |
| SHANDON | 2 | 25 | 58.40 | 66.42 |
| SHARON | 1 | 3 | 1.98 | 3.17 |
| SHARON CTR | 1 | 50 | 199.02 | 222.30 |
| SHELBY | 7 | 75 | 159.62 | 196.48 |
| SIDNEY | 2 | 168 | 357.88 | 429.67 |
| SMITHFIELD | 1 | 2 | 0.95 | 2.15 |
| SMITHVILLE | 1 | 9 | 18.88 | 24.15 |
| SOLON | 6 | 117 | 345.60 | 426.07 |
| SOMERSET | 1 | 58 | 186.88 | 217.98 |
| SPENCER | 1 | 4 | 7.38 | 9.30 |
| SPRINGFLD | 16 | 394 | 910.20 | 1,107.68 |
| ST BERNARD | 4 | 56 | 148.07 | 173.92 |
| ST MARYS | 1 | 26 | 43.50 | 53.97 |
| STCLAIRSVL | 3 | 6 | 10.43 | 12.42 |
| STEUBENVL | 11 | 333 | 271.38 | 404.62 |
| STOCKPORT | 1 | 54 | 161.70 | 196.25 |
| STRONGSVL | 8 | 239 | 523.08 | 632.18 |
| SUNBURY | 1 | 1 | 0.00 | 0.1 |
| SWANTON | 1 | 7 | 24.65 | 27.65 |
| SYCAMORE | 1 | 2 | 11.87 | 12.43 |
| SYLVANIA | 8 | 169 | 591.62 | 654.03 |
| TERRACE | 2 | 5 | 14.63 | 15.93 |

ORIGINATING CITY REPORT

| City | Number of Unique Users | Answered Calls | Conversation Minutes | Session Minutes |
|---|---|---|---|---|
| [redacted]PSON | 1 | 41 | 55.65 | 61.23 |
| TIFFIN | 9 | 160 | 285.38 | 354.30 |
| TIPP CITY | 2 | 28 | 103.60 | 113.45 |
| TOBASCO | 8 | 48 | 191.25 | 212.37 |
| TOLEDO | 72 | 1,162 | 3,122.35 | 3,499.60 |
| TORONTO | 1 | 42 | 102.55 | 119.48 |
| TRENTON | 2 | 25 | 165.13 | 169.50 |
| TROTWOOD | 4 | 336 | 440.87 | 617.42 |
| TROY | 8 | 582 | 1,561.97 | 1,703.82 |
| TRUMBULL | 2 | 3 | 25.87 | 26.65 |
| TWINSBURG | 5 | 116 | 324.52 | 340.30 |
| UHRICHSVL | 5 | 61 | 319.48 | 359.75 |
| UNION CITY | 1 | 50 | 117.87 | 138.70 |
| UNIONTOWN | 1 | 28 | 16.42 | 29.42 |
| UPSANDUSKY | 3 | 38 | 109.45 | 132.65 |
| URBANA | 9 | 76 | 120.90 | 157.02 |
| UTICAHOMER | 1 | 9 | 21.22 | 24.45 |
| VALLEYCITY | 1 | 7 | 7.83 | 10.65 |
| VANDALIA | 2 | 81 | 143.53 | 181.48 |
| VERMILION | 8 | 96 | 363.08 | 417.00 |
| VERSAILLES | 2 | 2 | 10.28 | 11.07 |
| VICTORY | 1 | 1 | 0.57 | 0.77 |
| W CHESTER | 1 | 3 | 1.50 | 3.23 |
| WADSWORTH | 2 | 36 | 139.92 | 156.13 |
| WAPAKONETA | 5 | 117 | 201.30 | 212.88 |
| W[redacted]N | 18 | 327 | 907.27 | 1,069.77 |
| WA[redacted]EON | 1 | 31 | 55.40 | 72.12 |
| WAVERLY | 7 | 55 | 128.58 | 157.08 |
| WAYNESVL | 1 | 26 | 128.90 | 137.02 |
| WELLINGTON | 3 | 27 | 53.70 | 66.82 |
| WELLSTON | 1 | 12 | 27.40 | 33.10 |
| WELLSVILLE | 7 | 634 | 1,338.50 | 1,692.65 |
| WEST SALEM | 1 | 13 | 3.93 | 9.60 |
| WEST UNION | 1 | 1 | 5.40 | 5.68 |
| WESTERVL | 11 | 224 | 647.80 | 752.20 |
| WESTLAKE | 9 | 382 | 825.83 | 963.08 |
| WESTMILTON | 1 | 1 | 4.83 | 5.13 |
| WESTWOOD | 8 | 407 | 1,618.28 | 1,765.00 |
| WHARTON | 1 | 16 | 46.37 | 54.68 |
| WICKLIFFE | 8 | 437 | 1,725.40 | 1,850.20 |
| WILLARD | 2 | 2 | 7.90 | 8.77 |
| WILLIAMSBG | 1 | 1 | 1.73 | 1.95 |
| WILLOUGHBY | 43 | 945 | 1,949.28 | 2,329.15 |
| WILMINGTON | 3 | 37 | 54.12 | 71.98 |
| WILSHIWREN | 1 | 36 | 105.40 | 122.57 |
| WINCHESTER | 2 | 15 | 31.67 | 38.45 |
| WJEFFERSON | 1 | 5 | 16.82 | 19.47 |
| WLAFAYETTE | 1 | 6 | 2.68 | 5.68 |
| WMANSFIELD | 1 | 2 | 0.87 | 1.78 |
| WOOSTER | 10 | 133 | 196.48 | 227.30 |
| WO[redacted]HINGTN | 15 | 267 | 861.20 | 983.13 |
| WS[redacted]NCTHS | 6 | 63 | 157.58 | 183.23 |
| XENIA | 11 | 90 | 199.23 | 238.12 |
| YLSPGCLFTN | 1 | 19 | 28.87 | 33.38 |
| YOUNGSTOWN | 51 | 1,730 | 5,568.07 | 6,137.77 |
| ZANESVILLE | 16 | 532 | 1,188.32 | 1,429.40 |

ORIGINATING CITY REPORT

| City | Number of Unique Users | Answered Calls | Conversation Minutes | Session Minutes |
|---|---|---|---|---|
| TOTAL: | 2,419 | 52,513 | 152,610.02 | 173,813.88 |

Run Date: 6/2/2014

| Monthly Call Details | |
|---|---|
| Date | Blockage |
| 5/1/2014 | 0.00 |
| 5/2/2014 | 0.00 |
| 5/3/2014 | 0.00 |
| 5/4/2014 | 0.00 |
| 5/5/2014 | 0.00 |
| 5/6/2014 | 0.00 |
| 5/7/2014 | 0.00 |
| 5/8/2014 | 0.00 |
| 5/9/2014 | 0.00 |
| 5/10/2014 | 0.00 |
| 5/11/2014 | 0.00 |
| 5/12/2014 | 0.00 |
| 5/13/2014 | 0.00 |
| 5/14/2014 | 0.00 |
| 5/15/2014 | 0.00 |
| 5/16/2014 | 0.00 |
| 5/17/2014 | 0.00 |
| 5/18/2014 | 0.00 |
| 5/19/2014 | 0.00 |
| 5/20/2014 | 0.00 |
| 5/21/2014 | 0.00 |
| 5/22/2014 | 0.00 |
| 5/23/2014 | 0.00 |
| 5/24/2014 | 0.00 |
| 5/25/2014 | 0.00 |
| 5/26/2014 | 0.00 |
| 5/27/2014 | 0.00 |
| 5/28/2014 | 0.00 |
| 5/29/2014 | 0.00 |
| 5/30/2014 | 0.00 |
| 5/31/2014 | 0.00 |
| TOTALS: | |

## CapTel CA Statistics

- Average Word Per Minute (WPM) = 156.75 wpm
- Average Rate of Accuracy = 99.57%
- Average Rate of Error = .43%

Sprint Relay

# Regular reports

Month Year

Sprint

| | DAILY CYCLE | | | | MONTH TO DATE CYCLE | | | |
|---|---|---|---|---|---|---|---|---|
| | INBOUND CALLS | TOTAL CALLS | CONVERSATION MINUTES | SESSION MINUTES | INBOUND CALLS | TOTAL CALLS | CONVERSATION MINUTES | SESSION MINUTES |
| **INPUT RECORDS** | | | | | | | | |
| LOCAL | 234 | 278 | 1,282:06 | 1,617:16 | 6,062 | 7,469 | 33,589:25 | 42,687:01 |
| INTRASTATE INTRALATA | 3 | 4 | 53:05 | 60:46 | 40 | 89 | 283:46 | 451:31 |
| INTRASTATE INTERLATA | 6 | 10 | 29:19 | 37:47 | 280 | 416 | 2,304:46 | 2,780:56 |
| INTERSTATE | 8 | 9 | 32:31 | 41:18 | 162 | 191 | 1,043:17 | 1,328:41 |
| GENERAL ASSISTANCE | 788 | 788 | 0:00 | 446:32 | 18,373 | 18,373 | 0:00 | 11,345:31 |
| TOLL FREE | 43 | 48 | 639:52 | 699:57 | 887 | 1,156 | 11,914:44 | 13,355:53 |
| DIRECTORY ASSISTANCE | 0 | 2 | 3:57 | 7:29 | 2 | 25 | 44:34 | 86:50 |
| 900 NPA ACCESS | 0 | 0 | 0:00 | 0:00 | 0 | 0 | 0:00 | 0:00 |
| INTERNATIONAL | 0 | 0 | 0:00 | 0:00 | 1 | 1 | 13:02 | 14:34 |
| MARINE | 0 | 0 | 0:00 | 0:00 | 0 | 0 | 0:00 | 0:00 |
| OTHER | 0 | 0 | 0:00 | 0:00 | 0 | 0 | 0:00 | 0:00 |
| BUSY RING NO ANSWER | 47 | 80 | 0:00 | 123:35 | 1,302 | 2,227 | 0:00 | 2,209:16 |
| TOTAL | 1,129 | 1,219 | 2,040:50 | 3,034:40 | 27,109 | 29,947 | 49,193:34 | 74,260:13 |
| **SUSPENSED RECORDS** | | | | | | | | |
| LOCAL | 0 | 0 | 0:00 | 0:00 | 0 | 0 | 0:00 | 0:00 |
| INTRASTATE INTRALATA | 0 | 0 | 0:00 | 0:00 | 0 | 0 | 0:00 | 0:00 |
| INTRASTATE INTERLATA | 0 | 0 | 0:00 | 0:00 | 0 | 0 | 0:00 | 0:00 |
| INTERSTATE | 0 | 0 | 0:00 | 0:00 | 0 | 0 | 0:00 | 0:00 |
| GENERAL ASSISTANCE | 0 | 0 | 0:00 | 0:00 | 0 | 0 | 0:00 | 0:00 |
| TOLL FREE | 0 | 0 | 0:00 | 0:00 | 0 | 0 | 0:00 | 0:00 |
| DIRECTORY ASSISTANCE | 0 | 0 | 0:00 | 0:00 | 0 | 0 | 0:00 | 0:00 |
| 900 NPA ACCESS | 0 | 0 | 0:00 | 0:00 | 0 | 0 | 0:00 | 0:00 |
| INTERNATIONAL | 0 | 0 | 0:00 | 0:00 | 0 | 0 | 0:00 | 0:00 |
| MARINE | 0 | 0 | 0:00 | 0:00 | 0 | 0 | 0:00 | 0:00 |
| OTHER | 0 | 0 | 0:00 | 0:00 | 0 | 0 | 0:00 | 0:00 |
| BUSY RING NO ANSWER | 0 | 0 | 0:00 | 0:00 | 0 | 0 | 0:00 | 0:00 |
| TOTAL | 0 | 0 | 0:00 | 0:00 | 0 | 0 | 0:00 | 0:00 |
| **BILLABLE RECORDS** | | | | | | | | |
| LOCAL | 234 | 278 | 1,282:06 | 1,617:16 | 6,062 | 7,469 | 33,589:25 | 42,687:01 |
| INTRASTATE INTRALATA | 3 | 4 | 53:05 | 60:46 | 40 | 89 | 283:46 | 451:31 |
| INTRASTATE INTERLATA | 6 | 10 | 29:19 | 37:47 | 280 | 416 | 2,304:46 | 2,780:56 |
| INTERSTATE | 8 | 9 | 32:31 | 41:18 | 162 | 191 | 1,043:17 | 1,328:41 |
| GENERAL ASSISTANCE | 788 | 788 | 0:00 | 446:32 | 18,373 | 18,373 | 0:00 | 11,345:31 |
| TOLL FREE | 43 | 48 | 639:52 | 699:57 | 887 | 1,156 | 11,914:44 | 13,355:53 |
| DIRECTORY ASSISTANCE | 0 | 2 | 3:57 | 7:29 | 2 | 25 | 44:34 | 86:50 |
| 900 NPA ACCESS | 0 | 0 | 0:00 | 0:00 | 0 | 0 | 0:00 | 0:00 |
| INTERNATIONAL | 0 | 0 | 0:00 | 0:00 | 1 | 1 | 13:02 | 14:34 |
| MARINE | 0 | 0 | 0:00 | 0:00 | 0 | 0 | 0:00 | 0:00 |
| OTHER | 0 | 0 | 0:00 | 0:00 | 0 | 0 | 0:00 | 0:00 |
| BUSY RING NO ANSWER | 47 | 80 | 0:00 | 123:35 | 1,302 | 2,227 | 0:00 | 2,209:16 |

TELECOMMUNICATION RELAY SERVICES
DAILY TRS CALL SUMMARY
FOR JULY 2014



| | DAILY CYCLE | | | | MONTH TO DATE CYCLE | | | |
|---|---|---|---|---|---|---|---|---|
| | INBOUND CALLS | TOTAL CALLS | CONVERSATION MINUTES | SESSION MINUTES | INBOUND CALLS | TOTAL CALLS | CONVERSATION MINUTES | SESSION MINUTES |
| TOTAL | 1,129 | 1,219 | 2,040:50 | 3,034:40 | 27,109 | 29,947 | 49,193:34 | 74,260:13 |

| | INBOUND CALLS | OUTBOUND CALLS | COMPLETED CALLS | BUSY RING CALLS | NO ANSWER SESSION MINUTES | CONVERSATION MINUTES | SESSION MINUTES |
|---|---|---|---|---|---|---|---|
| **INTRASTATE** | | | | | | | |
| LOCAL | 7,201 | 9,015 | 7,469 | 1,546 | 1.688:47 | 33.589:25 | 44.375:48 |
| INTRASTATE INTRALATA | 47 | 109 | 89 | 20 | 50:22 | 283:46 | 501:53 |
| INTRASTATE INTERLATA | 297 | 517 | 416 | 101 | 79:46 | 2.304:46 | 2.860:42 |
| TOLL FREE (49%) | 485 | 812 | 566 | 245 | 140:55 | 5.838:13 | 6.685:18 |
| INTRASTATE DA | 2 | 24 | 24 | 0 | 0:00 | 43:27 | 84:17 |
| 900 NPA ACCESS(49%) | 0 | 0 | 0 | 0 | 0:00 | 0:00 | 0:00 |
| MARINE | 0 | 0 | 0 | 0 | 0:00 | 0:00 | 0:00 |
| OTHER | 0 | 0 | 0 | 0 | 0:00 | 0:00 | 0:00 |
| TOTAL INTRASTATE | 8,032 | 10,477 | 8,564 | 1,912 | 1.959:50 | 42.059:37 | 54.507:58 |
| **INTERSTATE** | | | | | | | |
| INTERSTATE | 199 | 248 | 191 | 57 | 100:42 | 1.043:17 | 1.429:23 |
| TOLL FREE (51%) | 504 | 845 | 590 | 256 | 146:40 | 6.076:30 | 6.958:10 |
| INTERSTATE DA | 0 | 1 | 1 | 0 | 0:00 | 1:07 | 2:33 |
| 900 NPA ACCESS(51%) | 0 | 0 | 0 | 0 | 0:00 | 0:00 | 0:00 |
| INTERNATIONAL | 1 | 3 | 1 | 2 | 2:03 | 13:02 | 16:37 |
| TOTAL INTERSTATE | 704 | 1,097 | 783 | 315 | 249:25 | 7.133:56 | 8.406:43 |
| * GENERAL ASSISTANCE | 18,373 | 0 | 0 | 0 | 0:00 | 0:00 | 11.345:31 |
| GRAND TOTAL | 27,109 | 11,574 | 9,347 | 2,227 | 2.209:16 | 49.193:34 | 74.260:13 |

* GENERAL ASSISTANCE COMPLETED CALLS INCLUDE OPERATOR ASSISTANCE CALLS

TELECOMMUNICATION RELAY SERVICES
MODALITY REPORT



| | DAILY | | | | | MONTH TO DATE | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | INBOUND CALLS | AVG QUEUE TIME | OUTBOUND CALLS | USAGE | AVERAGE LENGTH | INBOUND CALLS | AVG QUEUE TIME | OUTBOUND CALLS | USAGE | AVERAGE LENGTH |
| US DOMESTIC TDD | 785 | 2.51 | 142 | 651:47 | 4:35 | 22,056 | 1.70 | 3,881 | 19.516:13 | 5:01 |
| TURBOCODE | 75 | 3.27 | 56 | 256:18 | 4:34 | 2,489 | 2.23 | 1,510 | 6.964:18 | 4:36 |
| 300 BAUD ASCII | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| 1200 BAUD ASCII | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| 2400 BAUD ASCII | 14 | 3.14 | 9 | 74:11 | 8:14 | 449 | 1.33 | 432 | 1.512:28 | 3:30 |
| VOICE | 840 | 2.69 | 93 | 146:14 | 1:34 | 22,411 | 2.46 | 3,455 | 7.432:29 | 2:09 |
| VOICE CARRY OVER | 157 | 1.86 | 214 | 1.086:58 | 5:04 | 5,712 | 1.94 | 7,460 | 31.951:02 | 4:16 |
| HEARING CARRY OVER | 0 | 0.00 | 0 | 0:00 | 0:00 | 97 | 1.00 | 82 | 357:25 | 4:21 |
| BLIND/DEAF USING ASCII | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| BLIND/DEAF USING BAUDOT | 2 | 0.00 | 0 | 0:00 | 0:00 | 63 | 0.49 | 0 | 0:00 | 0:00 |
| TOTAL | 1,873 | | 514 | 2.215:28 | 4:18 | 53,277 | | 16,820 | 67.733:55 | 4:01 |
| VCO TO VCO | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 37 | 178:12 | 4:48 |
| VCO TO TTY | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 62 | 40:14 | 0:38 |
| TTY TO VCO | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 3 | 4:57 | 1:39 |
| TOTAL | 0 | | 0 | 0:00 | 0:00 | 0 | | 102 | 223:23 | 2:11 |



GENERATED DATE: 8/2/2014
VER001.02

| | DAILY | | | | | MONTH TO DATE | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | INBOUND CALLS | AVG QUEUE TIME | OUTBOUND CALLS | USAGE | AVERAGE LENGTH | INBOUND CALLS | AVG QUEUE TIME | OUTBOUND CALLS | USAGE | AVERAGE LENGTH |
| US DOMESTIC TDD | 3 | 8.00 | 0 | 0:00 | 0:00 | 153 | 1.78 | 88 | 268:21 | 3:02 |
| TURBOCODE | 1 | 0.00 | 1 | 1:05 | 1:05 | 28 | 2.14 | 32 | 45:32 | 1:25 |
| 300 BAUD ASCII | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| 1200 BAUD ASCII | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| 2400 BAUD ASCII | 0 | 0.00 | 0 | 0:00 | 0:00 | 1 | 1.00 | 0 | 0:00 | 0:00 |
| VOICE | 68 | 2.35 | 2 | 9:55 | 4:57 | 1,735 | 5.09 | 86 | 215:48 | 2:30 |
| VOICE CARRY OVER | 10 | 0.40 | 12 | 69:41 | 5:48 | 576 | 1.65 | 615 | 1.760:32 | 2:51 |
| HEARING CARRY OVER | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| BLIND/DEAF USING ASCII | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| BLIND/DEAF USING BAUDOT | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| TOTAL | 82 | | 15 | 80:41 | 5:22 | 2,493 | | 821 | 2.290:13 | 2:47 |
| VCO TO VCO | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| VCO TO TTY | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 7 | 6:41 | 0:57 |
| TTY TO VCO | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| TOTAL | 0 | | 0 | 0:00 | 0:00 | 0 | | 7 | 6:41 | 0:57 |

TELECOMMUNICATION RELAY SERVICES
SPEECH IMPAIRED MODALITY REPORT



| | DAILY | | | | | MONTH TO DATE | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | INBOUND CALLS | AVG QUEUE TIME | OUTBOUND CALLS | USAGE | AVERAGE LENGTH | INBOUND CALLS | AVG QUEUE TIME | OUTBOUND CALLS | USAGE | AVERAGE LENGTH |
| US DOMESTIC TDD | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| TURBOCODE | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| 300 BAUD ASCII | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| 1200 BAUD ASCII | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| 2400 BAUD ASCII | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| VOICE | 0 | 0.00 | 0 | 0:00 | 0:00 | 5 | 17.40 | 24 | 69:02 | 2:52 |
| VOICE CARRY OVER | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| HEARING CARRY OVER | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| BLIND/DEAF USING ASCII | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| BLIND/DEAF USING BAUDOT | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| TOTAL | 0 | | 0 | 0:00 | 0:00 | 5 | | 24 | 69:02 | 2:52 |
| VCO TO VCO | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| VCO TO TTY | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| TTY TO VCO | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| TOTAL | 0 | | 0 | 0:00 | 0:00 | 0 | | 0 | 0:00 | 0:00 |



GENERATED DATE: [redacted]8/2/2014
VER001.02

| | DAILY | | | | | MONTH TO DATE | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | INBOUND CALLS | AVG QUEUE TIME | OUTBOUND CALLS | USAGE | AVERAGE LENGTH | INBOUND CALLS | AVG QUEUE TIME | OUTBOUND CALLS | USAGE | AVERAGE LENGTH |
| US DOMESTIC TDD | 0 | 0.00 | 0 | 0:00 | 0:00 | 1 | 186.00 | 0 | 0:00 | 0:00 |
| TURBOCODE | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| 300 BAUD ASCII | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| 1200 BAUD ASCII | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| 2400 BAUD ASCII | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| VOICE | 0 | 0.00 | 0 | 0:00 | 0:00 | 2 | 0.50 | 0 | 0:00 | 0:00 |
| VOICE CARRY OVER | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| HEARING CARRY OVER | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| BLIND/DEAF USING ASCII | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| BLIND/DEAF USING BAUDOT | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| TOTAL | 0 | | 0 | 0:00 | 0:00 | 3 | | 0 | 0:00 | 0:00 |
| VCO TO VCO | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| VCO TO TTY | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| TTY TO VCO | 0 | 0.00 | 0 | 0:00 | 0:00 | 0 | 0.00 | 0 | 0:00 | 0:00 |
| TOTAL | 0 | | 0 | 0:00 | 0:00 | 0 | | 0 | 0:00 | 0:00 |

TELECOMMUNICATION RELAY SERVICES
DAILY CALL SETUP/WRAPUP AVERAGES



| DATE: | NUMBER OF COMPLETED CALLS | AVERAGE SET-UP TIME | AVERAGE DAILY CONV MINUTES | AVERAGE DAILY ASSISTANT MINUTES | AVERAGE WRAP-UP TIME |
|---|---|---|---|---|---|
| 07/01/14 | 390 | 0:56 | 5:26 | 6:37 | 0:13 |
| 07/02/14 | 322 | 0:59 | 5:54 | 7:06 | 0:11 |
| 07/03/14 | 294 | 1:01 | 6:04 | 7:20 | 0:14 |
| 07/04/14 | 201 | 1:00 | 4:24 | 5:38 | 0:14 |
| 07/05/14 | 255 | 1:01 | 4:31 | 5:42 | 0:09 |
| 07/06/14 | 178 | 1:01 | 4:43 | 5:59 | 0:14 |
| 07/07/14 | 386 | 0:59 | 5:04 | 6:19 | 0:14 |
| 07/08/14 | 340 | 1:59 | 5:33 | 6:50 | 0:16 |
| 07/09/14 | 332 | 0:57 | 5:10 | 6:24 | 0:15 |
| 07/10/14 | 349 | 1:01 | 4:52 | 6:10 | 0:16 |
| 07/11/14 | 411 | 0:56 | 4:59 | 6:09 | 0:13 |
| 07/12/14 | 244 | 1:01 | 4:10 | 5:21 | 0:09 |
| 07/13/14 | 142 | 1:01 | 6:09 | 7:30 | 0:19 |
| 07/14/14 | 420 | 0:56 | 5:32 | 6:40 | 0:11 |
| 07/15/14 | 353 | 1:60 | 5:49 | 7:05 | 0:15 |
| 07/16/14 | 299 | 0:55 | 5:48 | 6:57 | 0:13 |
| 07/17/14 | 307 | 0:59 | 5:52 | 7:05 | 0:13 |
| 07/18/14 | 248 | 1:01 | 5:29 | 6:45 | 0:15 |
| 07/19/14 | 204 | 0:54 | 4:51 | 6:01 | 0:15 |
| 07/20/14 | 143 | 1:04 | 3:51 | 5:10 | 0:14 |
| 07/21/14 | 346 | 1:01 | 5:15 | 6:29 | 0:12 |
| 07/22/14 | 312 | 0:55 | 5:38 | 6:48 | 0:14 |
| 07/23/14 | 300 | 0:54 | 4:25 | 5:34 | 0:14 |
| 07/24/14 | 328 | 0:55 | 4:44 | 5:51 | 0:11 |
| 07/25/14 | 367 | 1:04 | 4:43 | 6:07 | 0:19 |
| 07/26/14 | 194 | 1:04 | 4:25 | 5:39 | 0:10 |
| 07/27/14 | 247 | 0:59 | 4:37 | 5:45 | 0:08 |
| 07/28/14 | 385 | 0:57 | 6:17 | 7:30 | 0:15 |
| 07/29/14 | 349 | 1:04 | 5:27 | 6:49 | 0:17 |
| 07/30/14 | 350 | 1:03 | 5:23 | 6:49 | 0:23 |
| 07/31/14 | 351 | 0:58 | 5:48 | 7:01 | 0:13 |
| Total: | 9,347 | 0:59 | 5:15 | 6:29 | 0:14 |

VER003.01

GENERATED DATE: 08/02/2014

| DATE | NPA | TOTAL CONV | TOTAL SESSION | TOTAL INBOUND | TOTAL OUTBOUND | TOTAL COMPLETED |
|---|---|---|---|---|---|---|
| 7/1/2014 | 0 | 0:00 | 5:16 | 3 | 0 | 0 |
| 7/1/2014 | 216 | 215:10 | 321:28 | 117 | 42 | 35 |
| 7/1/2014 | 218 | 0:00 | 0:11 | 1 | 0 | 0 |
| 7/1/2014 | 234 | 0:08 | 3:49 | 7 | 1 | 1 |
| 7/1/2014 | 239 | 0:00 | 0:28 | 1 | 0 | 0 |
| 7/1/2014 | 262 | 0:00 | 0:34 | 1 | 0 | 0 |
| 7/1/2014 | 304 | 14:14 | 19:07 | 6 | 3 | 2 |
| 7/1/2014 | 313 | 0:00 | 1:11 | 2 | 0 | 0 |
| 7/1/2014 | 330 | 422:10 | 595:42 | 185 | 112 | 97 |
| 7/1/2014 | 336 | 0:00 | 0:20 | 1 | 0 | 0 |
| 7/1/2014 | 401 | 0:00 | 0:18 | 1 | 0 | 0 |
| 7/1/2014 | 404 | 0:00 | 1:16 | 2 | 0 | 0 |
| 7/1/2014 | 419 | 199:05 | 286:11 | 85 | 26 | 25 |
| 7/1/2014 | 440 | 200:33 | 269:19 | 84 | 32 | 30 |
| 7/1/2014 | 501 | 0:00 | 0:24 | 1 | 0 | 0 |
| 7/1/2014 | 502 | 0:00 | 0:44 | 2 | 0 | 0 |
| 7/1/2014 | 513 | 162:17 | 268:42 | 146 | 35 | 26 |
| 7/1/2014 | 516 | 0:00 | 1:06 | 2 | 0 | 0 |
| 7/1/2014 | 518 | 0:00 | 0:36 | 1 | 0 | 0 |
| 7/1/2014 | 520 | 0:00 | 0:33 | 1 | 0 | 0 |
| 7/1/2014 | 561 | 0:00 | 0:21 | 1 | 0 | 0 |
| 7/1/2014 | 562 | 0:00 | 0:52 | 1 | 0 | 0 |
| 7/1/2014 | 567 | 0:00 | 3:46 | 4 | 0 | 0 |
| 7/1/2014 | 586 | 0:00 | 0:27 | 1 | 0 | 0 |
| 7/1/2014 | 601 | 0:00 | 2:32 | 2 | 0 | 0 |
| 7/1/2014 | 605 | 0:00 | 0:15 | 1 | 0 | 0 |
| 7/1/2014 | 606 | 0:00 | 0:29 | 1 | 0 | 0 |
| 7/1/2014 | 610 | 0:00 | 0:25 | 1 | 0 | 0 |
| 7/1/2014 | 614 | 391:10 | 525:22 | 127 | 83 | 70 |
| 7/1/2014 | 615 | 0:00 | 0:36 | 1 | 0 | 0 |
| 7/1/2014 | 618 | 0:00 | 0:19 | 1 | 0 | 0 |

| DATE | NPA | TOTAL CONV | TOTAL SESSION | TOTAL INBOUND | TOTAL OUTBOUND | TOTAL COMPLETED |
|---|---|---|---|---|---|---|
| 7/31/2014 | 985 | 0:00 | 0:11 | 1 | 0 | 0 |
| 7/31/2014 | TOTALS : | 2,040:50 | 3,034:40 | 1,129 | 431 | 351 |

| | | | |
|---|---|---|---|
| NUMBER OF CALLS UNDER 05 MINUTES: | 444 | MTD CALLS UNDER 05 MINUTES: | 52,395 |
| SESSION MINUTES: | 576:09 | MTD AGENT WORKTIME MINUTES: | 69,882:33 |
| CONV MINUTES: | 201:55 | MTD USAGE MINUTES | 23,832:45 |
| NUMBER OF CALLS UNDER 10 MINUTES: | 22 | MTD CALLS UNDER 10 MINUTES: | 3,237 |
| SESSION MINUTES: | 180:04 | MTD AGENT WORKTIME MINUTES: | 26,611:19 |
| CONV MINUTES: | 157:57 | MTD USAGE MINUTES | 23,064:16 |
| NUMBER OF CALLS UNDER 20 MINUTES: | 17 | MTD CALLS UNDER 20 MINUTES: | 2,307 |
| SESSION MINUTES: | 262:36 | MTD AGENT WORKTIME MINUTES: | 34,598:24 |
| CONV MINUTES: | 239:26 | MTD USAGE MINUTES | 32,064:35 |
| NUMBER OF CALLS UNDER 30 MINUTES: | 2 | MTD CALLS UNDER 30 MINUTES: | 663 |
| SESSION MINUTES: | 51:46 | MTD AGENT WORKTIME MINUTES: | 17,025:45 |
| CONV MINUTES: | 50:27 | MTD USAGE MINUTES | 16,238:07 |
| NUMBER OF CALLS UNDER 40 MINUTES: | 2 | MTD CALLS UNDER 40 MINUTES: | 207 |
| SESSION MINUTES: | 67:54 | MTD AGENT WORKTIME MINUTES: | 7,344:36 |
| CONV MINUTES: | 66:19 | MTD USAGE MINUTES | 7,080:24 |
| NUMBER OF CALLS UNDER 50 MINUTES: | 0 | MTD CALLS UNDER 50 MINUTES: | 71 |
| SESSION MINUTES: | 0:00 | MTD AGENT WORKTIME MINUTES: | 3,235:55 |
| CONV MINUTES: | 0:00 | MTD USAGE MINUTES | 3,136:33 |
| NUMBER OF CALLS UNDER 60 MINUTES: | 0 | MTD CALLS UNDER 60 MINUTES: | 49 |
| SESSION MINUTES: | 0:00 | MTD AGENT WORKTIME MINUTES: | 2,771:54 |
| CONV MINUTES: | 0:00 | MTD USAGE MINUTES | 2,681:37 |
| NUMBER OF CALLS OVER 60 MINUTES: | 1 | MTD CALLS OVER 60 MINUTES: | 39 |
| SESSION MINUTES: | 92:26 | MTD AGENT WORKTIME MINUTES: | 2,876:41 |
| CONV MINUTES: | 91:19 | MTD USAGE MINUTES | 2,835:05 |
| TOTAL CALLS: | 488 | TOTAL MTD CALLS : | 58,968 |
| SESSION MINUTES: | 1,230:55 | TOTAL MTD AGENT MINUTES: | 164,347:07 |
| CONV MINUTES: | 807:23 | TOTAL MTD USAGE MINUTES | 110,933:22 |

TELECOMMUNICATION RELAY SERVICES
CALL PROFILE NUMBER OF CALLS



| DATE | 0 to 5 MINUTES | 5+ to 10 MINUTES | 10+ to 20 MINUTES | 20+ to 30 MINUTES | 30+ to 40 MINUTES | 40+ to 50 MINUTES | 50+ to 60 MINUTES | 60+ MINUTES | TOTALS |
|---|---|---|---|---|---|---|---|---|---|
| 07/01/14 | 267 | 60 | 39 | 16 | 5 | 1 | 0 | 2 | 390 |
| 07/02/14 | 217 | 50 | 34 | 12 | 3 | 0 | 4 | 2 | 322 |
| 07/03/14 | 192 | 46 | 40 | 11 | 1 | 2 | 0 | 2 | 294 |
| 07/04/14 | 154 | 24 | 17 | 1 | 2 | 1 | 0 | 2 | 201 |
| 07/05/14 | 190 | 28 | 27 | 8 | 1 | 0 | 0 | 1 | 255 |
| 07/06/14 | 140 | 12 | 19 | 3 | 0 | 1 | 0 | 3 | 178 |
| 07/07/14 | 278 | 47 | 44 | 10 | 1 | 3 | 2 | 1 | 386 |
| 07/08/14 | 243 | 42 | 36 | 6 | 7 | 3 | 1 | 2 | 340 |
| 07/09/14 | 228 | 56 | 34 | 8 | 2 | 1 | 1 | 2 | 332 |
| 07/10/14 | 238 | 58 | 34 | 13 | 4 | 0 | 2 | 0 | 349 |
| 07/11/14 | 295 | 57 | 39 | 14 | 1 | 1 | 1 | 3 | 411 |
| 07/12/14 | 189 | 26 | 21 | 6 | 1 | 0 | 0 | 1 | 244 |
| 07/13/14 | 102 | 14 | 12 | 8 | 4 | 0 | 1 | 1 | 142 |
| 07/14/14 | 282 | 72 | 45 | 8 | 5 | 6 | 2 | 0 | 420 |
| 07/15/14 | 249 | 41 | 37 | 10 | 8 | 4 | 3 | 1 | 353 |
| 07/16/14 | 208 | 51 | 23 | 5 | 4 | 4 | 1 | 3 | 299 |
| 07/17/14 | 210 | 52 | 26 | 7 | 5 | 3 | 1 | 3 | 307 |
| 07/18/14 | 174 | 40 | 19 | 6 | 5 | 2 | 1 | 1 | 248 |
| 07/19/14 | 156 | 24 | 15 | 2 | 3 | 3 | 0 | 1 | 204 |
| 07/20/14 | 110 | 20 | 9 | 3 | 1 | 0 | 0 | 0 | 143 |
| 07/21/14 | 244 | 52 | 35 | 7 | 3 | 3 | 0 | 2 | 346 |
| 07/22/14 | 216 | 49 | 28 | 11 | 4 | 2 | 0 | 2 | 312 |
| 07/23/14 | 225 | 43 | 19 | 8 | 2 | 2 | 1 | 0 | 300 |
| 07/24/14 | 239 | 52 | 21 | 11 | 1 | 0 | 2 | 2 | 328 |
| 07/25/14 | 278 | 44 | 28 | 10 | 5 | 1 | 0 | 1 | 367 |
| 07/26/14 | 148 | 20 | 18 | 3 | 3 | 2 | 0 | 0 | 194 |
| 07/27/14 | 187 | 30 | 18 | 4 | 6 | 1 | 1 | 0 | 247 |
| 07/28/14 | 268 | 51 | 38 | 10 | 7 | 5 | 2 | 4 | 385 |
| 07/29/14 | 237 | 53 | 42 | 7 | 6 | 2 | 1 | 1 | 349 |
| 07/30/14 | 247 | 46 | 37 | 11 | 4 | 3 | 0 | 2 | 350 |
| 07/31/14 | 233 | 52 | 47 | 12 | 2 | 2 | 2 | 1 | 351 |
| TOTAL: | 6,644 | 1,312 | 901 | 251 | 106 | 58 | 29 | 46 | 9,347 |

GENERATED DATE: 8/2/2014
VER002.01

| DATE | 0 to 5 MINUTES | 5+ to 10 MINUTES | 10+ to 20 MINUTES | 20+ to 30 MINUTES | 30+ to 40 MINUTES | 40+ to 50 MINUTES | 50+ to 60 MINUTES | 60+ MINUTES |
|---|---|---|---|---|---|---|---|---|
| 07/01/14 | 68.46% | 15.38% | 10.00% | 4.10% | 1.28% | 0.26% | 0.00% | 0.51% |
| 07/02/14 | 67.39% | 15.53% | 10.56% | 3.73% | 0.93% | 0.00% | 1.24% | 0.62% |
| 07/03/14 | 65.31% | 15.65% | 13.61% | 3.74% | 0.34% | 0.68% | 0.00% | 0.68% |
| 07/04/14 | 76.62% | 11.94% | 8.46% | 0.50% | 1.00% | 0.50% | 0.00% | 1.00% |
| 07/05/14 | 74.51% | 10.98% | 10.59% | 3.14% | 0.39% | 0.00% | 0.00% | 0.39% |
| 07/06/14 | 78.65% | 6.74% | 10.67% | 1.69% | 0.00% | 0.56% | 0.00% | 1.69% |
| 07/07/14 | 72.02% | 12.18% | 11.40% | 2.59% | 0.26% | 0.78% | 0.52% | 0.26% |
| 07/08/14 | 71.47% | 12.35% | 10.59% | 1.76% | 2.06% | 0.88% | 0.29% | 0.59% |
| 07/09/14 | 68.67% | 16.87% | 10.24% | 2.41% | 0.60% | 0.30% | 0.30% | 0.60% |
| 07/10/14 | 68.19% | 16.62% | 9.74% | 3.72% | 1.15% | 0.00% | 0.57% | 0.00% |
| 07/11/14 | 71.78% | 13.87% | 9.49% | 3.41% | 0.24% | 0.24% | 0.24% | 0.73% |
| 07/12/14 | 77.46% | 10.66% | 8.61% | 2.46% | 0.41% | 0.00% | 0.00% | 0.41% |
| 07/13/14 | 71.83% | 9.86% | 8.45% | 5.63% | 2.82% | 0.00% | 0.70% | 0.70% |
| 07/14/14 | 67.14% | 17.14% | 10.71% | 1.90% | 1.19% | 1.43% | 0.48% | 0.00% |
| 07/15/14 | 70.54% | 11.61% | 10.48% | 2.83% | 2.27% | 1.13% | 0.85% | 0.28% |
| 07/16/14 | 69.57% | 17.06% | 7.69% | 1.67% | 1.34% | 1.34% | 0.33% | 1.00% |
| 07/17/14 | 68.40% | 16.94% | 8.47% | 2.28% | 1.63% | 0.98% | 0.33% | 0.98% |
| 07/18/14 | 70.16% | 16.13% | 7.66% | 2.42% | 2.02% | 0.81% | 0.40% | 0.40% |
| 07/19/14 | 76.47% | 11.76% | 7.35% | 0.98% | 1.47% | 1.47% | 0.00% | 0.49% |
| 07/20/14 | 76.92% | 13.99% | 6.29% | 2.10% | 0.70% | 0.00% | 0.00% | 0.00% |
| 07/21/14 | 70.52% | 15.03% | 10.12% | 2.02% | 0.87% | 0.87% | 0.00% | 0.58% |
| 07/22/14 | 69.23% | 15.71% | 8.97% | 3.53% | 1.28% | 0.64% | 0.00% | 0.64% |
| 07/23/14 | 75.00% | 14.33% | 6.33% | 2.67% | 0.67% | 0.67% | 0.33% | 0.00% |
| 07/24/14 | 72.87% | 15.85% | 6.40% | 3.35% | 0.30% | 0.00% | 0.61% | 0.61% |
| 07/25/14 | 75.75% | 11.99% | 7.63% | 2.72% | 1.36% | 0.27% | 0.00% | 0.27% |
| 07/26/14 | 76.29% | 10.31% | 9.28% | 1.55% | 1.55% | 1.03% | 0.00% | 0.00% |
| 07/27/14 | 75.71% | 12.15% | 7.29% | 1.62% | 2.43% | 0.40% | 0.40% | 0.00% |
| 07/28/14 | 69.61% | 13.25% | 9.87% | 2.60% | 1.82% | 1.30% | 0.52% | 1.04% |
| 07/29/14 | 67.91% | 15.19% | 12.03% | 2.01% | 1.72% | 0.57% | 0.29% | 0.29% |
| 07/30/14 | 70.57% | 13.14% | 10.57% | 3.14% | 1.14% | 0.86% | 0.00% | 0.57% |
| 07/31/14 | 66.38% | 14.81% | 13.39% | 3.42% | 0.57% | 0.57% | 0.57% | 0.28% |
| TOTAL: | 71.08% | 14.04% | 9.64% | 2.69% | 1.13% | 0.62% | 0.31% | 0.49% |

GENERATED DATE: 8/2/2014
VER002.01

SGACB251-4

# TELECOMMUNICATION RELAY SERVICES
# INBOUND CALLS BY CALL CENTER REPORT

AS OF:7/31/2014
PAGE:1

| CALL CENTER | CALLS | SESSION MINUTES | CALL % | MINUTES % | VIDEO ASSISTED CALLS |
|---|---|---|---|---|---|
| MOORHEAD, MN | 9,273 | 27,843 | 77.77 | 77.10 | |
| LUBBOCK, TX | 916 | 2,875 | 7.68 | 7.96 | |
| AUSTIN, TX | 820 | 2,795 | 6.88 | 7.74 | |
| SYRACUSE, NY | 612 | 1,969 | 5.13 | 5.45 | |
| DAYTON, OH | 159 | 426 | 1.33 | 1.18 | |
| HONOLULU, HI | 42 | 89 | 0.35 | 0.25 | |
| LUBBOCK, TX - SPANISH | 77 | 93 | 0.65 | 0.26 | |
| SYRACUSE, NY - SPANISH | 18 | 14 | 0.15 | 0.04 | |
| MOORHEAD, MN - SPANISH | 7 | 9 | 0.06 | 0.03 | |
| **TOTAL:** | 11,924 | 36,112 | 100.00 | 100.00 | |
| DAYTON, OH - SPEECH TO SPEECH | 792 | 2,726 | 99.75 | 98.51 | 0 |
| MOORHEAD, MN - SPEECH TO SPEECH | 2 | 41 | 0.25 | 1.49 | 0 |
| **TOTAL SPEECH TO SPEECH** | 794 | 2,767 | 100.00 | 100.00 | |

**RUN DATE :**8/2/2014

VER002.01

REPORT: SGACB345-1
SPRINT [redacted]

TELECOMMUNICATIONS RELAY SERVICE
COMPLETED CALLS AND M[redacted]TES BY DEVICE TYPE
JUL 2014

RUN [redacted]TE: 07/31/2014
[redacted]GE: 1

| | MTD COMPLETED CALLS | MTD COMPLETED CONVERSATION MINUTES | MTD COMPLETED SESSION MINUTES |
|---|---|---|---|
| US DOMESTIC TDD | 1,700 | 8,695:12 | 10,822:30 |
| TURBO CODE | 712 | 1,428:22 | 2,423:17 |
| 300 BAUD ASCII | 0 | 0:00 | 0:00 |
| 1200 BAUD ASCII | 0 | 0:00 | 0:00 |
| 2400 BAUD ASCII | 29 | 107:06 | 132:23 |
| VOICE | 815 | 1,779:06 | 2,393:52 |
| VOICE CARRY OVER | 1,384 | 6,044:11 | 7,477:18 |
| HEARING CARRY OVER | 13 | 69:12 | 121:17 |
| DEAF/BLIND USING ASCII | 1 | 7:57 | 9:05 |
| DEAF/BLIND USING BAUDOT | 0 | 0:00 | 0:00 |
| TOTALS | 4,654 | 18,131:06 | 23,379:42 |
| * VCO TO VCO | 14 | 81:43 | 96:19 |
| * VCO TO TTY | 5 | 11:48 | 16:50 |
| * TTY TO VCO | 0 | 0:00 | 0:00 |

| | MTD COMPLETED CALLS | MTD COMPLETED CONVERSATION MINUTES | MTD COMPLETED SESSION MINUTES |
|---|---|---|---|
| LOCAL | 3,658 | 10,200:16 | 14,325:03 |
| INTRASTATE/INTRALATA | 111 | 954:53 | 1,077:41 |
| INTRASTATE/INTERLATA | 184 | 2,125:24 | 2,312:07 |
| INTERSTATE | 213 | 696:40 | 929:35 |
| DIRECTORY ASSISTANCE | 20 | 49:34 | 73:48 |
| GENERAL ASSISTANCE | 0 | 0:00 | 0:00 |
| INTERNATIONAL | 4 | 1:02 | 8:06 |
| TOLL-FREE | 464 | 4,103:17 | 4,653:22 |
| 900 NPA ACCESS | 0 | 0:00 | 0:00 |
| MARINE | 0 | 0:00 | 0:00 |
| OTHER | 0 | 0:00 | 0:00 |
| TOTALS | 4,654 | 18,131:06 | 23,379:42 |

REPORT: SGACB670-1
SPRINT

TELECOMMUNICATIONS RELAY SERVICE
DAILY INBOUND CALL PROFILE BY HOUR
JUL 2014

RUN DATE: 07/31/2014
PAGE: 1

| | HOURS | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| DATE: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | TOTAL |
| 07/01/14 | 5 | 8 | 5 | 9 | 6 | 7 | 15 | 28 | 58 | 78 | 94 | 94 | 95 | 102 | 90 | 86 | 87 | 78 | 44 | 41 | 30 | 23 | 11 | 14 | 1,108 |
| 07/02/14 | 5 | 9 | 12 | 6 | 4 | 5 | 13 | 27 | 56 | 76 | 72 | 94 | 78 | 94 | 83 | 88 | 77 | 55 | 63 | 42 | 29 | 29 | 22 | 21 | 1,060 |
| 07/03/14 | 7 | 8 | 4 | 5 | 1 | 4 | 11 | 28 | 45 | 71 | 69 | 101 | 86 | 92 | 69 | 71 | 51 | 53 | 47 | 32 | 37 | 22 | 20 | 11 | 945 |
| 07/04/14 | 3 | 5 | 7 | 4 | 2 | 7 | 4 | 14 | 15 | 26 | 30 | 48 | 30 | 33 | 19 | 26 | 22 | 29 | 30 | 22 | 23 | 19 | 18 | 8 | 444 |
| 07/05/14 | 7 | 8 | 4 | 4 | 4 | 2 | 6 | 12 | 19 | 27 | 32 | 40 | 37 | 38 | 43 | 31 | 35 | 46 | 31 | 23 | 21 | 11 | 23 | 8 | 512 |
| 07/06/14 | 14 | 3 | 6 | 3 | 5 | 3 | 7 | 3 | 8 | 9 | 25 | 24 | 26 | 40 | 25 | 29 | 25 | 27 | 28 | 23 | 23 | 28 | 15 | 11 | 410 |
| 07/07/14 | 4 | 7 | 5 | 1 | 4 | 4 | 16 | 22 | 73 | 118 | 113 | 102 | 103 | 97 | 120 | 102 | 86 | 56 | 44 | 39 | 42 | 12 | 19 | 9 | 1,198 |
| 07/08/14 | 14 | 9 | 7 | 4 | 5 | 4 | 11 | 23 | 52 | 80 | 88 | 90 | 90 | 99 | 128 | 92 | 64 | 43 | 31 | 42 | 30 | 24 | 10 | 9 | 1,049 |
| 07/09/14 | 7 | 9 | 7 | 3 | 2 | 4 | 6 | 21 | 43 | 74 | 100 | 86 | 82 | 59 | 86 | 99 | 79 | 73 | 42 | 35 | 16 | 16 | 17 | 12 | 978 |
| 07/10/14 | 3 | 2 | 8 | 4 | 3 | 4 | 7 | 21 | 36 | 69 | 96 | 85 | 60 | 70 | 93 | 89 | 60 | 44 | 35 | 31 | 32 | 37 | 20 | 15 | 924 |
| 07/11/14 | 7 | 3 | 5 | 3 | 1 | 5 | 7 | 20 | 44 | 89 | 75 | 97 | 84 | 102 | 96 | 74 | 62 | 65 | 61 | 37 | 25 | 28 | 11 | 11 | 1,012 |
| 07/12/14 | 5 | 5 | 5 | 3 | 2 | 2 | 2 | 9 | 27 | 36 | 41 | 59 | 48 | 33 | 46 | 37 | 35 | 36 | 35 | 47 | 22 | 18 | 15 | 9 | 577 |
| 07/13/14 | 3 | 3 | 7 | 5 | 5 | 6 | 4 | 3 | 5 | 17 | 27 | 31 | 26 | 35 | 25 | 30 | 40 | 24 | 35 | 36 | 23 | 28 | 14 | 4 | 436 |
| 07/14/14 | 6 | 5 | 7 | 10 | 7 | 14 | 13 | 30 | 68 | 91 | 117 | 95 | 90 | 115 | 144 | 113 | 101 | 66 | 68 | 52 | 22 | 28 | 8 | 10 | 1,280 |
| 07/15/14 | 8 | 3 | 2 | 5 | 5 | 4 | 12 | 28 | 56 | 82 | 102 | 92 | 82 | 83 | 100 | 92 | 82 | 37 | 35 | 40 | 31 | 26 | 14 | 6 | 1,027 |
| 07/16/14 | 12 | 2 | 5 | 6 | 1 | 2 | 7 | 24 | 55 | 88 | 92 | 74 | 90 | 77 | 91 | 58 | 71 | 58 | 45 | 40 | 23 | 17 | 13 | 8 | 959 |
| 07/17/14 | 29 | 44 | 5 | 10 | 5 | 7 | 8 | 16 | 48 | 94 | 80 | 79 | 94 | 82 | 89 | 72 | 51 | 44 | 43 | 32 | 35 | 21 | 15 | 11 | 1,014 |
| 07/18/14 | 6 | 4 | 3 | 5 | 0 | 4 | 3 | 15 | 45 | 58 | 79 | 111 | 92 | 75 | 83 | 102 | 55 | 30 | 40 | 35 | 23 | 20 | 16 | 24 | 928 |
| 07/19/14 | 7 | 3 | 7 | 8 | 9 | 10 | 4 | 7 | 32 | 32 | 38 | 48 | 35 | 39 | 34 | 35 | 40 | 32 | 39 | 31 | 17 | 20 | 22 | 18 | 567 |
| 07/20/14 | 4 | 3 | 6 | 5 | 6 | 1 | 8 | 12 | 13 | 12 | 17 | 23 | 32 | 32 | 37 | 30 | 45 | 39 | 27 | 19 | 18 | 16 | 14 | 6 | 425 |
| 07/21/14 | 5 | 2 | 5 | 2 | 5 | 9 | 9 | 26 | 64 | 111 | 102 | 99 | 100 | 98 | 108 | 113 | 70 | 51 | 56 | 45 | 25 | 21 | 20 | 10 | 1,156 |
| 07/22/14 | 11 | 5 | 1 | 4 | 3 | 2 | 11 | 18 | 67 | 61 | 84 | 80 | 82 | 77 | 95 | 74 | 69 | 51 | 36 | 36 | 25 | 21 | 17 | 9 | 939 |
| 07/23/14 | 11 | 2 | 4 | 3 | 5 | 4 | 12 | 18 | 40 | 87 | 86 | 98 | 80 | 79 | 79 | 77 | 64 | 54 | 51 | 46 | 35 | 18 | 10 | 12 | 975 |
| 07/24/14 | 6 | 2 | 3 | 4 | 1 | 3 | 5 | 11 | 38 | 79 | 85 | 78 | 64 | 79 | 75 | 74 | 67 | 38 | 35 | 22 | 26 | 21 | 8 | 4 | 828 |
| 07/25/14 | 3 | 3 | 3 | 2 | 3 | 5 | 14 | 25 | 41 | 77 | 82 | 76 | 89 | 74 | 85 | 78 | 62 | 52 | 44 | 36 | 24 | 22 | 11 | 13 | 924 |
| 07/26/14 | 9 | 3 | 5 | 8 | 5 | 2 | 14 | 3 | 22 | 41 | 36 | 33 | 38 | 41 | 34 | 34 | 31 | 31 | 36 | 13 | 27 | 30 | 24 | 13 | 533 |
| 07/27/14 | 11 | 3 | 4 | 2 | 3 | 6 | 5 | 8 | 13 | 18 | 28 | 17 | 28 | 32 | 35 | 35 | 26 | 28 | 63 | 43 | 35 | 27 | 11 | 15 | 496 |
| 07/28/14 | 9 | 5 | 6 | 5 | 5 | 4 | 10 | 18 | 52 | 87 | 119 | 116 | 103 | 113 | 127 | 90 | 94 | 75 | 51 | 44 | 46 | 30 | 11 | 20 | 1,240 |
| 07/29/14 | 6 | 0 | 5 | 5 | 5 | 7 | 9 | 15 | 51 | 65 | 87 | 83 | 97 | 94 | 109 | 88 | 66 | 56 | 38 | 47 | 23 | 25 | 15 | 6 | 1,002 |
| 07/30/14 | 7 | 9 | 4 | 3 | 4 | 5 | 8 | 16 | 35 | 70 | 92 | 95 | 79 | 95 | 95 | 124 | 72 | 62 | 47 | 40 | 27 | 23 | 13 | 9 | 1,034 |
| 07/31/14 | 17 | 4 | 4 | 6 | 7 | 4 | 17 | 17 | 55 | 72 | 104 | 84 | 102 | 98 | 128 | 70 | 86 | 51 | 57 | 51 | 24 | 33 | 36 | 2 | 1,129 |
| TOTAL: | 251 | 181 | 161 | 147 | 123 | 150 | 278 | 538 | 1,276 | 1,995 | 2,292 | 2,332 | 2,222 | 2,277 | 2,471 | 2,213 | 1,875 | 1,484 | 1,337 | 1,122 | 839 | 714 | 493 | 338 | 27,109 |

INBOUND CALLS - JULY 2014

| DATE | MO | | SD | | TX | | LB | | MN | | NY | | OH | | HI | | TOTAL/AVERAG | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | NCH | ATT | NCH | ATT | NCH | ATT | NCH | ATT | NCH | ATT | NCH | ATT | NCH | ATT | NCH | ATT | NCH | ATT |
| 07/01/14 | 0 | 0 | 0 | 0 | 24 | 164 | 6 | 145 | 43 | 237 | 20 | 87 | 1,015 | 167 | 0 | 0 | 1,108 | 168 |
| 07/02/14 | 0 | 0 | 0 | 0 | 18 | 137 | 9 | 304 | 25 | 362 | 18 | 140 | 990 | 153 | 0 | 0 | 1,060 | 159 |
| 07/03/14 | 0 | 0 | 0 | 0 | 9 | 122 | 8 | 115 | 25 | 426 | 18 | 76 | 885 | 162 | 0 | 0 | 945 | 167 |
| 07/04/14 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 103 | 18 | 161 | 0 | 0 | 424 | 182 | 0 | 0 | 444 | 181 |
| 07/05/14 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 172 | 14 | 352 | 1 | 154 | 493 | 193 | 0 | 0 | 512 | 197 |
| 07/06/14 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 138 | 10 | 219 | 4 | 37 | 392 | 184 | 0 | 0 | 410 | 183 |
| 07/07/14 | 0 | 0 | 0 | 0 | 21 | 218 | 19 | 186 | 40 | 348 | 16 | 311 | 1,102 | 141 | 0 | 0 | 1,198 | 152 |
| 07/08/14 | 0 | 0 | 0 | 0 | 31 | 138 | 16 | 154 | 37 | 262 | 32 | 185 | 932 | 161 | 1 | 937 | 1,049 | 165 |
| 07/09/14 | 0 | 0 | 0 | 0 | 23 | 134 | 8 | 192 | 33 | 517 | 15 | 105 | 899 | 150 | 0 | 0 | 978 | 161 |
| 07/10/14 | 0 | 0 | 0 | 0 | 18 | 244 | 4 | 55 | 32 | 275 | 21 | 108 | 849 | 169 | 0 | 0 | 924 | 172 |
| 07/11/14 | 0 | 0 | 0 | 0 | 22 | 193 | 17 | 147 | 43 | 257 | 17 | 122 | 913 | 174 | 0 | 0 | 1,012 | 177 |
| 07/12/14 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 62 | 11 | 173 | 8 | 73 | 555 | 172 | 0 | 0 | 577 | 170 |
| 07/13/14 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 52 | 13 | 409 | 6 | 220 | 410 | 166 | 0 | 0 | 436 | 172 |
| 07/14/14 | 0 | 0 | 0 | 0 | 36 | 381 | 37 | 152 | 83 | 211 | 49 | 135 | 1,074 | 154 | 1 | 39 | 1,280 | 164 |
| 07/15/14 | 0 | 0 | 0 | 0 | 13 | 180 | 11 | 207 | 42 | 352 | 20 | 217 | 940 | 166 | 1 | 216 | 1,027 | 175 |
| 07/16/14 | 0 | 0 | 0 | 0 | 11 | 1,320 | 5 | 208 | 53 | 188 | 22 | 160 | 868 | 161 | 0 | 0 | 959 | 176 |
| 07/17/14 | 0 | 0 | 0 | 0 | 25 | 267 | 20 | 58 | 48 | 131 | 15 | 62 | 906 | 158 | 0 | 0 | 1,014 | 156 |
| 07/18/14 | 0 | 0 | 0 | 0 | 26 | 110 | 14 | 58 | 31 | 150 | 26 | 121 | 831 | 143 | 0 | 0 | 928 | 141 |
| 07/19/14 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 69 | 17 | 203 | 2 | 42 | 540 | 158 | 0 | 0 | 567 | 158 |
| 07/20/14 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 81 | 8 | 250 | 3 | 110 | 409 | 132 | 0 | 0 | 425 | 133 |
| 07/21/14 | 0 | 0 | 0 | 0 | 34 | 248 | 11 | 72 | 69 | 205 | 38 | 206 | 1,003 | 137 | 1 | 36 | 1,156 | 146 |
| 07/22/14 | 0 | 0 | 0 | 0 | 16 | 140 | 8 | 76 | 31 | 327 | 30 | 103 | 854 | 161 | 0 | 0 | 939 | 164 |
| 07/23/14 | 0 | 0 | 0 | 0 | 10 | 117 | 4 | 55 | 34 | 206 | 29 | 132 | 898 | 127 | 0 | 0 | 975 | 130 |
| 07/24/14 | 0 | 0 | 0 | 0 | 6 | 82 | 8 | 104 | 23 | 198 | 24 | 241 | 766 | 166 | 1 | 13 | 828 | 168 |
| 07/25/14 | 0 | 0 | 0 | 0 | 21 | 83 | 6 | 89 | 31 | 240 | 22 | 144 | 844 | 175 | 0 | 0 | 924 | 173 |
| 07/26/14 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 44 | 15 | 251 | 3 | 353 | 507 | 152 | 0 | 0 | 533 | 154 |
| 07/27/14 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 264 | 3 | 695 | 17 | 84 | 465 | 197 | 0 | 0 | 496 | 198 |
| 07/28/14 | 0 | 0 | 0 | 0 | 17 | 118 | 25 | 80 | 49 | 198 | 50 | 225 | 1,099 | 169 | 0 | 0 | 1,240 | 170 |
| 07/29/14 | 0 | 0 | 0 | 0 | 16 | 248 | 4 | 196 | 36 | 262 | 16 | 153 | 930 | 168 | 0 | 0 | 1,002 | 172 |
| 07/30/14 | 0 | 0 | 0 | 0 | 12 | 36 | 19 | 157 | 56 | 296 | 46 | 141 | 901 | 164 | 0 | 0 | 1,034 | 169 |
| 07/31/14 | 0 | 0 | 0 | 0 | 31 | 179 | 13 | 272 | 43 | 251 | 23 | 142 | 1,019 | 156 | 0 | 0 | 1,129 | 161 |
| Total | 0 | 0 | 0 | 0 | 440 | 214 | 324 | 136 | 1,016 | 258 | 611 | 153 | 24,713 | 160 | 5 | 248 | 27,109 | 164 |

TELECOMMUNICATIONS RELAY SERVICES
AVERAGE LENGTH OF CALL BY HOUR



| DATE | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 07/01/14 | 0.32 | 1.08 | 0.25 | 0.12 | 0.28 | 0.33 | 1.56 | 2.09 | 2.27 | 3.25 | 1.97 | 4.23 | 2.61 | 3.66 | 2.84 | 2.36 | 2.63 | 2.32 | 2.07 | 3.33 | 5.47 | 4.27 | 3.57 | 1.69 | 2.81 |
| 07/02/14 | 0.35 | 0.30 | 0.50 | 0.30 | 0.55 | 1.67 | 0.95 | 1.69 | 2.11 | 2.05 | 2.31 | 3.08 | 1.80 | 2.46 | 3.35 | 3.55 | 2.01 | 2.15 | 2.45 | 3.72 | 3.49 | 1.84 | 7.79 | 6.04 | 2.65 |
| 07/03/14 | 1.12 | 0.96 | 0.16 | 0.64 | 0.12 | 1.26 | 1.46 | 5.41 | 2.70 | 3.75 | 2.37 | 2.25 | 2.47 | 2.76 | 1.91 | 1.90 | 2.98 | 2.58 | 5.64 | 4.46 | 3.27 | 1.44 | 2.88 | 1.86 | 2.78 |
| 07/04/14 | 0.28 | 0.47 | 0.49 | 1.08 | 0.05 | 0.73 | 1.03 | 3.25 | 2.15 | 3.33 | 3.77 | 2.24 | 2.81 | 2.37 | 5.03 | 2.56 | 2.53 | 3.71 | 6.35 | 2.76 | 2.38 | 3.26 | 4.06 | 0.43 | 3.01 |
| 07/05/14 | 0.67 | 1.28 | 1.12 | 0.67 | 0.21 | 0.31 | 0.60 | 2.38 | 5.52 | 1.94 | 4.25 | 2.93 | 4.14 | 1.80 | 2.64 | 5.10 | 3.20 | 2.30 | 4.52 | 4.34 | 2.12 | 5.36 | 4.78 | 6.59 | 3.29 |
| 07/06/14 | 2.71 | 0.19 | 2.85 | 1.31 | 0.84 | 0.49 | 0.53 | 0.86 | 1.30 | 1.14 | 1.92 | 4.76 | 2.44 | 2.51 | 3.57 | 2.69 | 6.38 | 1.48 | 3.21 | 4.14 | 3.78 | 4.50 | 2.36 | 3.13 | 3.06 |
| 07/07/14 | 1.04 | 0.48 | 0.74 | 0.37 | 0.92 | 0.73 | 1.13 | 2.95 | 2.65 | 2.46 | 2.94 | 2.64 | 1.31 | 2.88 | 3.43 | 2.02 | 2.32 | 3.63 | 1.89 | 1.98 | 4.25 | 1.92 | 3.04 | 0.29 | 2.54 |
| 07/08/14 | 6.06 | 0.17 | 1.21 | 1.87 | 0.44 | 2.00 | 0.98 | 2.20 | 3.15 | 2.85 | 2.13 | 2.94 | 1.72 | 2.43 | 3.64 | 2.63 | 2.35 | 1.58 | 5.05 | 1.02 | 5.65 | 5.56 | 3.28 | 0.80 | 2.75 |
| 07/09/14 | 1.18 | 2.20 | 0.90 | 0.13 | 0.83 | 8.24 | 1.80 | 3.60 | 3.34 | 2.34 | 3.07 | 3.08 | 3.40 | 2.24 | 1.95 | 2.86 | 1.94 | 1.85 | 4.36 | 1.97 | 3.64 | 4.04 | 2.33 | 1.80 | 2.69 |
| 07/10/14 | 0.26 | 0.20 | 0.45 | 2.93 | 0.36 | 4.09 | 1.69 | 1.35 | 2.63 | 2.98 | 2.43 | 3.63 | 3.54 | 1.94 | 3.30 | 2.02 | 2.00 | 3.58 | 4.36 | 4.49 | 3.90 | 2.35 | 3.10 | 3.63 | 2.87 |
| 07/11/14 | 6.22 | 0.46 | 0.40 | 1.37 | 0.23 | 2.23 | 1.94 | 1.05 | 2.96 | 4.69 | 3.90 | 2.06 | 2.96 | 2.49 | 3.09 | 2.04 | 2.37 | 2.40 | 4.35 | 5.26 | 1.95 | 2.14 | 1.56 | 0.65 | 2.95 |
| 07/12/14 | 0.91 | 0.81 | 1.02 | 0.14 | 0.13 | 0.63 | 0.10 | 2.47 | 2.39 | 4.37 | 3.58 | 1.44 | 3.68 | 2.80 | 4.27 | 3.95 | 1.52 | 2.13 | 4.20 | 2.31 | 2.17 | 2.23 | 2.62 | 2.15 | 2.83 |
| 07/13/14 | 15.03 | 0.16 | 0.62 | 0.39 | 0.47 | 1.07 | 0.45 | 0.92 | 0.50 | 2.30 | 1.49 | 3.11 | 2.28 | 1.78 | 1.09 | 2.70 | 3.88 | 2.08 | 3.95 | 5.31 | 4.60 | 4.28 | 1.25 | 0.26 | 2.87 |
| 07/14/14 | 3.01 | 2.89 | 0.52 | 0.62 | 1.21 | 0.77 | 2.67 | 2.28 | 2.28 | 1.97 | 4.41 | 3.13 | 2.52 | 2.10 | 2.51 | 3.06 | 2.55 | 2.46 | 3.54 | 2.63 | 4.13 | 3.29 | 1.71 | 0.90 | 2.73 |
| 07/15/14 | 1.86 | 0.24 | 0.32 | 0.19 | 1.09 | 1.27 | 1.17 | 2.71 | 3.54 | 3.26 | 3.74 | 1.34 | 1.66 | 2.78 | 2.57 | 2.71 | 3.43 | 1.79 | 4.59 | 4.53 | 6.27 | 5.23 | 1.15 | 0.59 | 2.92 |
| 07/16/14 | 1.42 | 0.45 | 1.63 | 1.77 | 0.10 | 1.89 | 1.99 | 2.01 | 2.20 | 3.16 | 2.51 | 2.15 | 2.22 | 2.72 | 4.69 | 3.13 | 1.76 | 2.15 | 3.89 | 4.64 | 1.54 | 7.61 | 3.13 | 10.42 | 2.93 |
| 07/17/14 | 0.40 | 0.10 | 0.14 | 0.09 | 3.06 | 1.20 | 0.38 | 2.24 | 1.23 | 3.96 | 3.63 | 2.87 | 2.46 | 2.28 | 2.45 | 4.29 | 1.86 | 1.92 | 4.26 | 2.00 | 2.15 | 4.08 | 3.91 | 1.33 | 2.60 |
| 07/18/14 | 1.22 | 0.22 | 0.14 | 0.08 | 0.00 | 1.62 | 1.70 | 0.56 | 2.97 | 1.70 | 3.23 | 1.87 | 3.48 | 1.97 | 2.54 | 1.28 | 1.91 | 1.55 | 2.88 | 3.27 | 5.81 | 2.55 | 3.00 | 1.25 | 2.35 |
| 07/19/14 | 1.39 | 0.18 | 0.23 | 0.09 | 0.21 | 1.26 | 0.48 | 1.02 | 1.69 | 1.90 | 3.18 | 2.65 | 3.74 | 2.16 | 2.48 | 1.47 | 3.27 | 5.05 | 1.63 | 2.26 | 7.85 | 2.67 | 4.25 | 1.99 | 2.63 |
| 07/20/14 | 1.24 | 0.24 | 0.84 | 1.19 | 0.82 | 0.08 | 0.58 | 1.73 | 3.71 | 5.59 | 3.05 | 1.93 | 2.49 | 2.72 | 1.96 | 1.30 | 1.28 | 1.85 | 3.25 | 2.10 | 4.76 | 2.70 | 1.57 | 0.11 | 2.22 |
| 07/21/14 | 0.33 | 0.10 | 0.37 | 0.35 | 0.15 | 2.30 | 0.46 | 0.93 | 1.84 | 2.87 | 1.79 | 1.84 | 1.50 | 3.30 | 1.98 | 2.83 | 3.66 | 2.64 | 3.07 | 3.68 | 5.87 | 1.43 | 0.94 | 1.71 | 2.43 |
| 07/22/14 | 1.89 | 0.30 | 0.63 | 0.21 | 1.09 | 0.11 | 0.76 | 0.67 | 2.89 | 3.36 | 3.11 | 3.53 | 1.67 | 1.81 | 2.53 | 2.29 | 2.66 | 3.68 | 2.12 | 3.52 | 4.50 | 4.92 | 5.32 | 0.42 | 2.73 |
| 07/23/14 | 0.75 | 0.20 | 0.12 | 2.01 | 0.26 | 0.41 | 1.98 | 2.55 | 2.71 | 1.20 | 1.89 | 1.56 | 2.24 | 2.18 | 2.35 | 1.94 | 2.36 | 1.93 | 2.77 | 5.44 | 2.75 | 2.43 | 0.47 | 1.20 | 2.16 |
| 07/24/14 | 3.99 | 1.07 | 1.27 | 0.46 | 1.98 | 1.32 | 2.45 | 5.13 | 1.67 | 1.66 | 2.05 | 3.00 | 2.54 | 2.36 | 2.83 | 1.92 | 3.09 | 1.71 | 7.05 | 6.19 | 6.85 | 2.08 | 3.60 | 0.46 | 2.80 |
| 07/25/14 | 45.74 | 0.34 | 0.41 | 1.85 | 2.63 | 2.05 | 0.75 | 2.62 | 2.16 | 2.67 | 3.64 | 2.31 | 2.59 | 3.11 | 2.50 | 2.21 | 1.54 | 1.85 | 3.49 | 4.63 | 5.71 | 5.73 | 3.16 | 0.71 | 2.89 |
| 07/26/14 | 6.03 | 0.39 | 0.51 | 0.27 | 0.54 | 0.85 | 1.35 | 1.33 | 1.39 | 2.39 | 2.16 | 2.55 | 1.85 | 3.01 | 3.52 | 3.92 | 2.54 | 2.18 | 2.89 | 2.56 | 4.50 | 1.54 | 2.56 | 2.64 | 2.57 |
| 07/27/14 | 2.02 | 0.67 | 4.65 | 0.03 | 1.13 | 0.08 | 2.95 | 1.03 | 1.39 | 1.56 | 3.03 | 1.78 | 2.10 | 2.01 | 1.26 | 4.06 | 5.62 | 6.45 | 4.12 | 5.27 | 3.88 | 2.93 | 1.80 | 3.08 | 3.30 |
| 07/28/14 | 1.01 | 0.15 | 1.02 | 0.11 | 0.21 | 1.35 | 1.33 | 0.95 | 3.53 | 4.08 | 2.46 | 3.00 | 1.84 | 3.19 | 3.02 | 1.89 | 2.26 | 3.77 | 2.39 | 4.16 | 4.15 | 2.46 | 2.87 | 4.32 | 2.84 |
| 07/29/14 | 2.64 | 0.00 | 0.55 | 0.95 | 2.39 | 1.27 | 3.05 | 2.14 | 2.10 | 1.97 | 2.63 | 2.90 | 2.40 | 2.55 | 3.17 | 3.73 | 3.02 | 2.86 | 3.14 | 4.60 | 2.30 | 3.19 | 5.26 | 3.01 | 2.87 |
| 07/30/14 | 2.33 | 1.61 | 0.11 | 0.77 | 0.98 | 5.77 | 0.99 | 3.23 | 2.91 | 1.82 | 2.21 | 2.99 | 2.97 | 3.07 | 2.64 | 2.85 | 2.80 | 3.16 | 3.03 | 3.32 | 4.10 | 4.00 | 4.18 | 0.62 | 2.81 |
| 07/31/14 | 0.62 | 0.72 | 0.23 | 0.72 | 0.75 | 1.25 | 2.04 | 3.39 | 1.75 | 2.65 | 2.02 | 2.96 | 2.73 | 2.42 | 3.75 | 4.79 | 2.02 | 2.67 | 2.00 | 3.64 | 4.50 | 1.63 | 1.80 | 0.42 | 2.69 |
| TOTALS | 3.68 | 0.60 | 0.79 | 0.74 | 0.78 | 1.57 | 1.33 | 2.15 | 2.44 | 2.75 | 2.80 | 2.67 | 2.52 | 2.51 | 2.87 | 2.78 | 2.70 | 2.63 | 3.63 | 3.66 | 4.14 | 3.34 | 3.01 | 2.08 | 2.76 |

REPORT: SGACB711-1
SPRINT [redacted]

TELECOMMUNICATIONS RELAY SERVICE
AVERAGE CONVERSATION MINUTES BY HOUR
JUL 2014

RUN DATE: 07/31/2014
PAGE: 1

| | HOURS | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| DATE: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | TOTAL |
| 07/01/14 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 1.19 | 2.43 | 2.16 | 3.60 | 5.29 | 6.26 | 2.96 | 2.75 | 0.64 | 4.47 | 5.55 | 1.67 | 2.47 | 2.05 | 3.78 | 1.38 | 1.09 | 0.13 | 3.22 |
| 07/02/14 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 4.82 | 0.28 | 6.85 | 5.60 | 8.39 | 2.93 | 4.71 | 25.36 | 5.09 | 5.28 | 3.53 | 2.06 | 3.86 | 3.32 | 4.46 | 8.73 | 3.79 | 0.05 | 9.08 | 5.22 |
| 07/03/14 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 5.18 | 1.90 | 4.23 | 4.90 | 3.34 | 2.98 | 2.28 | 2.44 | 3.45 | 3.46 | 2.88 | 3.23 | 2.53 | 3.53 | 1.53 | 0.47 | 9.69 | 6.15 | 3.39 |
| 07/04/14 | 6.07 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 4.82 | 1.55 | 0.81 | 2.36 | 5.86 | 2.02 | 2.98 | 3.26 | 3.66 | 2.35 | 2.45 | 13.34 | 3.71 | 0.89 | 0.63 | 1.09 | 6.35 | 8.98 | 3.80 |
| 07/05/14 | 0.00 | 0.17 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 2.19 | 2.54 | 2.99 | 1.54 | 6.93 | 3.06 | 1.93 | 3.30 | 2.38 | 5.33 | 4.25 | 16.95 | 5.19 | 2.23 | 3.33 | 1.74 | 1.48 | 4.03 |
| 07/06/14 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.50 | 2.83 | 1.24 | 2.71 | 0.10 | 0.96 | 1.18 | 5.30 | 0.97 | 5.94 | 4.40 | 6.06 | 2.55 | 6.56 | 3.72 | 0.16 | 6.79 | 3.60 |
| 07/07/14 | 0.69 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 3.94 | 2.11 | 4.81 | 4.52 | 4.70 | 2.11 | 4.68 | 3.53 | 3.59 | 6.77 | 3.75 | 7.13 | 3.89 | 4.22 | 0.37 | 5.24 | 4.60 | 0.00 | 4.23 |
| 07/08/14 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 2.19 | 2.78 | 3.64 | 3.00 | 3.54 | 3.51 | 3.89 | 6.51 | 4.26 | 3.38 | 4.59 | 5.13 | 6.33 | 1.09 | 18.17 | 0.43 | 0.00 | 3.98 |
| 07/09/14 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 1.17 | 1.03 | 7.61 | 6.00 | 3.89 | 4.27 | 5.31 | 1.67 | 2.42 | 2.22 | 2.78 | 3.41 | 3.94 | 0.90 | 0.31 | 13.69 | 1.38 | 0.00 | 3.53 |
| 07/10/14 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 3.51 | 5.51 | 0.00 | 3.19 | 9.05 | 2.97 | 2.49 | 4.42 | 3.36 | 4.55 | 4.63 | 3.04 | 3.00 | 2.74 | 4.69 | 6.18 | 5.51 | 0.00 | 0.00 | 4.15 |
| 07/11/14 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 2.38 | 1.91 | 4.75 | 2.57 | 2.00 | 4.65 | 3.19 | 3.10 | 0.77 | 3.61 | 2.21 | 3.19 | 2.82 | 8.88 | 9.30 | 6.04 | 0.00 | 3.70 |
| 07/12/14 | 0.05 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 4.39 | 15.58 | 3.56 | 3.75 | 1.44 | 9.16 | 3.73 | 5.17 | 2.46 | 5.84 | 4.38 | 7.20 | 6.20 | 5.47 | 4.59 | 34.68 | 0.00 | 5.34 |
| 07/13/14 | 0.10 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 2.39 | 0.00 | 1.63 | 2.00 | 17.63 | 5.03 | 0.00 | 4.29 | 6.08 | 4.05 | 6.87 | 2.64 | 13.61 | 0.31 | 2.66 | 0.26 | 5.88 | 0.00 | 4.64 |
| 07/14/14 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 3.92 | 7.80 | 3.08 | 5.72 | 3.46 | 1.94 | 6.50 | 5.25 | 4.32 | 4.40 | 0.93 | 5.85 | 1.38 | 6.93 | 5.38 | 2.64 | 1.32 | 4.27 |
| 07/15/14 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 2.58 | 0.00 | 2.01 | 8.83 | 3.24 | 3.31 | 2.52 | 4.02 | 1.93 | 8.19 | 2.25 | 1.68 | 25.00 | 4.02 | 2.23 | 3.35 | 1.00 | 8.31 | 0.65 | 3.85 |
| 07/16/14 | 0.00 | 2.70 | 0.00 | 0.00 | 0.00 | 0.00 | 2.04 | 1.51 | 4.00 | 2.17 | 2.45 | 3.96 | 1.21 | 6.59 | 6.52 | 3.63 | 10.18 | 0.52 | 6.87 | 5.55 | 2.06 | 1.31 | 0.17 | 0.00 | 3.81 |
| 07/17/14 | 2.93 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.05 | 7.38 | 7.02 | 5.58 | 3.15 | 5.06 | 7.16 | 2.51 | 4.14 | 8.95 | 4.72 | 3.01 | 4.80 | 1.92 | 2.41 | 7.44 | 1.58 | 10.40 | 4.64 |
| 07/18/14 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 4.57 | 2.90 | 2.52 | 1.75 | 6.09 | 3.69 | 1.43 | 2.82 | 5.39 | 3.22 | 8.41 | 8.39 | 4.72 | 5.13 | 1.31 | 1.49 | 1.47 | 4.29 |
| 07/19/14 | 1.98 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 2.43 | 0.00 | 14.28 | 2.82 | 1.19 | 0.72 | 3.13 | 2.75 | 8.57 | 5.42 | 4.68 | 2.48 | 1.33 | 12.79 | 7.20 | 1.35 | 3.25 | 3.81 |
| 07/20/14 | 0.00 | 0.05 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 3.88 | 1.45 | 52.62 | 1.85 | 1.10 | 9.81 | 3.85 | 5.10 | 4.22 | 2.39 | 7.20 | 0.51 | 0.95 | 4.39 | 0.00 | 0.00 | 3.92 |
| 07/21/14 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.88 | 3.81 | 2.38 | 3.92 | 5.62 | 4.11 | 7.66 | 4.29 | 5.40 | 7.93 | 4.68 | 4.89 | 1.45 | 3.07 | 2.41 | 14.55 | 0.65 | 4.49 |
| 07/22/14 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 4.82 | 6.59 | 1.14 | 2.91 | 2.72 | 3.52 | 3.40 | 4.72 | 1.83 | 3.73 | 0.74 | 6.77 | 2.03 | 4.33 | 1.48 | 3.81 | 3.51 |
| 07/23/14 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 1.18 | 4.12 | 9.28 | 2.73 | 1.91 | 2.73 | 2.73 | 1.32 | 6.41 | 2.53 | 1.24 | 0.87 | 4.02 | 2.35 | 3.68 | 14.12 | 0.00 | 3.43 |
| 07/24/14 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 1.02 | 4.24 | 6.88 | 2.11 | 1.89 | 1.67 | 4.23 | 2.71 | 1.43 | 0.08 | 3.05 | 4.13 | 3.55 | 4.52 | 7.85 | 7.13 | 5.18 | 0.00 | 3.60 |
| 07/25/14 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 1.77 | 5.57 | 4.15 | 4.61 | 2.59 | 1.12 | 9.12 | 1.88 | 2.61 | 1.98 | 1.75 | 6.05 | 8.44 | 1.23 | 2.77 | 1.15 | 7.17 | 3.28 |
| 07/26/14 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 1.32 | 1.15 | 5.00 | 1.13 | 2.23 | 3.25 | 3.40 | 3.56 | 21.40 | 3.59 | 2.43 | 0.82 | 2.79 | 3.63 | 8.93 | 4.62 | 0.00 | 3.20 |
| 07/27/14 | 0.05 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 1.72 | 2.09 | 2.12 | 0.78 | 1.24 | 1.12 | 0.48 | 6.78 | 2.14 | 1.03 | 4.93 | 2.99 | 0.56 | 7.39 | 8.23 | 13.92 | 5.51 | 0.47 | 2.71 |
| 07/28/14 | 0.00 | 0.00 | 0.00 | 0.00 | 0.42 | 0.00 | 0.00 | 0.62 | 1.60 | 3.79 | 4.97 | 3.94 | 6.05 | 5.47 | 9.01 | 4.48 | 3.20 | 3.28 | 1.17 | 6.16 | 3.26 | 4.56 | 0.00 | 0.00 | 3.84 |
| 07/29/14 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 3.37 | 0.00 | 3.24 | 4.57 | 0.97 | 1.53 | 2.31 | 6.31 | 0.35 | 1.81 | 3.67 | 4.84 | 1.07 | 2.26 | 3.11 | 3.30 | 0.00 | 0.00 | 2.69 |
| 07/30/14 | 1.28 | 0.00 | 3.87 | 0.00 | 0.00 | 0.00 | 0.00 | 6.95 | 2.80 | 3.98 | 4.17 | 2.19 | 2.69 | 5.69 | 5.21 | 3.44 | 2.26 | 3.61 | 5.78 | 0.78 | 1.67 | 3.60 | 34.42 | 2.47 | 3.26 |
| 07/31/14 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 1.43 | 8.02 | 2.24 | 10.26 | 2.25 | 2.89 | 2.53 | 12.30 | 3.46 | 3.17 | 2.47 | 2.20 | 7.77 | 10.67 | 3.64 | 8.40 | 0.07 | 0.07 | 4.62 |
| TOTAL: | 0.42 | 0.09 | 0.12 | 0.00 | 0.01 | 0.35 | 1.10 | 2.46 | 4.14 | 4.59 | 5.19 | 3.12 | 3.92 | 4.45 | 3.95 | 4.36 | 4.02 | 4.45 | 4.76 | 3.78 | 3.94 | 5.21 | 5.44 | 2.08 | 3.87 |

TOTAL DAILY ACTIVITY REPORT
JULY 2014

| DATE | DAY | CALL DETAIL RECORD | WEEKEND | WEEKDAY |
|---|---|---|---|---|
| 01-Jul-14 | TUE | 2,279 | | 2,279 |
| 02-Jul-14 | WED | 2,248 | | 2,248 |
| 03-Jul-14 | THU | 2,072 | | 2,072 |
| 04-Jul-14 | FRI | 1,003 | | 1,003 |
| 05-Jul-14 | SAT | 942 | 942 | |
| 06-Jul-14 | SUN | 913 | 913 | |
| 07-Jul-14 | MON | 2,988 | | 2,988 |
| 08-Jul-14 | TUE | 2,338 | | 2,338 |
| 09-Jul-14 | WED | 2,329 | | 2,329 |
| 10-Jul-14 | THU | 2,245 | | 2,245 |
| 11-Jul-14 | FRI | 2,184 | | 2,184 |
| 12-Jul-14 | SAT | 1,060 | 1,060 | |
| 13-Jul-14 | SUN | 818 | 818 | |
| 14-Jul-14 | MON | 3,004 | | 3,004 |
| 15-Jul-14 | TUE | 2,354 | | 2,354 |
| 16-Jul-14 | WED | 2,145 | | 2,145 |
| 17-Jul-14 | THU | 2,131 | | 2,131 |
| 18-Jul-14 | FRI | 2,069 | | 2,069 |
| 19-Jul-14 | SAT | 981 | 981 | |
| 20-Jul-14 | SUN | 834 | 834 | |
| 21-Jul-14 | MON | 2,793 | | 2,793 |
| 22-Jul-14 | TUE | 2,198 | | 2,198 |
| 23-Jul-14 | WED | 2,164 | | 2,164 |
| 24-Jul-14 | THU | 1,987 | | 1,987 |
| 25-Jul-14 | FRI | 2,057 | | 2,057 |
| 26-Jul-14 | SAT | 938 | 938 | |
| 27-Jul-14 | SUN | 927 | 927 | |
| 28-Jul-14 | MON | 2,686 | | 2,686 |
| 29-Jul-14 | TUE | 2,209 | | 2,209 |

TOTAL DAILY ACTIVITY REPORT
JULY 2014

| DATE | DAY | CALL DETAIL RECORD | WEEKEND | WEEKDAY |
|---|---|---|---|---|
| 30-Jul-14 | WED | 2,104 | | 2,104 |
| 31-Jul-14 | THU | 2,046 | | 2,046 |
| TOTAL: | | 59,046 | | |
| AVERAGE WEEKEND: | | | 927 | |
| AVERAGE WEEKDAY: | | | | 2,245 |

*Amounts reflect total number of calls attempted during the month.

## Sprint's Role as Prime Contractor for TRS

Sprint is fully responsible for the quality of its subcontractors. Sprint has stringent quality controls in place and maintains active control over TRS operations and engineering including the following:

- All TRS traffic is all processed using Sprint's TRS platform.
- All TRS call center operations utilize Sprint's "Phoenix" CA software.
- All TRS CAs rely on Sprint's Traffic Management Control Center for call routing, operations reporting, and workforce management (scheduling).
- Sprint TRS technicians are on site at each center with access to real time performance and operations of the center.
- Sprint's Florida Quality Manager will oversee all TRS operational and training issues, including Florida-specific training and Cositics monthly test program.
- Sprint hosts weekly TRS training calls with all trainers, including subcontractors.
- Sprint conducts monthly TRS test calls and conducts independent testing using a third party.
- All TRS centers utilize Sprint-developed initial CA training.
- All TRS centers follow Sprint's procedures and tools (customer contact online database) for handling customer complaints or compliments
- All TRS traffic is carried on Sprint's network for visibility.
- All TRS centers maintain quality records following Sprint standards.

## Sprint's Role as Prime Contractor for CapTel

Sprint assumes full responsibility for the quality of all CapTel subcontractors. CTI is the driving force for all relay providers (who contract with States) to ensure strict quality standards and active control over CapTel operations and technology. However, Sprint takes an active role in the provision of services.

- All CTS traffic is all processed using CTI's platform and technology.
- CTI routes calls and will route at least 75% of calls to the Orlando, FL call center.
- CTI operates the specialized Customer Service and addresses customer contacts and uses Sprint's CCOD system to log entries.
- All CTS call centers (operated by CTI and CSD) follow CTI-developed hiring, training, and quality assurance testing standards.
- Sprint's Florida Quality Manager reviews customer feedback weekly, works with vendors on quality assurance, and manages monthly Cositics testing programs.
- Sprint's CapTel Product Manager works closely with CTI to ensure that CapTel service complies with FCC requirements and develops service enhancements and products.
- Sprint's IT team works closely with CTI to support CapTel in TRS centers.
- Sprint's billing team produces reports based on CTI call detail records (CDRs).
- Unlike the competition, Sprint serves as the underlying IXC for toll calls and rates and bills calls with applicable discounts for standard CapTel users.

[3] Formerly known as The Paisley Group, LTD.

- CTI accesses Sprint's expansive list of COCs for routing CapTel calls to other carriers.

## CSD

Communication Service for the Deaf, Inc. (CSD) is a nonprofit organization with the mission of serving the deaf and hard of hearing. At CSD, everything they do supports communication access—a critical component in ensuring an improved quality of life. CSD does this in a variety of ways: through sign language interpreting services, through Telecommunications Relay Services, global equipment distribution programs and human and advocacy services. CSD has received $18,298,070 in grants since 2011 to serve the deaf and hard of hearing community in a variety of ways.

Since 1975, CSD has been redefining access for deaf and hard of hearing people nationwide. CSD is dedicated to providing the full array of tools needed by state, federal, and private entities to ensure effective communication with their deaf and hard of hearing employees and consumers.

CSD has enjoyed a 20 plus year partnership with Sprint Relay – providing Relay services on a global scale. That 20 plus year partnership has brought about great change and advancement for relay users. With all the collective technology support of Sprint and the operational support of CSD, we have been able to introduce and utilize a wide variety of emerging FCC compliant technologies over the years while maintaining our customer knowledge and presence that is very much a part of who CSD is.

As a nonprofit, 501(c)(3) organization dedicated to and run by deaf and hard of hearing people, our service standards are held up to the highest expectations of our members—who are also our consumers. In a world that is rapidly evolving through technological innovation, globalization and greater tolerance for diversity, it is our vision that the deaf and hard of hearing community will continue to evolve and achieve higher levels of success. CSD will continue to help drive positive change and innovation for our community. At CSD, more is possible.

Together, through the combined partnership of Sprint and CSD, we still remain as one of the nation's largest most robust, advanced, and successful providers in the entire TRS industry. We are proud of that fact and we look forward to

continue providing this experience and expertise to the consumers and to the State of Florida.

CSD received the **2004 Global Call Center of the Year** award for its outstanding service quality as a Telecommunications Relay Service provider, confirming that CSD is one of the best in the world.

### Headquarters Location:

200 W. Cesar Chavez
Austin, TX 78701
(800) 642-6410 Toll-Free Voice
(866) 273-3323 Toll-Free TTY
Home Page: http://www.c-s-d.org

### Corporation Details

State of Incorporation - South Dakota
Date of incorporation - 7/1/1910
Fed ID # 46-0332149
Dun & Bradstreet # 11-507-7950
Wells Fargo Bank

### Call Center Location(s)

Syracuse, New York (TRS and Captioned Telephone)
Dayton, Ohio (TRS)
Lubbock, Texas (TRS and Captioned Telephone)
Moorhead, Minnesota (TRS)
Honolulu, Hawaii (TRS)

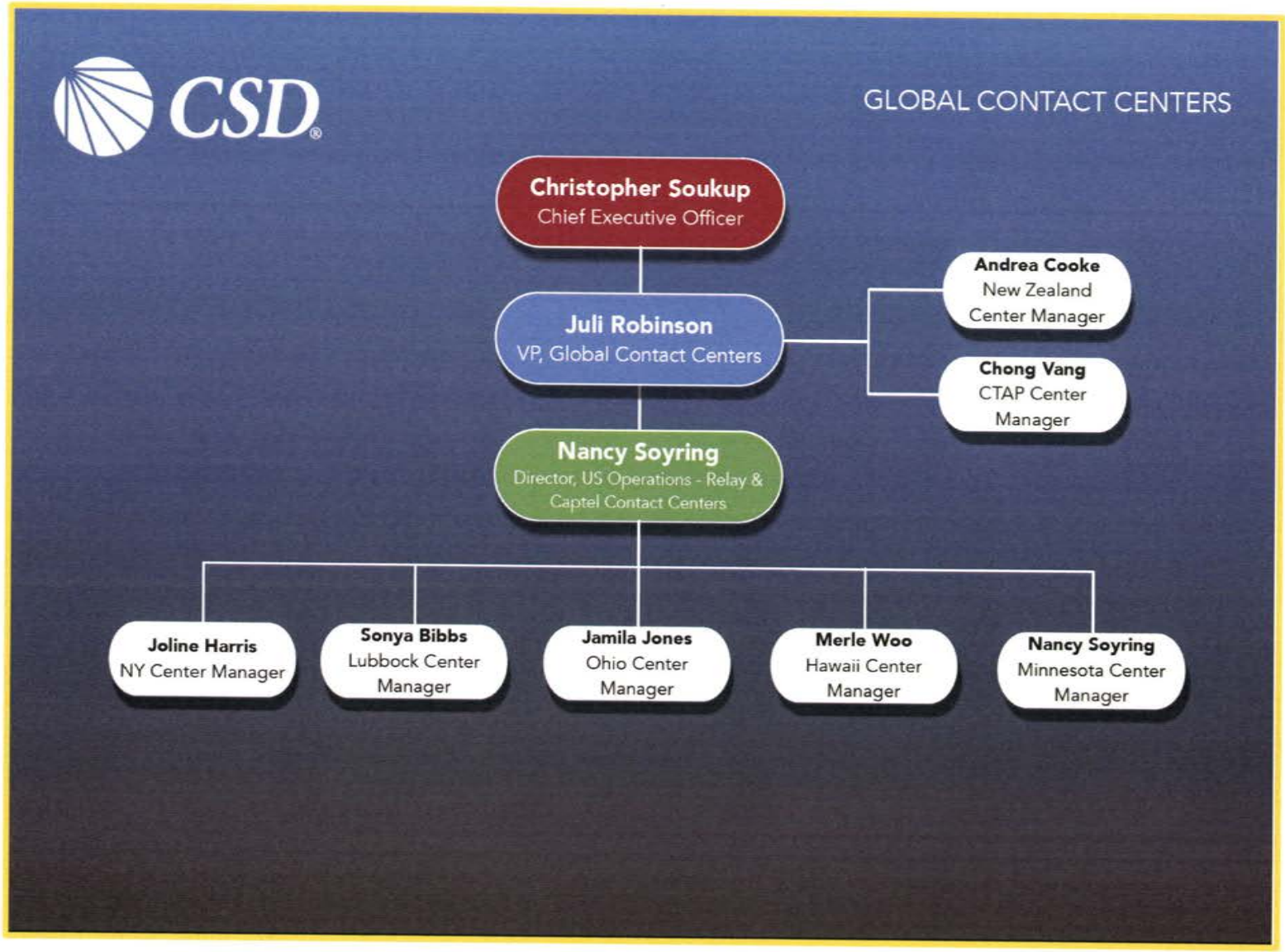
### Key Personnel

### Christopher Soukup, CEO

Chris received a Bachelor of Science degree in Business Administration from Gallaudet University in Washington, D.C. For more than a decade, he has served CSD in a variety of capacities including community outreach, public relations, marketing, large-client sales, business development, information technology and contact center operations. Serving as a company spokesperson, Chris has appeared at numerous engagements across North America representing CSD at international conferences, community forums, professional panels and workshops, and company marketing events. Chris was a part of the leadership team that formed CSD's first stand-alone subsidiary organization in 2004.

***Nancy Soyring, Director of US Operations including TRS and CapTel***

Nancy Soyring, who is fluent in ASL, joined CSD in November of 1996 as receptionist, during the start-up of the Minnesota Center. She became HR manager in March 1998, Center Manager in April 2001, Regional Manager in September 2007, Regional Director of TRS operations in October 2009, and VP of CSD Relay in June 2010 and recently the Director of US Operations. Nancy received her Call Center Industry Advisory Council Certification (CIAC) for Call Center Operations Management in 2006 and was recertified in 2009. She has past work experience in banking and the medical field.


CSD
GLOBAL CONTACT CENTERS
Christopher Soukup
Chief Executive Officer
Juli Robinson
VP, Global Contact Centers
Andrea Cooke
New Zealand
Center Manager
Chong Vang
CTAP Center
Manager
Nancy Soyring
Director, US Operations - Relay &
Captel Contact Centers
Joline Harris
NY Center Manager
Sonya Bibbs
Lubbock Center
Manager
Jamila Jones
Ohio Center
Manager
Merle Woo
Hawaii Center
Manager
Nancy Soyring
Minnesota Center
Manager

## Captioned Telephone, Inc. (CTI)

Captioned Telephone technology was developed by Ultratec, Inc., Madison, Wisconsin. In 2002, Ultratec licensed CapTel, Inc. ("CTI") to perform call center work for Captioned Telephone service. CTI began consumer testing on Captioned Telephones throughout the United States in 2002. Sprint, working with CTI, was one of the first providers of Captioned Telephone trials in 2002. In 2003 Captioned Telephone technology was approved by the FCC enabling individual states to offer Captioned Telephone as part of their relay services.

In January 2004, Hawaii, with Sprint as its provider, became the first state to offer full service Captioned Telephone to its Relay customers. CTI is currently the only wireline Captioned Telephone service provider in the United States and provides Captioned Telephone service to every state in the United States. In addition, CTI currently provides Captioned Telephone service in the countries of Australia and New Zealand.

Since 1978, Ultratec has been listening to people who use TTYs to design better, faster, and less expensive ways of connecting people with people. By putting the customer's needs first, Ultratec has grown to become the world's largest manufacturer of TTYs. Today, Ultratec's TTYs are recognized worldwide as the standard for excellence in Text Telecommunications.

For more than 34 years, Ultratec has set the standard for new technology, inventing new ways for people to communicate with one another. Ultratec has brought many new technologies to market including, but not limited to:

- Captioned Telephone (CapTel)
- Enhanced Turbocode (E-Turbo)
- Using TTY with a Cellular Phone
- Voice Carry Over (VCO)
- Turbo Code®
- Caller ID on a TTY Display
- Communication between TTYs and Computers

As a pioneer in the industry, CTI has many areas of technical expertise, including the following:

- Voice-to-Text Captioned Telephone technology
- Management multiple Captioned Telephone call centers
- Training and Quality Assurance for the Captioned Telephone service
- Telephony and network engineering

Sprint's relationship with Ultratec, CTI, and Weitbrecht, Inc. (sole distributor of CapTel phones) is integral to the service quality. Sprint has on staff a full-time CapTel Product Manager (i.e., Business Development Manager) whose sole responsibility is to develop, manage, and implement enhancements to the Captioned Telephone product. Sprint hosts routine conference calls with its counterparts at Ultratec/CTI to maintain a focus on quality and address any service issues which may arise, as applicable.

**Headquarters Location:**

Ultratec, Inc.
450 Science Drive
Madison, WI 53711

**Corporation Details**

State of Incorporation - Wisconsin
Date of incorporation - 6/11/2001
Fed ID # 39-202-9505
Dun & Bradstreet # 11-507-7950
Wells Fargo Bank

**Call Center Location(s)**

Madison, Wisconsin
Milwaukee, Wisconsin
Orlando, Florida

**Key Personnel**

***Pam Frazier, Call Center Director***

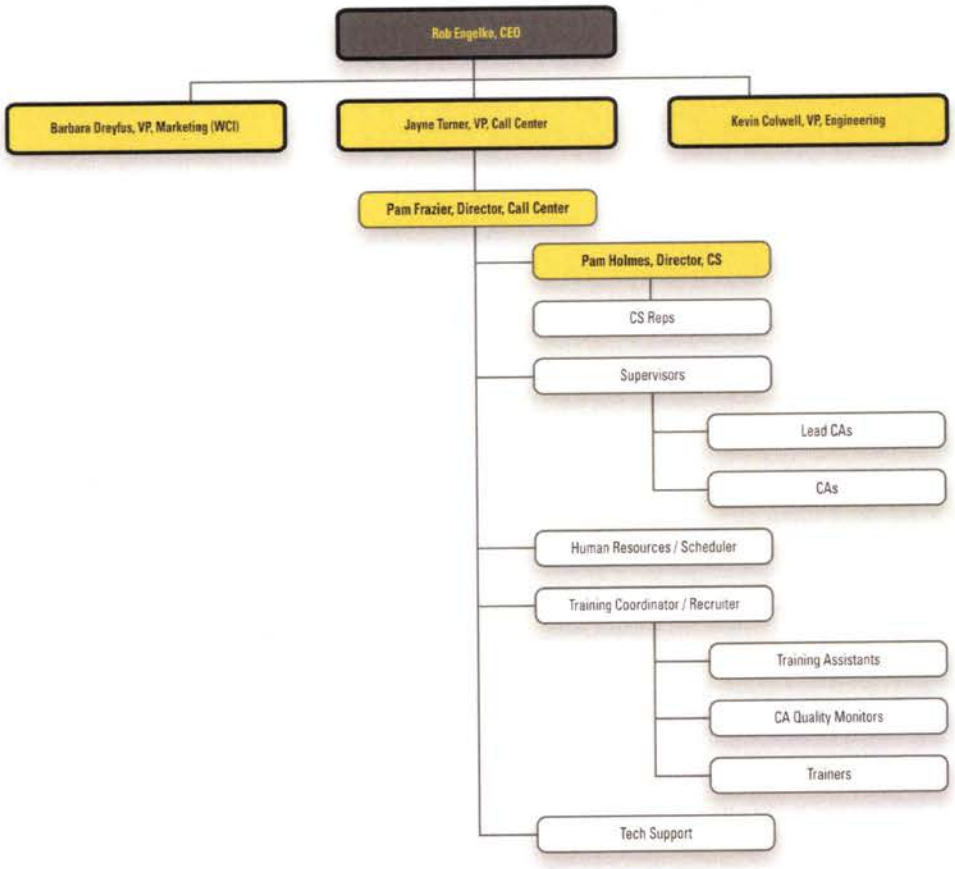
Pam joined Ultratec, Inc. in 1991 as a Customer Service Representative. Promoted in 1994 to Marketing Specialist and continued to work in the Marketing department as a Supervisor in 1996 and then promoted to Marketing Manager in 1998. Starting in 1999, Pam worked in a dual role as Marketing Manager and assisting with development and testing of Fastran and CapTel technologies. This included setting up and coordinating Fastran Trials with Sprint Relay plus CapTel trials, setting up call center operations, and training of all call center positions. In 2002, she was promoted to Director of the CapTel Call Center in Madison, Wisconsin.

Pam received her Bachelor of Science degree in Marketing from Ball State University, Muncie, Indiana in December 1990. Ms. Frazier is a hearing child of deaf parents, has a sibling who is deaf, is fluent in American Sign Language and experienced in deaf culture.

*Pamela Holmes,* ***Director of Consumer & Regulatory Affairs and Customer Service***
At Ultratec, Pam works closely with government regulatory bodies, performs public speaking, and operates CapTel's Customer Service Department. Recently, she was appointed by President Obama and confirmed by the Senate to serve as a Member of the National Council on Disability (NDC). Pam brings considerable experience with communication access matters and an expertise in the Americans with Disabilities Act (ADA) to this new role as Board member.

Pam earned her Bachelor's Degree in English at Gallaudet University, Washington D.C., where she was on the Dean's List. She earned her Master's Degree in Deaf Education at the University of Tennessee in Knoxville, and was presented with the Graduate Fellowship Award.

## Captioned Telephone, Inc. Organizational Chart



## Caption Colorado

Sprint offers Relay Conference Captioning (RCC) through a partnership with Caption Colorado Inc. Founded in 1991, Caption Colorado produces closed-captioning for live television, news, sports, and weather. In 2003, Sprint and Caption Colorado began working together to offer an on-line solution to support relay users. Together, we currently provide Relay Conference Captioning service for the states of Hawai'i, New Jersey, North Carolina, as well as the U.S. Federal Government. Caption Colorado provides the technology and operations of the service. Sprint supports the marketing, customer feedback, and billing of the RCC service.

**Did you know?**
While other relay providers may offer RCC services, Sprint and Caption Colorado are the only companies with experience providing RCC as a part of a State Relay program.

### Headquarters Location:

Caption Colorado
5690 DTC Blvd Suite 500W
Greenwood Village CO 80111

### Corporation Details

State of Incorporation - Colorado
Fed ID # 84-1482374
Dun & Bradstreet #

### Location(s)

RCC captionists are located throughout the United States.

### Key Personnel

***Tad Polumbus, CEO and President***

Tad Polumbus has a Business degree and formerly practiced law and has experience in oil and gas and financial investment. In 1999, Tad and investors acquired Caption Colorado. Under his leadership, Caption Colorado has grown from 2 management employees and 25 captioners, to approximately 60 management employees, over 160 real-time captioners and 60 editors; has developed its own proprietary IP based captioning software; has broadened its service base to include Offline Captioning and a broad array of Internet based real-time transcription services; and has become the one of the largest real-time captioning and transcription companies in America.

***Victor Perez, Chief Operating Officer***

Victor Perez recently joined Caption Colorado and is a 27 year cable television industry veteran with a unique blend of Executive Management, Information Technology & Engineering (OTT, Internet TV, satellite, fiber transmission, network origination, production) always providing leadership development and relationship building along the way. Before joining Caption Colorado as COO, He was CEO and Co-Founder of Innovation TV, an OTT network in the online mobile industry exploring distribution and monetization models. He has served as Vice President of Operations and Engineering for the Comcast and contributed to its eventual transition to NBC Universal.

***Kurt Suppes, Chief Financial Officer***

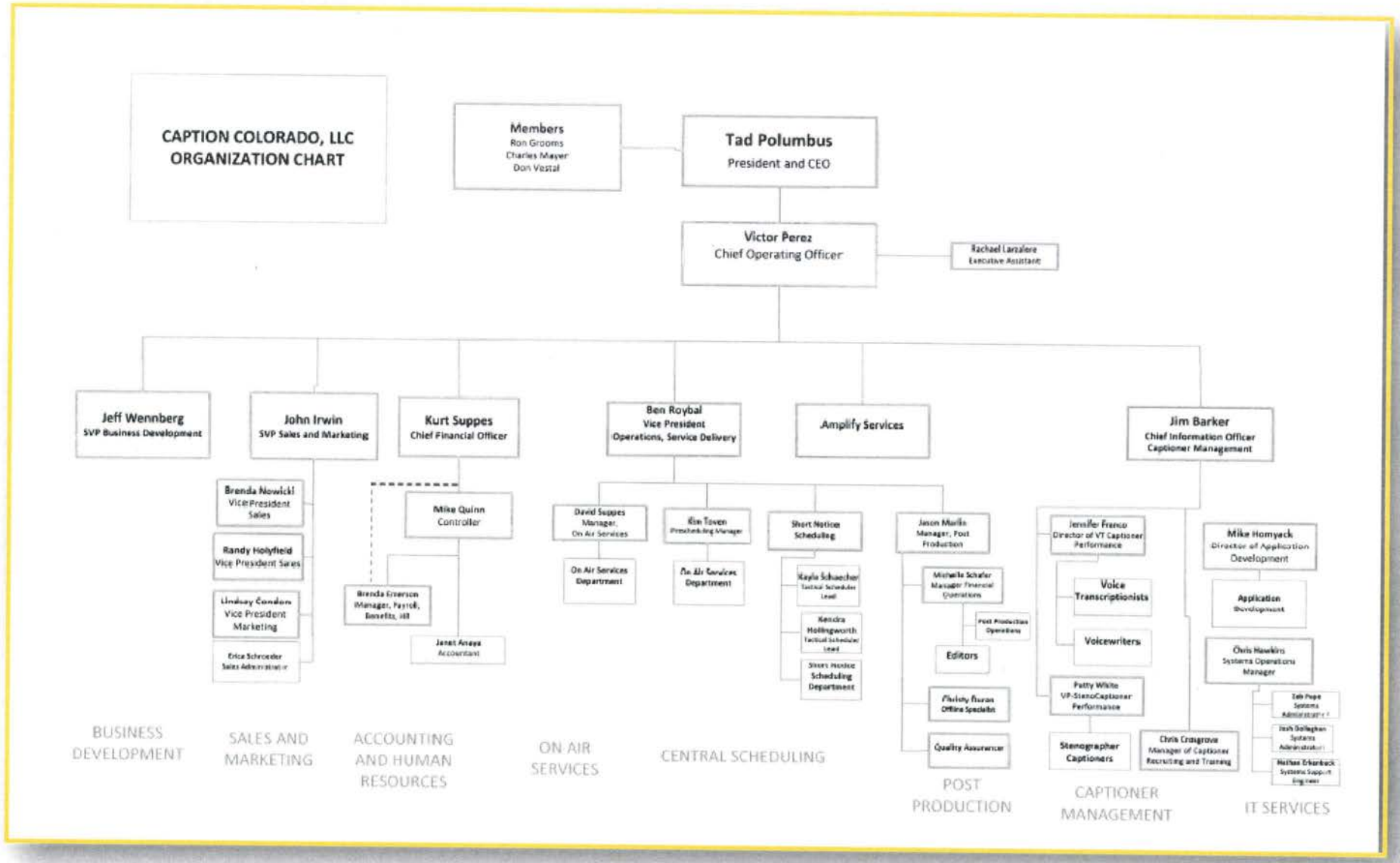
Kurt Suppes joined Caption Colorado in April 2002. Kurt is a CPA with over 25 years' experience in public accounting and private industry, including 12 years with Ernst & Young and PricewaterhouseCoopers. At Pricewaterhouse Coopers, he was a senior manager in the firm's national Financial Services Industry Practice providing accounting and business consulting services to publicly-traded and private companies. He earned a Bachelor of Arts degree in Economics at the University of Colorado.

***James Barker, Chief Information Officer***

Jim Baker joined our Senior IT management team as Vice President of Campus Solutions in May 2010. He has a distinguished digital career with outstanding experience in developing and implementing eLearning platforms, educational web applications, data and metadata management, online publishing infrastructure and multimedia systems. He is a go-to specialist for accessibility solutions, search tools, and automated web-based retrieval. Jim's role includes the development of a standards-based data, meta-data indexing system that is changing the captioning game and expanding valuable SEO offerings to our clients and online audiences.

***John Irwin, Senior Vice President of Marketing and Sales***

John Irwin joined Caption Colorado in 2003 with over 30 years of experience in the television and radio industry. His time in the industry has been spent managing facilities in Indiana as well as in the cities of New York, Boston, Charlotte, and Denver. In 1985 John was recognized in the National Association of Broadcasters Publication; In Search of Excellence-Lessons from Americas Best Run Radio Stations.


CAPTION COLORADO, LLC
ORGANIZATION CHART
Members
Ron Grooms
Charles Mayer
Don Vestal
Tad Polumbus
President and CEO
Victor Perez
Chief Operating Officer
Rachael Larzalere
Executive Assistant
Jeff Wennberg
SVP Business Development
John Irwin
SVP Sales and Marketing
Kurt Suppes
Chief Financial Officer
Ben Roybal
Vice President
Operations, Service Delivery
Amplify Services
Jim Barker
Chief Information Officer
Captioner Management
Brenda Nowicki
Vice President
Sales
Randy Holyfield
Vice President Sales
Lindsay Condon
Vice President
Marketing
Erica Schroeder
Sales Administrator
Brenda Emerson
Manager, Payroll,
Benefits, HR
Mike Quinn
Controller
Janet Anaya
Accountant
David Suppes
Manager,
On Air Services
On Air Services
Department
Jon Town
Prescheduling Manager
On Air Services
Department
Short Notice
Scheduling
Kayla Schaecher
Tactical Scheduler
Lead
Kendra
Hollingworth
Tactical Scheduler
Lead
Short Notice
Scheduling
Department
Jason Marlin
Manager, Post
Production
Michelle Schafer
Manager Financial
Operations
Post Production
Operations
Editors
Christy Duran
Offline Specialist
Quality Assurance
Jennifer Franco
Director of VT Captioner
Performance
Voice
Transcriptionists
Voicewriters
Patty White
VP-StenoCaptioner
Performance
Stenographer
Captioners
Chris Cosgrove
Manager of Captioner
Recruiting and Training
Mike Homyack
Director of Application
Development
Application
Development
Chris Hawkins
Systems Operations
Manager
Zeb Pope
Systems
Administrator I
Josh Gallaghan
Systems
Administrator
Nathan Erkenback
Systems Support
Engineer
BUSINESS
DEVELOPMENT
SALES AND
MARKETING
ACCOUNTING
AND HUMAN
RESOURCES
ON AIR
SERVICES
CENTRAL SCHEDULING
POST
PRODUCTION
CAPTIONER
MANAGEMENT
IT SERVICES

## Cositics

Cositics LLC (f/k/a The Paisley Group) is an independent measurer of Relay Service Providers quality. Cositics develops robust performance benchmarking programs to effectively quantify the Customer Experience based on a set of Key Performance Indicators designed specifically for Relay Services. The results are used to create strategic and tactical action plans, implement go-to-market strategies, outline specific new product development, and provide customer satisfaction and loyalty programs and much more.

### Headquarters Location:

P.O. Box 4029
Cedar Park, Texas, 78630
(888) 861-1085

### Corporation Details

State of incorporation - Texas
Date of incorporation, - 10/2013
Dun & Bradstreet #, N/A
Bank of record – Capital One Bank, Cedar Park, TX
Tax ID number - 46-3774284

### Call Center Location(s)

Florida, Georgia, Washington, Texas, Alabama, Illinois, and Utah

### Key Personnel

Jeff Rudolph (formerly of The Paisley Group Ltd.) CEO of Cositics, LLC and actively manages the organization that has been performing quality audits of the relay industry for more than 8 years. Mr. Rudolph has extensive experience in Computer Science, software development, and statistical theory. In addition to Mr. Rudolph is Gail Wolkowski, Rhonda Bulford, and several other individual contributors constitute the Cositics staff. Mrs. Wolkowski, the COO of Cositics, has 30+ years of experience in a Bell Canada call center in quality management. Mrs. Bulford, Cositics' relay services manager, has more than 10 years of experience auditing relay services. Finally, several members of the Cositics staff are deaf and/or hard of hearing, and thus provide valuable insight into the deaf and hard of hearing communities.

Sprint

## Top 5 Reasons for Sprint's Subcontractors

1) **All of Sprint's subcontractors used in the provision of Florida Relay are experienced in supporting State Relay programs.** In fact, all of Sprint's subcontractors have previously provided services directly to the State of Florida and are experts in their respective field:

    - CapTel is the exclusive technology provider of wireline Captioned Telephone technology and is the original operations provider.
    - Caption Colorado has provided captioning for television since 1991 and RCC since 2003.
    - CSD has been dedicated to communication access since 1975 and has been partnering with Sprint to provide TRS operations since 1993.
    - Cositics (formerly The Paisley Group, Ltd) has been providing quality analysis for TRS since 2004 and was the first auditor to release a national TRS index.

2) **Sprint is an interexchange carrier (IXC)** which means it performs many of the core responsibilities of a TRS provider directly.

    - Provisioning of inbound toll-free numbers and management of 800 network
    - Long distance calling including intrastate discounts
    - Directory Assistance and Operator Services

3) Sprint is fully responsible for the quality of its subcontractors. **Sprint takes an active role in ensuring that relay users receive the best quality possible.**

4) Sprint partners with **subcontractors who share Sprint's commitment to serving the community**. For example, Communication Service for the Deaf (CSD) is a nationally-recognized non-profit organization dedicated to providing communication access for the deaf and hard of hearing. Part of each dollar spent spent with them goes back into the community.

5) **Sprint believes strongly in engaging an independent evaluator to provide an unbiased evaluation of the services provided.** Cositics (formerly The Paisley Group Ltd.) is experienced at performing evaluating the quality of relay services.

# Item 73. Bid Security Deposit (RFP ref. C-7)

**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 October 15, 2014, 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. Please clearly identify the expiration date of the bond, if a bond is submitted as the bid security instrument.**

**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.**

Sprint has read, understands, and will comply.

Sprint has provided a $500,000 bid bond on the following pages which is valid through October 15, 2015.

**How Sprint Complies:**

- ✓ $500,000 bid bond
- ✓ Valid through at least October 15, 2014
- ✓ Payable to the Florida Telecommunications Relay, Inc.
- ✓ Surety company licensed in Florida

The bid bond is payable to the Florida Telecommunications Relay, Inc. and is issued from a reliable surety company acceptable to the FPSC, licensed to do business in Florida and has been signed by a Florida licensed Resident Agent. The bond is 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.

Sprint understands that if it is unsuccessful in its bid, the security deposits will be returned, without interest, within 30 days after disqualification, withdrawal, or signing of the contract with the successful bidder.

Likewise, Sprint understands that if it is the successful bidder, the bond will also be returned, without interest, upon signing of the contract and furnishing the Performance Bond. However, if Sprint fails to sign a contract within 30 days after the Letter of Intent or fails to deliver the Performance Bond as specified herein, Sprint understands that its bid security will be forfeited to the Florida Telecommunications Access System Fund.

Please see Attachment J for Sprint's bid bond.

# SPRINT ATTACHMENTS

| | |
|---|---|
| ATTACHMENT A | SPRINT PERSONNEL |
| ATTACHMENT B | PROPRIETARY DETAILED FRS MONTHLY TESTING METHOD |
| ATTACHMENT C | CALL TYPE COMBINATIONS |
| ATTACHMENT D | BUSINESS CONTINUITY INFORMATION |
| ATTACHMENT E | RELAY CONFERENCE CAPTIONING |
| ATTACHMENT F | ADDITIONAL FEATURES AND ENHANCEMENTS |
| ATTACHMENT G | BANKING LETTER OF REFERENCE |
| ATTACHMENT H | PROPRIETARY CUSTOMER CALL VOLUMES |
| ATTACHMENT I | LETTERS OF SUPPORT |
| ATTACHMENT J | BID BOND |
| ATTACHMENT K | SAMPLE REPORTS |
| ATTACHMENT L | INFORMATION ON WIRELESS PRODUCTS AND SERVICES |
| ATTACHMENT M | INDUSTRY COC STANDARDS |

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ATTACHMENT A

# ATTACHMENT A:

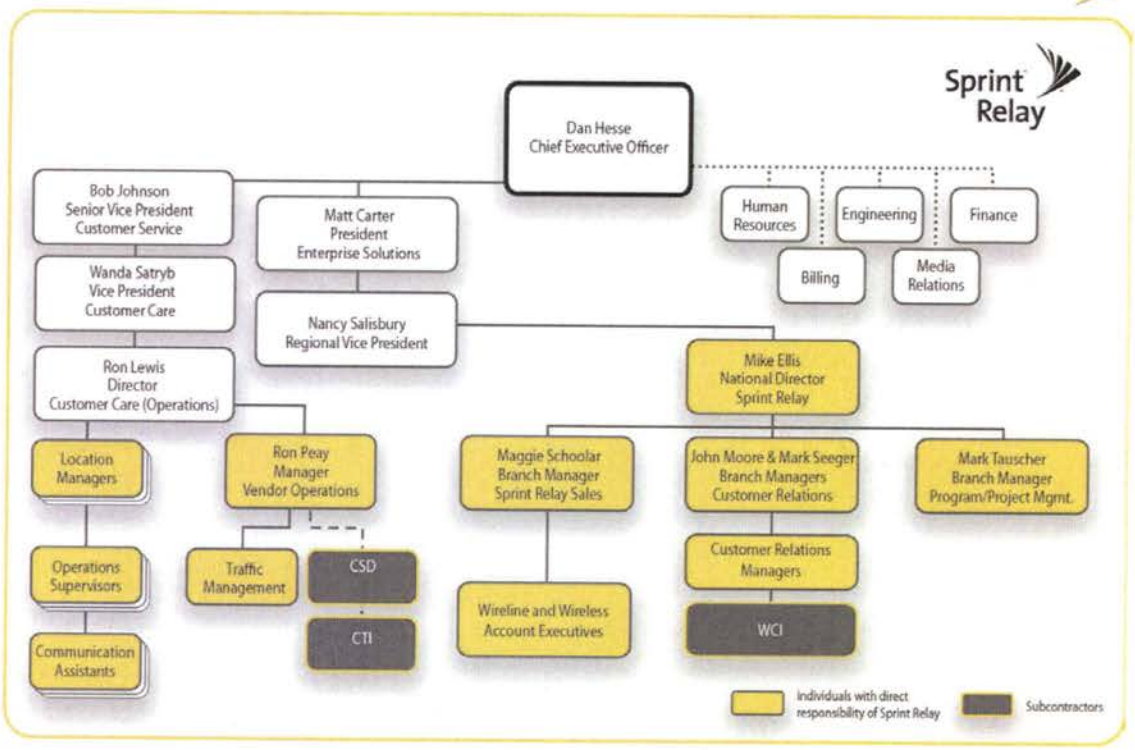
# SPRINT PERSONNEL

Sprint has aligned its corporate structure to provide the best customer experience for each customer. The organization is designed to support quick decision-making, improve execution, and strengthen the ability to support our customer base while delivering on the opportunity provided by our assets. The Sprint Business Markets Group, composed of sales, support, marketing and operations personnel, enables a sharpened focus on the needs of enterprise, general business and public sector customers.

There are business units, shared services organizations and corporate staff functions. Each business unit is aligned with our network platforms while shared services are designed to serve all customers. This unified structure allows us to customize an entire solution to match the State's needs, instead of a "one size fits all" business model. Through this alignment, we can use our portfolio of assets most efficiently and effectively to create customer-focused communications solutions and provide single points-of-contact for sales and service differentiating Sprint from the competition.

Sprint specializes in serving vertical industries such as Relay, Construction, Education, Government, Field Services, Finance, Healthcare, Insurance, Manufacturing, Professional Service, Public Safety, Retail, Transportation and Distribution, and Utilities. By using a vertical market approach, Sprint recognizes business customers have different needs and expectations. To further address those expectations, we have combined wireless, wireline, long-distance, global data and voice capabilities in customized solutions across product boundaries. We leverage experience in wireline enterprise connectivity to provide fixed, mobile convergence services, integrated bundles, and new offerings such as unified messaging platforms, hosted IP PBX services, and remote access services with wireless and wireline components. This integration of wireless and wireline solutions offers enterprises an opportunity for reduced costs and increased efficiency.

The following organizational chart demonstrates Sprint Relay's relationship to the Sprint organization:




## Florida Relay Life-Cycle Team

One of Sprint Relay's Quality principles and practices is the utilization of the Life-Cycle Team. The Life-Cycle team concept has proven to be a benchmark of the quality and subsequent success of Sprint Relay.

Sprint offers to the State a dedicated Life-Cycle Team to service implementation, on-going service quality, new product offerings, and reporting. This team leads the way in the development and incorporation of enhanced services, including future product innovations and marketing strategies.

As described in Sprint's technical proposal, Sprint will hire an in-state Customer Relations Manager to lead the Florida Lifecycle team. Sprint will also supply an experienced staff supporting FRS. These employees are dedicated and enthusiastic to provide the highest quality possible.

Sprint's Customer Relations Manager will be responsible and accountable for maintaining an accurate flow of information between Sprint and our customers including the FPSC, FTRI, TASA, relay users, and the general public.

Sprint ensures that information provided by Sprint is presented in a manner that is informative, accurate, timely, and supported by the following key differentiators:

- **Process-Driven Accountability.** Sprint uses proven project management techniques and a "checks and balance" system to ensure the integrity of customer communication is maintained.

- **Subject Matter Experts.** Sprint's open-door policy and full Life-Cycle team that is comprised of employees from all work groups is available to offer their support as Subject Matter Experts in their area of expertise.

- **No Single Point of Failure.** Sprint's back-up programs ensures that someone is always available with the knowledge and expertise needed to assist the Department, relay users, and the general public.

- **Customer Think Tank.** Sprint knows that the experience and expertise of our customers is invaluable. When possible, Sprint encourages the sharing of information across all of our customers.

| Position | Contact Information | Areas of Responsibility | Experience |
|---|---|---|---|
| James Skjeveland<br>Senior Account Executive | 8900 Keystone Crossing<br>Indianapolis, IN 46240<br>Office: (317) 500-6200<br>email: james.skjeveland@sprint.com | Sales representative for existing and new services and product enhancements. Supports customer contractual issues and ensures customer satisfaction. Provides direct support to Customer Relations Manager on quality concerns. | • Twenty-one (21) years of experience in the Relay industry with Sprint and Communication Service for the Deaf.<br>• Fluent in ASL and is active in the community.<br>• Bachelor of Science degree |
| Angie Officer<br>Implementation Manager | 12502 Sunrise Valley Dr.<br>Reston, VA, 20196<br>Office: (703) 592-4906<br>email: angela.officer@sprint.com | Coordinates planning and implementation for new services and product enhancements. Conducts program reviews of contractual compliance and service quality. Provides direct support to Account Management and Sales for account issues, product/service presentations, and customer meetings. | • Twenty-two (22) years of experience with Sprint Relay<br>• RIT's 2000 Distinguished Alumni for NTID<br>• 2013 RIT Volunteer of the Year Award.<br>• Previously served as the Chairperson for NTID Alumni Association Board of Directors<br>• Bachelor of Fine Arts degree in Graphic Design and Marketing from the Rochester Institute of Technology<br>• |

| Position | Contact Information | Areas of Responsibility | Experience |
|---|---|---|---|
| Mike Ellis<br>National Director of Sprint Relay | 707 17th Street, Ste. 3750<br>Denver CO 80202<br>Office: (720) 982-4938<br>email: ,michael.j.ellis@sprint.com | Manages team responsible for developing and maintaining relationships with Relay customers, product quality, developing new products, and enhancements for relay users, marketing, and sales support functions. | • Twenty-two (22) years of experience with Sprint Relay<br>• Serves on the Foundation Board for the National Technical Institute for the Deaf and Gallaudet's Board of Associates<br>• Recipient of Sprint's Legend's Award for Diversity Leadership<br>• B.A. degree from Baker University and a Master of Arts degree from Gallaudet University |
| Maggie Schoolar<br>Branch Manager of Sprint Relay Sales | 1321 Rutherford Lane<br>Austin, TX 78753<br>Office: (512) 797-6810<br>email: maggie.schoolar@sprint.com | Supervises a team of wireline and wireless Sprint Relay sales representatives. | • Twenty-three (23) years of experience with Sprint Relay<br>• Thirteen (13) years of experience in Sprint Relay Sales<br>• Bachelor of Arts degree from University of Texas |
| Mark Seeger<br>Branch Manager of Customer Relations | 1321 Rutherford Lane<br>Austin, TX 78753<br>Office: (512) 784-0013<br>email: mark.seeger@sprint.com | Supervises a team of Program Managers with regards to contract deliverables and TRS policies. Supports the Program Managers with service complaints and resolutions. | • Thirteen (13) years of experience with Sprint Relay<br>• Thirty (30) years of experience in the Relay industry<br>• Bachelor of Science degree from University of Texas and Master of Administration in Human Services from St. Edward's University<br>• Board of Evaluation of Interpreters – Master, Level V, Court Certified |

| Position | Contact Information | Areas of Responsibility | Experience |
|---|---|---|---|
| John Moore<br>Branch Manager of Customer Relations | 333 Inverness Dr. S.<br>Englewood, CO 80112<br>Office: (925) 895-9176<br>email: john.e.moore@sprint.com | Supervises a team of Program Managers and Care Team with regards to contract deliverables and TRS policies. Supports the Program Managers with service complaints and resolutions. | • Twenty (20) years of experience with Sprint Relay<br>• Fifteen (15) years of experience in managing relay accounts<br>• Vice President of Sprint's Real Deal ERG<br>• Bachelor of Arts degree from San Jose State University |
| Mark Tauscher<br>Branch Manager of Program Management and Product Development | 8040 S. 48th St., Ste. 200 & 300<br>Phoenix, AZ 85044<br>Office: (623) 207-9356<br>email: mark.a.tauscher@sprint.com | Supervises product development and implementation team. Develops new innovations for the Telecommunications Relay Service, CapTel, IP CTS, Sprint IP, RCC, and VRS platforms. Primary interface with the TRS Industry, FCC, & RLSA. | • Seventeen (17) years of experience in the Relay industry<br>• Fourteen (14) years of experience with Sprint Relay<br>• Bachelor of Science degree and Master of Business Administration degree from the Rochester Institute of Technology<br>• Member of the RLSA TRS Advisory Council |
| Dennis Selznick<br>CapTel Product Development | 6550 Sprint Parkway<br>Overland Park, KS 66251<br>Office: (913) 762-6591<br>email: dennis.selznick@sprint.com | Develops new innovations for CapTel service including wireline CapTel, wireless CapTel applications, and IP CTS. | • Ten (10) years of experience with Sprint Relay<br>• Seven (7) years of experience as the CapTel Product Manager<br>• Bachelor of Science degree from California State University |

| Position | Contact Information | Areas of Responsibility | Experience |
|---|---|---|---|
| Maryann Dry<br>Customer Service Location Manager | 6550 Sprint Parkway<br>Overland Park, KS 66251<br>Office: (913) 315-5151<br>email: maryann.ingolia@sprint.com | Manages 24/7 Customer Service for Minnesota Relay users and Video Customer Service for Sprint Relay wireless customers. Accepts commendations/complaints regarding service and technical issues for end users. Provides information about the Relay Service and TTY equipment. | • Twenty-four (24) years of experience with Sprint including twenty-one (21) years' experience in call center management<br>• Bachelor degree in Psychology from Central Missouri State University and Master's degree in Business and Human Resources from Webster University |
| Ron Peay<br>Vendor and Subcontractor Operations | 6550 Sprint Parkway<br>Overland Park, KS 66251<br>Office: (913) 762-8222<br>email: ron.peay@sprint.com | Oversees the Relay Center daily traffic routing and staffing requirements to meet the 87/10 monthly requirement. Responsible for Sub-contractor relations. | • Twenty-four (24) years of experience with Sprint<br>• Twelve (12) years of experience supporting TRS traffic management and vendor operations<br>• Bachelor of Science degree from Colorado State University |
| Kris Owara<br>Billing Analyst | 6180 Sprint Pkwy<br>Overland Park, KS 66251<br>Office: (913) 439-5612<br>email: kris.z.owara@sprint.com | Prepares and submits billable minutes and total service compensation monthly. Prepares and provides various ad hoc reports as required. | • Twelve (12) years of experience with Sprint<br>• Six (6) years of experience supporting Sprint Relay Billing<br>• Bachelor of Arts degree in Business from Coe College |
| Sharon Behringer<br>Training/Quality Assurance | 1321 Rutherford Lane<br>Austin, TX 78753<br>Office: (512) 354-7009<br>email: sharon.behringer@sprint.com | Develops initial and ongoing TRS training materials. Internal and external quality assurance testing. Addresses customer compliments and complaints. | • Twenty-four (24) years of experience with Sprint<br>• Twelve years (12) of experience as a Quality Assurance Program Manager for Sprint Relay |

| Position | Contact Information | Areas of Responsibility | Experience |
|---|---|---|---|
| Shawn Daniels<br>TRS Information Technology (IT) | 6220 Sprint Pkwy<br>Overland Park, KS 66251<br>Office: (913) 794-6149<br>email: shawn.r.daniels@sprint.com | Designs and develops new enhancements and technologies for the TRS platform. Tests and implements new product developments and platform configurations. Oversees systems network and traffic management. Maintains systems maintenance. | • Thirteen (13) years of IT experience at Sprint call centers<br>• Ten (10) years of experience supporting Sprint Relay<br>• Bachelor of Science degree in Computer Science from Kansas State University |
| Michaela Clairmonte<br>Contracts | 12502 Sunrise Valley Dr.<br>Reston, VA 20196<br>Office: (703) 433-8581<br>email: michaela.clairmonte@sprint.com | Administers Telecommunications Relay Service contracts between the State and Sprint. | • Fourteen (14) years with Sprint<br>• Seven (7) years of experience in Contracts management<br>• Bachelor of Business Administration from James Madison University |
| Mike Black<br>Subcontracts | 12000 Sunrise Valley Dr.<br>Reston, VA 20191<br>Office: (703) 592-8077<br>email: michael.j2.black@sprint.com | Oversees subcontract agreements between Sprint and Vendors which are utilized in the provision of services for Minnesota Relay. | • Eight (8) years of experience with Sprint<br>• Eight (8) years of experience supporting Sprint Relay<br>• Certified Purchasing Manager |

Relay Lifecycle Team

Sprint

# Resumes

## Michael Ellis

*707 17th Street Suite 3750, Denver CO 80202 • 720 982 4938 • Michael.j.ellis@sprint.com*

### EDUCATION

Gallaudet University, Washington D.C.
Master of Arts, 1986

Baker University, Baldwin City, KS
Bachelor of Arts, 1984

### EXPERIENCE

Sprint-Nextel,
*Director of Sprint Relay – 2008 to Present*
Manage team responsible developing and maintaining relationships with Relay customers, product quality, developing new products and enhancements for Relay users, marketing and outreach and sales support functions.

Sprint-Nextel
*Sales Branch Director – 2000 to 2008*
Manage and direct a sales organization that encompasses nationwide and international relay sales business with Federal and State Government agencies.

Sprint-Nextel
*Government Account Executive – 1994 to 1996*
Sold multi-million dollar relay contracts to Federal and State Government agencies in the Western region of the United States.
Continually manage, maintain and increase revenue stream for Telecommunications Relay Service (TRS) through competitive bid procurement of State, Federal and National offerings.
Responsible for national opportunities and retention plans.

Sprint-Nextel
*Government Account Manager – 1992 to 1994*
Responsible for all marketing aspects of Relay Colorado and Relay Nevada services.
Provided timely written communications to external and internal customers; coordinated national tradeshow exhibits, sponsorships and advertisements; led and supported members with projects.
Promoted the relay service to various audiences; provided direct customer follow-up for individuals and general complaints and compliments; ensured customer's satisfaction.
Sought out resolutions to any complaints; performed product testings; and performed other marketing activities to increase call volume.

Human Services Inc.
*Clinical Director, Specialized Services, 1986 to 1992*
Provided direct supervision and management of a clinical therapist team that included director mental health provision to Deaf, hard of hearing clients and their families.

### AWARDS & RECOGNITION

Sprint Corporation, 100% Club 1995, 1996, 1999, 2000, 2001, 2002, 2003
Sprint Corporation, President's Club 1993, 1999, 2001
Sprint Corporation, Best of the Best, 2001

Sprint Corporation, Diamond Award, 1999
Sprint Corporation, President's Cabinet 1998

**James Skjeveland**

*3505 S Genevieve Avenue, Sioux Falls, SD 57103 • 605-376-4081 • James.Skjeveland@sprint.com*

## EDUCATION

Mankato State University, Mankato, Minnesota
*B.S. Elementary Education, 1993*

University of Notre Dame, South Bend, IN
*Integral Leadership and Negotiations Certification, 2009 - 2011*

## EXPERIENCE

**Sprint. Sioux Falls, SD**
*Senior Account Executive – July 2009 – Present*
*Manage sales for 7 existing Sprint contract. Manage proposed solutions and direction of product offerings to existing and potential customers of Sprint's Relay service offerings. Am Sprint's sole point of contact for corporations servicing the Deaf and Hard or hearing and agencies and corporations with Deaf and Hard of Hearing employees' wireless solutions. Develop relationships and new wireless solution offerings for corporations looking to*

**Communication Service for the Deaf, Sioux Falls, SD**
*Senior Vice President of Operations – October 1999 – July 2009*
Hold executive oversight and P&L authority for 11 contact centers, 2000 employees and processing of 1.8M calls per month; annual revenues of $65M. Oversee Telecommunications Relay Service (TRS) comprised of nine call centers and two Multi-Media Contact Centers (MMCC) as well as outreach, marketing and sales of these products. Manage relationship with Sprint for TRS services, with 80 Answering Service clients, activities of customer service call center services for Go America (major wireless provider) and America Online TTY support. Selected to assume additional responsibility for 9 other call centers providing Video Relay services, with 100 employees and more than 500 contractors and 8 interpreter agencies providing services. Direct all contact center strategy, planning and annual goals, regularly meet with Sprint Representatives ($50M account), meet with potential new customers and direct activities of 12 direct reports. Serve as key decision maker for numerous technology initiatives including introductions and upgrades.

**Communication Service for the Deaf, Sioux Falls, SD**
*Assistant Center Manager – October 1995 – October 1999*
Scope of responsibility included managing the staffing of three call centers including new call center
development. Created all tools, coordinated all scheduling for all 700 employees. As Assistant Manager, directed day-to-day operations f call center facility in Sioux Falls, SD.

**Sprint, Baltimore, MD**
*Staff Interpreter – October 1993 – October 1995*
Served as facilitator of communication between Deaf/Hard of Hearing employees and staff and provided assistance to marketing team in development of national and local outreach programs.

## AWARDS & RECOGNITION

*2004 – SWPP Global Call Center of the Year Award*
*2005 – Call Center Excellence Award for "Global Call Center Strategic Leader of the year" finalist*
*2005 – ICCM "Global Call Center Manager of the Year" Award*

**Maggie Schoolar**

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

## EDUCATION

University of Texas, Austin, Texas
*Bachelor of Arts - 1987*

Sprint University of Excellence
*Branch Manager Training – 2004*

## EXPERIENCE

Sprint Relay – Austin Texas

*Branch Manager 2009 to Present*
Manage and direct a sales organization that encompasses nationwide and international relay and wireless services with Federal, State Government Agencies and end users.

*Sr. Public Sector Account Manager 2001 to 2009*
Acquisition and retention of domestic and international government and private sector contracts to provide Telecommunication Relay Services (TRS) and wireless services. Responsible for all aspects of business from establishing strategies to overseeing ongoing account support.

*Proposal Manager 2000 to 2001*
Responsible for the development and production of Sprint Relay responses for government Requests for Proposals (RFP) offering TRS.

*Relay Texas Supervisor 1990 to 2000*
Member of the management team that launched Relay Texas, Sprint's first TRS center. Completed rotational assignments as needed in Training, Human Resources and Center Management. Coordinated annual fund raiser contributing over $150,000 to support local community.

Texas Public Utilities Commission, Austin Texas
*Relay Texas Advisory Board Member 1988 to 1989*
Served on the Advisory Board that established Relay Texas.

Travis County Services for the Deaf, Austin Texas
*Relay Operator and Freelance Sign Language Interpreter 1985 to 1990*
Provided direct communication support for the local community.

## AWARDS & RECOGNITION

Sprint Presidents Club 2011
Sprint Directors Award 2010
Sales Vice-President Award 2007
Sprint Diamond Award 2004
Sprint Presidents Club 2004
Sprint Presidents Club 2003
Salt Lake City Olympic Torch Carrier 2002
GSD Eagle Award 2001
Big Dog Team Award 2000

Sprint Distinguished Contributor 1993, 1995, 1996

**Loraine Overland**

*7426 Mudlake Road, Macclenny, FL 32063 • 913-653-0151 • loraine.l.overland@sprint.com*

## EDUCATION

Florida State College, Jacksonville, FL

*General Studies – 2008*

## EXPERIENCE

Sprint Nextel, Jacksonville, Texas

*Project/Program Manager – 2005 to Present*

Quality management: Ensure adherence to State contract and Federal regulations. Develop and maintain supplemental training programs. Develop, implement and administer quality assurance and nationwide center consistency programs. Compile center performance reports. Work with call center leadership teams to identify, report, and develop recognition for excellence and solutions for performance gaps. Regularly conduct and analyze performance evaluations. Submit system and database improvement requests. Analyze customer and employee feedback for employee, process, and customer service improvement opportunities.

Regional Chamber of Commerce, Jacksonville, Florida

*Program Manager – 2005*

Coordinate and support Blueprint for Prosperity community strategic planning initiatives. Maintain an information database, coordinate mass mailings, distribution of community flyers and rallying opportunities. Identify potential meeting venues, gain support from City Council Members and the Mayors Administrative staff to access city event equipment and set up crews. Present information to potential program business partners and the Blueprint for Prosperity Executive Committee.

Sprint Nextel, Jacksonville, Florida

*Educational Consultant – 2000 to 2004*

Develop, customize and maintain training material. Develop, implement and administer quality assurance programs and performance improvement solutions. Provide one-on-one and group training/performance coaching. Coordinate and facilitate employee satisfaction initiatives. Facilitate classroom and network enabled training. Serve as subject matter expert. Compile, track and report/present customer service and employee performance statistics.

Sprint Nextel, Jacksonville, Florida

*Operations Supervisor – 1996 to 2000*

Ensured service levels were provided in accordance with contractual requirements, designed policies, quality assurance, employee recognition programs and performance standard objectives. Facilitate employee/customer service improvement initiatives. Research and respond to customer issues. Mentor and motivate employees. Conduct performance observations, trending and coaching.

Sprint, Jacksonville, Florida

*Conference Coordinator – 1995 to 1996*

Subject Matter Expert for conferencing systems and processes. Coordinate high profile/high dollar/high volume conference calls. Manage workforce assignments. Participate on numerous workplace committees to brainstorm and implement process improvements.

Sprint, Jacksonville, Florida

*Regional Operations Center Customer Agent – 1990-1995*

Provide excellent customer service while handling long distance customer requests.

U.S. Army, Ft. Campbell, KY

*501st Signal Battalion – 1988 to 1990*

Instrumental in the establishment of field switchboard communications for high ranking officers; maintained a high level security clearance to maintain secure communications and high security items.

## AWARDS & RECOGNITION

Sprint Values Excellence Distinguished Contributor Annual Award 1997

Sprint Values Excellence Award 1997, 1998, 2001, 2002

**John E. Moore**
*333 Inverness Drive South, Englewood, CO 80016 • 925-89-59176 • john.e.moore@sprint.com*

## EDUCATION

San Jose State University, San Jose, California
*B.A., Social Science, 1988*
Outstanding Student Leadership Award – Disable Student Support Services

Ohlone College, Fremont, California
*Associates of Art, 1985*

## EXPERIENCE

Sprint Relay, Denver, CO
*Relay Program Management, National Manager – 2008 to Present*
Managed a team of 8 Relay Program Managers covering 20 States and New Zealand. Managed all FCC complaints and investigated complaints directly from FCC legal office. Developed team of Program Managers ensuring compliance amongst all the TRS and CapTel contracts. Provided Program Management support to Sales, TRS billing, Engineering, Legal, Product Innovations and Operations. Ensure a strong customer care relationship with the all Sprint TRS contracts. In 2010, successfully implemented a dedicated Care Support Team located in Denver to provide field support to the entire organization.

Sprint Relay, Pleasanton, CA
*Western Customer Relations Manager, Government System Division – 2002 to 2007*
Managed a Regional Account Management Team made up of deaf and hard of hearing employees, including a focus on 17 State Accounts plus New Zealand Relay. Led product wide contract compliance. Conducted performance reviews and TRS Training. Supported sales with revenue opportunities

Sprint Relay, Concord, NH
*Account Manager – 1997 to 2002*
Managed California and New Hampshire Accounts. Developed and implemented marketing plans in California annual account $7 million as a secondary provider. Implemented Relay Ambassador Programs in NH and CA

Relay America, Riverbank, CA
*Operations Manager – 1996-1997*
Responsible for implementation of a Relay Center (600 Employees). Managed a team of 13 Supervisors and 5 Customer Services representatives at the Relay Center. Developed and conducted work performance reviews. Responsible for daily operations reports and performances.

Sprint Relay, Sacramento, CA
*Account Manager – 1995 to 1996*
Managed Sprint's largest TRS Account - $20 million. Sprint's representative to DDTPAC and CRSAC
First Account Manager to sell speech to speech services. Handled customer relations issues.

## AFFILIATIONS

Chairman – Northeast Deaf and Hard of Hearing Services, Inc., Concord, NH
Vice Chairman – Norcal Center on Deafness, Sacramento, CA

## AWARDS & RECOGNITION

Sprint Relay Director Award - 2011
Eagle Award – Sprint's Government Systems Division, 2004
Sprint Life Cycle Team Award, 2002
Sprint Life Cycle Team Award – California, 2001
Fourth Quarter Sprint's Values Excellence Award, 1999
Alumni Leadership Award – San Jose State University, 1990

**Mark Seeger**

*1321 Rutherford Lane, Suite 120, Austin, TX 78753 • (512) 354-2081 • mark.seeger@sprint.com*

## EDUCATION

University of Texas, Austin, Texas
*BS Math Education, 1984.*

St. Edward's University, Austin, Texas
*Master of Administration Human Services, 1993*

## EXPERIENCE

Sprint Relay, Austin, Texas
*Marketing Branch Manager – 2012 to 2013*
Key responsibilities include supporting eight (8) managers that work with (9) nine state TRS accounts ensuring contract compliance and directing the strategic marketing communications support for state accounts, mobility products, CapTel and Relay Conference Captioning in order to meet annual division goals.

Communication Service for the Deaf, Austin, Texas
*National Director of Business Development – 2002 to 2011*
Key responsibilities included identifying revenue opportunities to meet annual growth targets in the areas of National Interpreting Referrals and Contact Center opportunities outside of the TRS line of business including Equipment Distribution contact centers and Deaf to Deaf Video based contact center operations through Department of Commerce Stimulus funding.

Sprint Relay, Austin, Texas
*National Customer Relations Manager – 1990 to 2002*
Key responsibilities included supporting (24) twenty-four direct reports that supported (37) thirty-seven state TRS accounts ensuring contract compliance and directing strategic marketing communications support for state accounts and the Federal Government.

Texas Commission for the Deaf, Austin, Texas
*Direct Services Program Specialist – 1983 to 1990*
Key responsibilities included supporting (27) twenty-seven local non-profit organizations across the State of Texas with allocations of state funds to deliver services locally including message-relay, services to older hearing impaired Texans, information and referral, interpreter certification, advocacy, and sign language interpreting services.

## AFFILIATIONS

Registry of Interpreters for the Deaf, Lifetime Member
Texas Society of Interpreters for the Deaf
National Association of the Deaf
Texas Association of the Deaf
Texas School for the Deaf Foundation, Board Member
Board for Evaluation of Interpreters – Master, Level V, Court Certified

Golden Hand Award, National Association of the Deaf, 1990
President's Club Award, Sprint, 1992
President's Club Award, Sprint, 1993
Excellence Award, Sprint, 1996
Excellence Award, Sprint, 1997
Sprint "100" Hero Award, Sprint, 1999

Position Summary: Customer Relations Manager

## Customer Relations

- Work closely with Contract Administrator and staff.
- Work closely with the alliances including advisory board members and the relay user community (professional, local community key-leaders, and grassroots customers).
- Be accessible, visible and available to these key players including Contract Administrator, team of State commissioners and community based customers at all times with the standards of respect, strong working relationships, integrity and sound business practices.

## Account Retention

- Respond within expected timeframes to all customer requests/needs and exceed expectations to contract administrator and end users.
- Partner with customers on activities to foster relations (Customer Contacts, FCC issues, etc).

## In-Depth Product Knowledge

- Be familiar with all relay product and features offerings, including but not limited to: TTY, VCO, HCO, STS, SprintIP, and CapTel
- Educate consumers about all Minnesota Relay current and emerging technologies.

## Customer Contacts

- Ensuring our customers know that they are our number one priority – Customer Care.
- Keep customer issues to minimum and ensure that any issues are resolved in a timely manner and to the optimum customer satisfaction.

## Knowledge/Skills Required:

Job requires a level of knowledge typically gained through a combination of a college degree and/or relevant experience, totaling 9 years post-high school.

- Comprehensive knowledge of relay services, marketing and Customer Care Service.
- Previous Customer Service experience.
- Computer literacy; excellent communication and writing skills.
- Proficiency in American Sign Language (preferred)

## Preferred:

- 2-5 Years TRS experience.
- Experience working within the Deaf and Hard-of-Hearing Community.
- Experience in working with State Government at the Deaf/Hard-of-Hearing commission level.

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ATTACHMENT B

# ATTACHMENT B:

# PROPRIETARY DETAILED FRS MONTHLY TESTING METHOD

Please refer to Confidential Attachment B, which has been filed under seal.

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ATTACHMENT C

# ATTACHMENT C:

# CALL TYPE COMBINATIONS

Sprint ensures that all relay users can use whatever call type that they desire when making calls through FRS. Sprint supports more calling combinations than any other relay provider including over two-hundred and fifty (250) calling combinations[1]. Sprint's sophisticated TRS platform has the ability to connect to each leg of the call independently allowing maximum flexibility. Limitations on possible calling combinations are the result of intent, rather than limitations of outdated technology. As noted in the figure below, several call combinations which involve TRS and CTS technology do require the use of 2 CAs.

Please see the figure below for a full list of Sprint's call type combinations.

| Inbound | | Call Type Combinations | Outbound | |
|---|---|---|---|---|
| Voice | Data | | Voice | Data |
| | X | ASCII to ASCII | | X |
| | X | ASCII to Baudot TTY | | X |
| | X | ASCII to CapTel[1] | X | X |
| | X | ASCII to Deaf-Blind ASCII | | X |
| | X | ASCII to Deaf-Blind TTY | | X |
| | X | ASCII to HCO | X | X |
| | X | ASCII to IP CTS[1] | X | X |
| | X | ASCII to IP Relay[1] | | X |
| | X | ASCII to STS | X | |
| | X | ASCII to Turbocode TTY | | X |
| | X | ASCII to Two-Line CapTel[1] | X | X |
| | X | ASCII to Two-Line HCO | X | X |
| | X | ASCII to Two-Line VCO | X | X |
| | X | ASCII to VCO | X | X |
| | X | ASCII to Video-Assisted STS[1,2] | X | X |
| | X | ASCII to Voice | X | |

[1] Sprint's proposal to the State includes only TRS and CTS based call types and does not include internet-based call types which are currently reimbursed under the TRS Interstate fund.

| Inbound | | Call Type Combinations | Outbound | |
|---|---|---|---|---|
| Voice | Data | | Voice | Data |
| | X | Baudot TTY to ASCII | | X |
| | X | Baudot TTY to CapTel[2] | X | X |
| | X | Baudot TTY to Deaf-Blind ASCII | | X |
| | X | Baudot TTY to HCO | X | X |
| | X | Baudot TTY to IP CTS[1] | X | X |
| | X | Baudot TTY to IP Relay[1] | | X |
| | X | Baudot TTY to STS | | X |
| | X | Baudot TTY to Two-Line CapTel[1] | X | X |
| | X | Baudot TTY to Two-Line HCO | X | X |
| | X | Baudot TTY to Two-Line VCO | X | X |
| | X | Baudot TTY to VCO | X | X |
| | X | Baudot TTY to Video-Assisted STS[3] | X | |
| | X | Baudot TTY to Voice | X | |
| X | X | CapTel to ASCII[1] | | X |
| X | X | CapTel to Baudot TTY[1] | | X |
| X | X | CapTel to CapTel[1] | X | X |
| X | X | CapTel to Deaf-Blind ASCII[1] | | X |
| X | X | CapTel to Deaf-Blind TTY[1] | | X |
| X | X | CapTel to HCO[1] | X | X |
| X | X | CapTel to IP CTS[1] | X | X |
| X | X | CapTel to IP Relay[1] | | X |
| X | X | CapTel to STS[1] | X | |
| X | X | CapTel to Turbocode TTY[1] | | X |
| X | X | CapTel to Two-Line CapTel[1] | X | X |
| X | X | CapTel to Two-Line HCO[1] | X | X |
| X | X | CapTel to Two-Line VCO[1] | X | X |
| X | X | CapTel to VCO[1] | X | X |
| X | X | CapTel to Video-Assisted STS[1, 2] | X | X |

[2] Requires more than one CA

[3] Requires one-way video connection

| Inbound | | Call Type Combinations | Outbound | |
|---|---|---|---|---|
| Voice | Data | | Voice | Data |
| X | X | CapTel to Voice | X | |
| | X | Deaf-Blind ASCII to ASCII | | X |
| | X | Deaf-Blind ASCII to CapTel[1] | X | X |
| | X | Deaf-Blind ASCII to Deaf-Blind ASCII | | X |
| | X | Deaf-Blind ASCII to HCO | X | X |
| | X | Deaf-Blind ASCII to IP CTS[1] | X | X |
| | | Deaf-Blind ASCII to IP Relay | | X |
| | X | Deaf-Blind ASCII to STS | X | |
| | X | Deaf-Blind ASCII to Two-Line CapTel[1] | X | X |
| | X | Deaf-Blind ASCII to Two-Line HCO | X | X |
| | X | Deaf-Blind ASCII to Two-Line VCO | X | X |
| | | Deaf-Blind ASCII to VCO | X | X |
| | X | Deaf-Blind ASCII to Video-Assisted STS[2] | X | X |
| | X | Deaf-Blind ASCII to Voice | X | |
| | X | Deaf-Blind TTY to ASCII | | X |
| | X | Deaf-Blind TTY to CapTel[1] | X | X |
| | X | Deaf-Blind TTY to HCO | X | X |
| | X | Deaf-Blind TTY to IP CTS | X | X |
| | X | Deaf-Blind TTY to IP Relay | | X |
| | X | Deaf-Blind TTY to STS | X | |
| | X | Deaf-Blind TTY to Two-Line CapTel[1] | X | X |
| | X | Deaf-Blind TTY to Two-Line HCO | X | X |
| | X | Deaf-Blind TTY to Two-Line VCO | X | X |
| | X | Deaf-Blind TTY to VCO | X | X |
| | X | Deaf-Blind TTY to Video-Assisted STS[2] | X | X |
| | X | Deaf-Blind TTY to Voice | X | |

| Inbound | | Call Type Combinations | Outbound | |
|---|---|---|---|---|
| Voice | Data | | Voice | Data |
| | X | E-Turbo to ASCII | | X |
| | X | E-Turbo to CapTel[1] | X | X |
| | X | E-Turbo to Deaf-Blind ASCII | | X |
| | X | E-Turbo to HCO | X | X |
| | X | E-Turbo to IP CTS[1] | X | X |
| | X | E-Turbo to IP Relay[1] | | X |
| | X | E-Turbo to STS | X | |
| | X | E-Turbo to Two-Line CapTel[1] | X | X |
| | X | E-Turbo to Two-Line HCO | X | X |
| | X | E-Turbo to Two-Line VCO | X | X |
| | X | E-Turbo to VCO | X | X |
| | X | E-Turbo to Video-Assisted STS[2] | X | X |
| | X | E-Turbo to Voice | X | |
| X | X | HCO to ASCII | | X |
| X | X | HCO to Baudot TTY | | X |
| X | X | HCO to CapTel[1] | X | X |
| X | X | HCO to Deaf-Blind ASCII | | X |
| X | X | HCO to Deaf-Blind TTY | | X |
| X | X | HCO to HCO | X | X |
| X | X | HCO to IP CTS[1] | X | X |
| X | X | HCO to IP Relay | | X |
| X | X | HCO to STS | X | |
| X | X | HCO to Turbocode TTY | | X |
| X | X | HCO to Two-Line CapTel[1] | X | X |
| X | X | HCO to Two-Line HCO | X | X |
| X | X | HCO to Two-Line VCO | X | X |
| X | X | HCO to VCO | X | X |
| X | X | HCO to Video-Assisted STS[2] | X | X |
| X | X | HCO to Voice | X | |
| X | X | IP CTS to ASCII[1] | | X |
| X | X | IP CTS to Baudot TTY[1] | | X |

| Inbound | | Call Type Combinations | Outbound | |
|---|---|---|---|---|
| Voice | Data | | Voice | Data |
| X | X | IP CTS to CapTel[1] | X | X |
| X | X | IP CTS to Deaf-Blind ASCII[1] | | X |
| X | X | IP CTS to Deaf-Blind TTY | | X |
| X | X | IP CTS to HCO[1] | X | X |
| X | X | IP CTS to IP CTS[1] | X | X |
| X | X | IP CTS to IP Relay[1] | | X |
| X | X | IP CTS to STS[1] | X | |
| X | X | IP CTS to Turbocode TTY[1] | | X |
| X | X | IP CTS to Two-Line CapTel[1] | X | X |
| X | X | IP CTS to Two-Line HCO[1] | X | X |
| X | X | IP CTS to Two-Line VCO[1] | X | X |
| X | X | IP CTS to VCO[1] | X | X |
| X | X | IP CTS to Video-Assisted STS[1] | X | |
| X | X | IP CTS to Voice | X | |
| | X | IP Relay to ASCII | | X |
| | X | IP Relay to Baudot TTY | | X |
| | X | IP Relay to CapTel[1] | X | X |
| | X | IP Relay to Deaf-Blind ASCII | | X |
| | X | IP Relay to Deaf-Blind TTY | | X |
| | X | IP Relay to HCO | X | X |
| | X | IP Relay to IP CTS[1] | X | X |
| | X | IP Relay to STS | X | |
| | X | IP Relay to Turbocode TTY | | X |
| | X | IP Relay to Two-Line CapTel[1] | X | X |
| | X | IP Relay to Two-Line HCO | X | X |
| | X | IP Relay to Two-Line VCO | X | X |
| | X | IP Relay to VCO | X | X |
| | X | IP Relay to Video-Assisted STS | X | X |
| | X | IP Relay to Voice | X | |
| X | | STS to ASCII | | X |
| X | | STS to Baudot TTY | X | |

| Inbound | | Call Type Combinations | Outbound | |
|---|---|---|---|---|
| Voice | Data | | Voice | Data |
| X | | STS to CapTel[1] | X | X |
| X | | STS to Deaf-Blind ASCII | | X |
| X | | STS to Deaf-Blind TTY | | X |
| X | | STS to HCO | X | X |
| X | | STS to IP CTS[1] | X | X |
| X | | STS to IP Relay | | X |
| X | | STS to STS | X | |
| X | | STS to Turbocode TTY | X | |
| X | | STS to Two-Line CapTel[1] | X | X |
| X | | STS to Two-Line HCO | X | X |
| X | | STS to Two-Line VCO | X | X |
| | | STS to VCO | X | X |
| X | | STS to Video-Assisted STS[2] | X | X |
| X | | STS to Voice | X | |
| X | | STS VCO to ASCII | | X |
| X | X | STS VCO to Baudot TTY | | X |
| X | X | STS VCO to CapTel[1] | X | X |
| X | X | STS VCO to Deaf-Blind ASCII | | X |
| X | X | STS VCO to Deaf-Blind TTY | | X |
| X | X | STS VCO to HCO | X | X |
| X | X | STS VCO to IP CTS[1] | X | X |
| X | X | STS VCO to IP Relay | | X |
| X | X | STS VCO to STS | X | |
| X | X | STS VCO to Turbocode TTY | | X |
| X | X | STS VCO to Two-Line HCO | X | X |
| X | X | STS VCO to Two-Line VCO | X | X |
| X | X | STS VCO to VCO | X | X |
| X | X | STS VCO to Video-Assisted STS[2] | X | X |
| | X | Turbocode TTY to ASCII | | X |
| | X | Turbocode TTY to CapTel[4] | X | X |

[4] Requires more than one CA

| Inbound | | Call Type Combinations | Outbound | |
|---|---|---|---|---|
| Voice | Data | | Voice | Data |
| | X | Turbocode TTY to Deaf-Blind ASCII | | X |
| | X | Turbocode TTY to HCO | X | X |
| | X | Turbocode TTY to IP CTS[1] | X | X |
| | X | Turbocode TTY to IP Relay | | X |
| | X | Turbocode TTY to STS | | X |
| | X | Turbocode TTY to Two-Line CapTel[1] | X | X |
| | X | Turbocode TTY to Two-Line HCO | X | X |
| | X | Turbocode TTY to Two-Line VCO | X | X |
| | X | Turbocode TTY to VCO | X | X |
| | X | Turbocode TTY to Video-Assisted STS[5] | X | |
| | X | Turbocode TTY to Voice | X | |
| X | X | Two-Line CapTel to ASCII[1] | | X |
| X | X | Two-Line CapTel to Baudot TTY[1] | | X |
| X | X | Two-Line CapTel to CapTel[1] | X | X |
| X | X | Two-Line CapTel to Deaf-Blind ASCII[1] | | X |
| X | X | Two-Line CapTel to Deaf-Blind TTY[1] | | X |
| X | X | Two-Line CapTel to HCO[1] | X | X |
| X | X | Two-Line CapTel to IP CTS[1] | X | X |
| X | X | Two-Line CapTel to IP Relay[1] | | X |
| X | X | Two-Line CapTel to STS[1] | X | |
| X | X | Two-Line CapTel to Turbocode TTY[1] | | X |
| X | X | Two-Line CapTel to Two-Line CapTel[1] | X | X |
| X | X | Two-Line CapTel to Two-Line HCO[1] | X | X |

[5] Requires one-way video connection

| Inbound | | Call Type Combinations | Outbound | |
|---|---|---|---|---|
| Voice | Data | | Voice | Data |
| X | X | Two-Line CapTel to Two-Line VCO[1] | X | X |
| X | X | Two-Line CapTel to VCO[1] | X | X |
| X | X | Two-Line CapTel to Video-Assisted STS[1, 2] | X | X |
| X | X | Two-Line CapTel to Voice | X | |
| X | X | Two-Line HCO to ASCII | | X |
| X | X | Two-Line HCO to Baudot TTY | | X |
| X | X | Two-Line HCO to CapTel[1] | X | X |
| X | X | Two-Line HCO to Deaf-Blind ASCII | | X |
| X | X | Two-Line HCO to Deaf-Blind TTY | | X |
| X | X | Two-Line HCO to HCO | X | X |
| X | X | Two-Line HCO to IP CTS[1] | X | X |
| X | X | Two-Line HCO to IP Relay | | X |
| X | X | Two-Line HCO to STS | X | |
| X | X | Two-Line HCO to Turbocode TTY | | X |
| X | X | Two-Line HCO to Two-Line CapTel[1] | X | X |
| X | X | Two-Line HCO to Two-Line HCO | X | X |
| X | X | Two-line HCO to Two-Line VCO | X | X |
| X | X | Two-Line HCO to VCO | X | X |
| X | X | Two-Line HCO to Video-Assisted STS | X | X |
| X | X | Two-Line HCO to Voice | X | |
| X | X | Two-Line VCO to ASCII | | X |
| X | X | Two-Line VCO to Baudot TTY | | X |
| X | X | Two-Line VCO to CapTel[1] | X | X |
| X | X | Two-Line VCO to Deaf-Blind ASCII | | X |
| X | X | Two-Line VCO to Deaf-Blind TTY | | X |
| X | X | Two-Line VCO to HCO | X | X |

| Inbound | | Call Type Combinations | Outbound | |
|---|---|---|---|---|
| Voice | Data | | Voice | Data |
| X | X | Two-Line VCO to IP CTS[1] | X | X |
| X | X | Two-Line VCO to IP Relay | | X |
| X | X | Two-Line VCO to STS | X | |
| X | X | Two-Line VCO to Turbocode TTY | | X |
| X | X | Two-Line VCO to Two-Line CapTel[1] | X | X |
| X | X | Two-Line VCO to Two-Line HCO | X | X |
| X | X | Two-Line VCO to Two-Line VCO | X | X |
| X | X | Two-Line VCO to VCO | X | X |
| X | X | Two-Line VCO to Video-Assisted STS[2] | X | X |
| X | X | Two-Line VCO to Voice | X | |
| X | X | VCO to ASCII | | X |
| X | X | VCO to Baudot TTY | | X |
| X | X | VCO to CapTel[1] | X | X |
| X | X | VCO to Deaf-Blind ASCII | | X |
| X | X | VCO to Deaf-Blind TTY | | X |
| X | X | VCO to HCO | X | X |
| X | X | VCO to IP CTS[1] | X | X |
| X | X | VCO to IP Relay | | X |
| X | X | VCO to Turbocode TTY | | X |
| X | X | VCO to Two-Line CapTel[1] | X | X |
| X | X | VCO to Two-Line HCO | X | X |
| X | X | VCO to Two-Line VCO | X | X |
| X | X | VCO to VCO | X | X |
| X | X | VCO to Voice | X | |
| X | X | Video-Assisted STS[2] to ASCII | | X |
| X | X | Video-Assisted STS[2] to Baudot TTY | | X |
| X | X | Video-Assisted STS[2] to CapTel[1] | X | X |
| X | X | Video-Assisted STS[2] to Deaf-Blind ASCII | | X |

| Inbound | | Call Type Combinations | Outbound | |
|---|---|---|---|---|
| Voice | Data | | Voice | Data |
| X | X | Video-Assisted STS[2] to Deaf-Blind TTY | | X |
| X | X | Video-Assisted STS[2] to HCO | X | X |
| X | X | Video-Assisted STS[2] to IP CTS[1] | X | X |
| X | X | Video-Assisted STS[2] to IP Relay | | X |
| X | X | Video-Assisted STS[2] to STS | X | |
| X | X | Video-Assisted STS[2] to Turbocode TTY | | X |
| X | X | Video-Assisted STS[2] to Two-Line CapTel[1] | X | X |
| X | X | Video-Assisted STS to Two-Line HCO | X | X |
| X | X | Video-Assisted STS[2] to Two-Line VCO | X | X |
| X | X | Video-Assisted STS[2] to Video-Assisted STS[2] | X | X |
| X | X | Video-Assisted STS[2] to VCO | X | X |
| X | X | Video-Assisted STS[2] to Voice | X | |
| X | | Voice to ASCII | | X |
| X | | Voice to Baudot TTY | | X |
| X | | Voice to CapTel | X | X |
| X | | Voice to Deaf-Blind ASCII | | X |
| X | | Voice to Deaf-Blind TTY | | X |
| X | | Voice to HCO | X | X |
| X | | Voice to IP CTS | X | X |
| X | | Voice to IP Relay | | X |
| X | | Voice to STS | X | |
| X | | Voice to Turbocode TTY | | X |
| X | | Voice to Two-Line CapTel | X | X |
| X | | Voice to Two-Line HCO | X | X |
| X | | Voice to Two-Line VCO | X | X |
| X | | Voice to VCO | X | X |

| Inbound | | Call Type Combinations | Outbound | |
|---|---|---|---|---|
| Voice | Data | | Voice | Data |
| X | | Voice to Video-Assisted STS[2] | X | X |

List of Sprint Allowable Combination of Call Types

**Disallowed Call Types**

While some providers provide voice-to-voice call release functionality, Sprint discourages this type of call to protect the integrity of the Relay system. If a voice caller reaches another voice caller through Sprint Relay, Sprint will convey a very brief message and/or asks the caller to redial directly.

Sprint's approach ensures that the District is not unjustly charged minutes associated with voice calls that do not require the assistance of a CA. Sprint has system blocks in place to prevent voice-to-voice access to impede fraudulent activity. All TRS users, including Voice users, receive significant toll discounts through Relay to account for longer processing times. Sprint has found that some hearing callers (such as those in correctional facilities) will place calls to other hearing persons through the Relay service to take advantage of discounts.

By not connecting two voice callers, Sprint is able to discourage abuse and prevent the State from incurring additional session minutes to process calls which may be fraudulent in nature.

In addition, Sprint does not support relay call types not approved by the FCC for reimbursement. The following call types are not supported by Sprint, except in emergency situations:

| Inbound | | Call Type | Outbound | |
|---|---|---|---|---|
| Voice | Data | | Voice | Data |
| | X | TTY to TTY[6] | | X |
| X | | Voice to Voice | X | |

List of Sprint Disallowed Combination of Call Types

[6] TTY-to-TTY Call Set-Up (i.e., Call Release) is provided to assist TTY users who may need the assistance of the CA in order to set up the call such as when dialing a switchboard before being connected to the TTY called party.

ATTACHMENT D

# ATTACHMENT D:

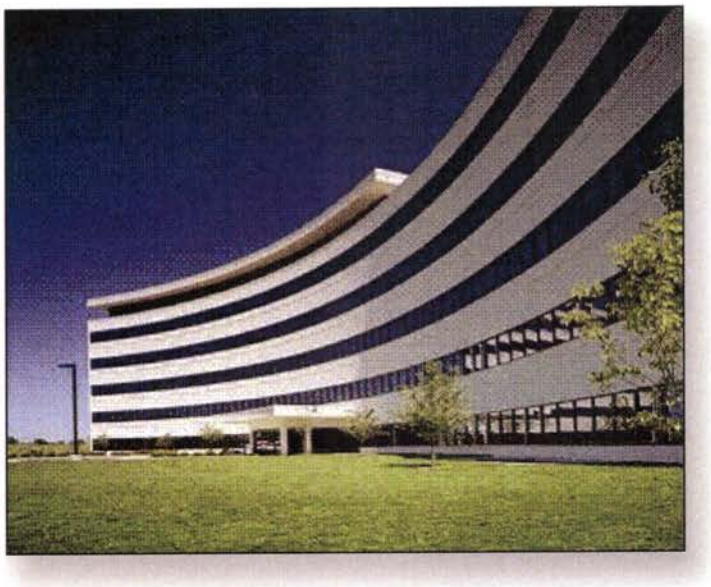
# BUSINESS CONTINUITY INFORMATION

## 2012 Disaster Recovery Plan for CapTel

### CAPTEL OUTAGE PREVENTION STATUS

Sprint will provide FCC compliant CapTel® service from a number of CapTel Service Centers throughout the nation. CapTel service is primarily provided from three call centers in Orlando, FL, Madison WI and Milwaukee, WI. Sprint's CapTel vendor CapTel Inc. (CTI) operates these CapTel Service Centers. These centers operate with enough terminals for hundreds of CAs, along with support personnel, technicians, and supervisors.

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



Madison, WI CapTel Call Center

Sprint also provides CapTel services out of CapTel Service Centers in Lubbock, TX and Syracuse, NY.. The new captioning Center is being set up in response to the popularity of the CapTel telephone, which has been extremely well received by people with hearing loss. Having 5 CapTel Service Centers also ensures minimum interruptions in service if something unexpectedly halts operations in one center or the other such as a flood or a tornado. In those instances, traffic from one Center can automatically be routed to the other.

### Sprint Outage Notification from *CapTel* Service Center

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

- A complete (100 percent) loss of the CapTel Service Center, OR
- Any partial loss of service in excess of 15 minutes that is service affecting. Examples of such a loss in service include:
  - An accidental switch rebooting
  - Loss of transmission facilities through the telephone network
  - Terrorist attack
  - Bomb threat or other work stoppage
  - Sudden loss of CA position capabilities.
  - Not being able to meet minimum ASA / Speed of Answer times
  - Acts of God

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

The designated CTI contact people are:

1) Pam Frazier (phone, email, cell)
2) Jayne Turner (phone, email, cell)

The designated Sprint contact people are:

1) Dennis Selznick (dennis.a.selznick@sprint.com, getdennis@gmail.com, 913-231-1386 (Cell))
2) John Moore (john.e.moore@sprint.com, 925-468-4345 (Cell))
3) Angie Officer (angela.officer@sprint.com, aofficer@sprint.blackberry.net, 703-200-0689 (Cell))
4) Liz D'Anna (liz.danna@sprint.com, 925-209-1970 (Cell))
5) Mark Tauscher (Mark.A.Tauscher@sprint.com, 913-907-9475 (Cell))

6) Sprint Relay Customer Service (currently Brian Adamson, brian.adamson@sprint.com, 816-721-8814 (Cell))
7) Sprint Relay's Lead Team

## Sprint Procedure for Outage Notification to Contract Administrators during Business Hours

Upon receiving notification from CTI during business hours (8AM to 5PM CT), Sprint will notify Contract Administrators in the following method:

Have John Moore and/or Mark Seeger confirm receipt of notification to CTI and entire Sprint Relay team within 5 minutes and notify all impacted state contract administrators. If John is not available, then Angie Officer will confirm receipt of notification to CTI and entire Sprint Relay team within 10 minutes and notify all impacted state contract administrators. If these employees are not available, an assigned Customer Relations Manager will confirm receipt of notification to CTI and entire Sprint Relay team within 15 minutes and notify all impacted state contract administrators.

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

In cases of partial loss of service, such as several inoperable CA positions or, local area network outages, the CapTel Center on-site technician will notify CapTel Service Center to schedule repair. Only those partial losses of service that are service affecting in excess of 15 minutes will be email to the state Contract Administrator.

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

## Sprint Procedure for Outage Notification to Contract Administrators outside of Business Hours

Upon receiving notification from CTI outside of business hours (5PM to 8AM CT, Monday through Friday, and all day Saturday, Sunday and holidays), John Moore, Mark Seeger, or Angie Officer will notify Contract Administrators immediately by email of an outage if possible, but by no later than 8AM CT the next business day. Follow-ups and post-mortem will still be provided within the required guidelines.

## Disaster Recovery Follow-Up

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

## Disaster Recovery Post-mortem documentation

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

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

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

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

## Time Frames for Service Restoration

***Complete loss of service due to equipment***

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

- Due to Utilities or Disaster at the Center – Service will be restored as soon as the utility is restored provided the equipment was not damaged. If the equipment was damaged then refer to the timing in the statement previous (Due to Equipment).

- Due to Telco Facilities Equipment – A technician will be dispatched as necessary. The normal Telco escalation procedures for a partial outage will apply:

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

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

- Partial loss of service – Due to Equipment

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

- Due to Position Equipment – A technician will be on-site within eight (8) hours, provided there are not enough positions working to process the forecasted traffic volumes. The technician will provide parts and/or resources necessary to expedite repair within 48 hours. If there are enough positions functional to process the forecasted traffic, the equipment will be repaired as necessary by Sprint.

- Due to Telco Facilities Equipment – A technician will be dispatched as necessary by Sprint. The normal Telco escalation procedures for a partial outage will apply:

    - Eight hours at first level
    - Twenty-four hours at second level

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

## Trouble Reporting Procedures (for Individual Customers to Customer Service)

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

- Callers Name
- Contact Number
- Calling to / Calling from if applicable
- Description of the trouble

Report service affecting trouble to Customer Service at any time except for holidays. Customer service is now 24/7, closed on holidays.

Escalations of service affecting issues are followed below:

| Level | Escalation Procedure during business hours | Point of Contact (POC) | Phone Number |
|---|---|---|---|
| 1 | CapTel Customer Service | Customer Service Agent | (888) 269-7477<br>captel@captelmail.com |
| 2 | CapTel Customer Service Supervisor | Pam Holmes | (888)-269-7477<br>Pam.Holmes@captelmail.com |
| 3 | Captioned Telephone Inc.'s (CTI) Call Center Director | Pam Frazier<br>Call Center Director | (877) 437-4660<br>Pam.Frazier@captelmail.com |

CapTel Customer Service Escalation Procedures

## Alternative usage for CapTel phone during outage for VCO users.

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

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

# The Sprint Approach to Business Continuity

## What is Business Continuity?

Business Continuity is the process of planning and developing arrangements and procedures that enable an organization to respond to a debilitating crisis in a way that allows critical business processes to continue.

**Sprint maintains an enterprise-wide Business Continuity Program in order to:**

- Maximize employee safety
- Resume business processes quickly
- Provide ongoing customer support

**The Sprint dedicated Business Continuity Teams (BCTs) participate in government-provided and private sector training, and maintain certifications from:**

- Disaster Recovery Institute International (DRII)
- International Association of Emergency Managers (IAEM)
- Department of Homeland Security (DHS)
- Business Continuity Institute (BCI)

In addition to continuous external training and certification, Sprint tests its internal plans, systems and processes regularly to ensure an effective response to a business disruption. Following a major incident, it is Sprint policy to perform an "After Action Review (AAR)" to determine what went well, areas for improvement and potential plan updates.

## Examples Business Continuity Threats

### Acts of Nature

- Tornadoes
- Hurricanes
- Earthquakes
- Floods
- Blizzards
- Wild fires
- Volcanic eruptions
- Land/mud slides
- Avalanches

### Man-Made

- Fire
- Explosion
- Hazardous materials
- Terrorist acts
- Civil disorder
- Work stoppages
- Violent criminal acts

### Infrastructure or Technology

- Widespread electric power outage
- Telecomm grid outage
- Water/sewage system breakdown
- Major computer processing disruption

## Business Continuity at the next level

Sprint corporate philosophy promotes utilizing business continuity principles, guidelines and standards by all company employees and allows for an effective response to natural and man-made disasters through its Business Continuity Office (BCO) and Enterprise Incident Management Team (EIMT).

Sprint has developed a Business Continuity methodology, and implementation standards, consistent with industry-wide best practices. This includes adapting key principles from the Disaster Recovery Institute International (DRII), ASIS Organizational Resilience Standard, Federal Emergency Management Agency (FEMA), Business Continuity Institute (BCI), American National Standards Institute (ANSI), NFPA 1600 and several Military Specifications (Mil-Spec) standards, into three BC Program Elements:

**Program Governance**

- Program Governance Structure – Helps ensure a comprehensive BC Program
- Program Management and Continuous Improvement – Documents efforts designed to ensure a well-defined BC program that seeks to continually mature BC performance and processes

**Incident Management**

- Enterprise Incident Management Team (EIMT) – Documents, trains, exercises and evaluates teams that have roles and responsibilities before, during or after an incident
- Crisis Communications – Documents, trains, exercises and evaluates crisis scenarios on a regular basis

**Continuity Analysis and Planning**

- Criticality Analysis and Risk Management – Prioritizes tasks and recovery
- Mitigation Strategies and Plan Development – Devises the appropriate mitigation strategies and recovery capabilities

## Business Continuity teams and tools

**Executive Command Team (ECT) –**

- Includes CEO, COO, Executive VPs
- Approves all policies, guidelines, strategies and initiatives

**Business Continuity Office (BCO) –**

- Serves as the central program office
- Houses policy, organization and methodology for developing, testing and maintaining plans
- Coordinates incident management activities
- Chairs the Enterprise Incident Management Team (EIMT)

**Business Continuity Teams (BCTs) –**

- Develops and maintains business unit resumption and incident management plans
- Performs risk and business impact assessments
- Forms an Incident Management Team (IMT) that responds to crisis events

**Enterprise Incident Management Team (EIMT) –**

- Has a representative from each IMT
- Transitions into the Incident Command System (ICS) after an event is declared a disaster
- Knows the most current information about their department's area of responsibility, internal procedures, available systems, resources, and point of contact

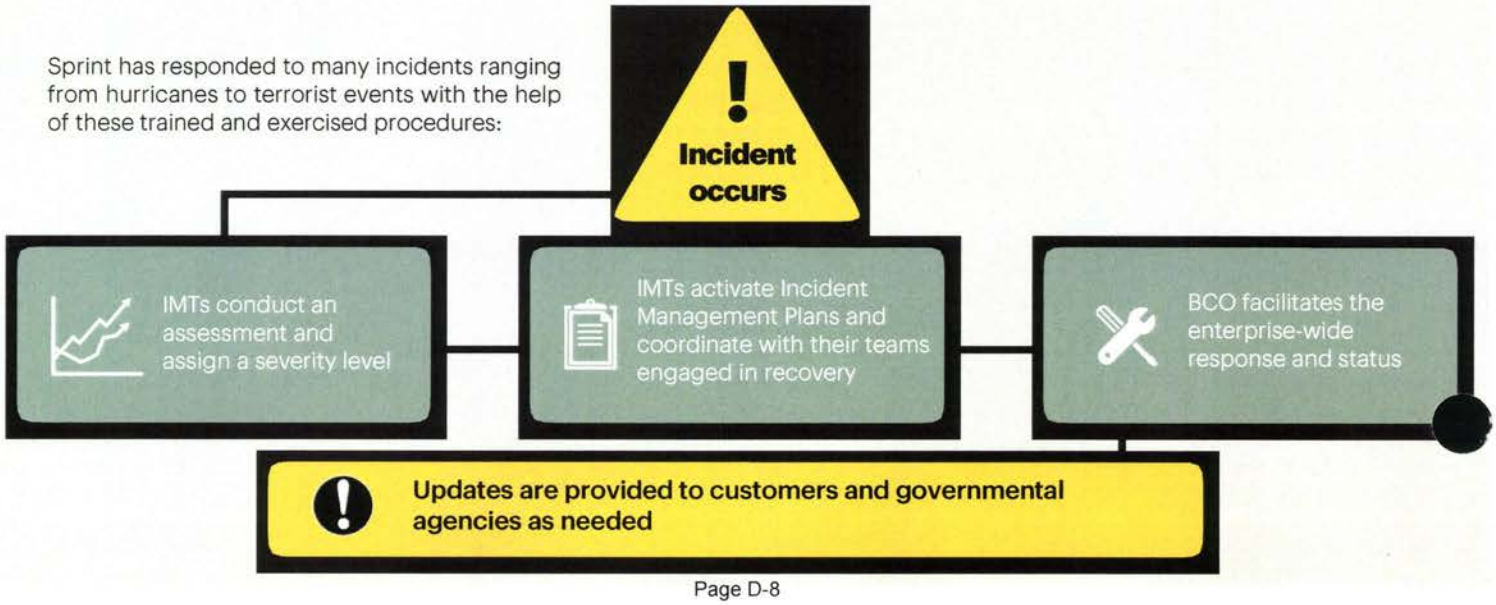
**Sprint provides its widespread BCTs and IMTs with resources to form a virtual Emergency Operations Center (EOC) that functions to:**

- Mitigate risk
- Manage incidents
- Help communicate and collaborate securely

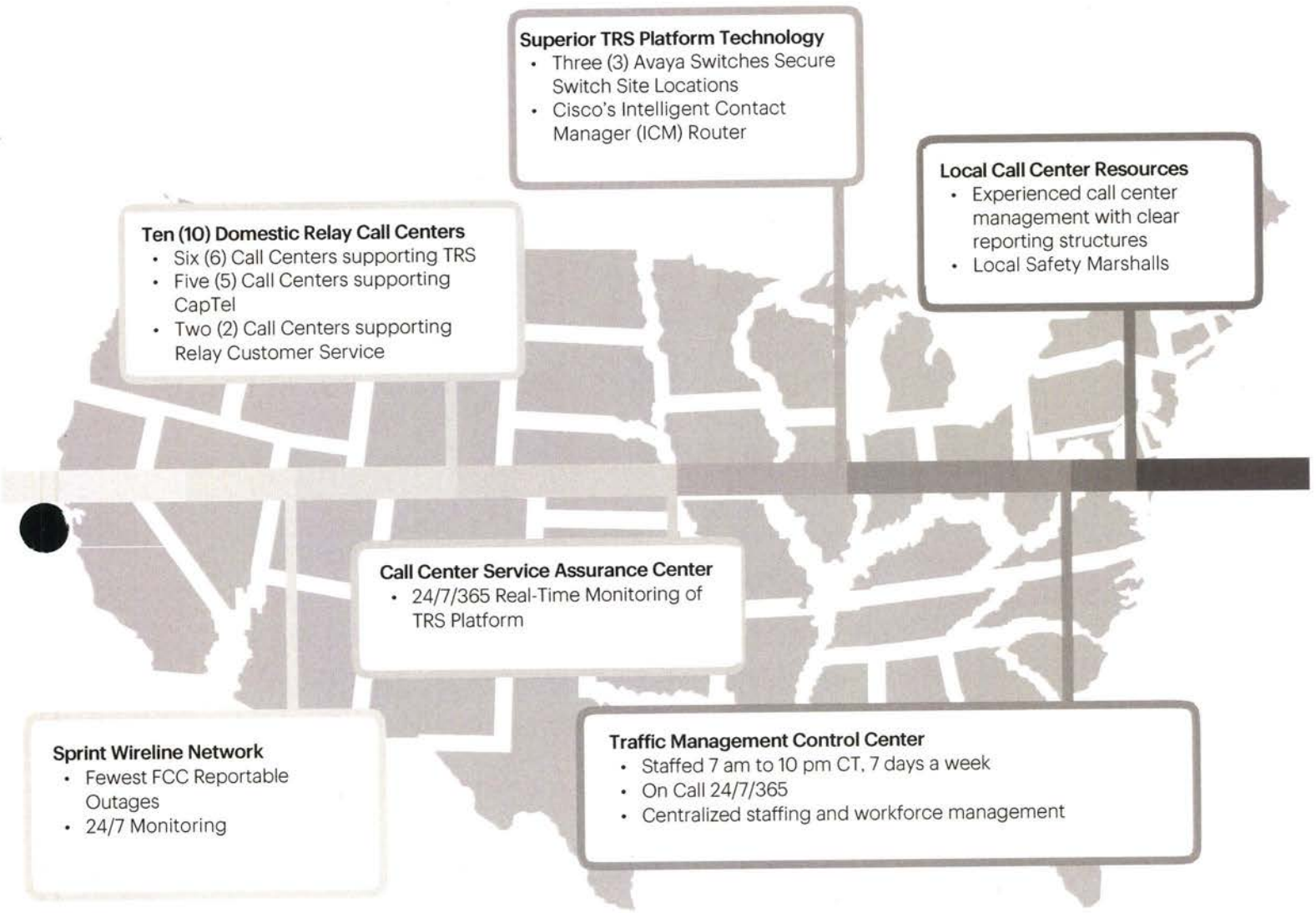
**Tools include:**

- Proactive incident information and analysis tool
- Rapid conference bridging capabilities
- Web-based portal for information sharing

Sprint has responded to many incidents ranging from hurricanes to terrorist events with the help of these trained and exercised procedures:



# Sprint Relay Disaster Recovery Teams and Tools




**Sprint TRS is supported by the proven Sprint wireline network, superior platform technology, and 24/7/365 monitoring to provide uninterrupted service to Relay users.**

# TRS Platform Switches

## Physical Security and Resiliency

Sprint's three (3) TRS Platform switches are located at wireline switch sites which provide a higher degree of physical security and resiliency, including the following:

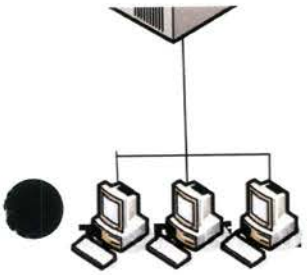
- Steel frame structures with exterior block walls, 2 story design
- Slab on grade floor construction and roof support system.
- FM global approved roofing systems (building with in a building including roofing membrane over lid)
- Structural design to withstand Earthquake, Hurricane, Wind Storms.
- Energy efficient, with fresh air intake and zero external thermal factors
- Very Early Warning Fire Detection (VEWFD) and alarms, clean agent suppression (AnaLASER or VESDA "sniffers")
- Two-hour fire rated wall exists between other tenants
- Where possible located outside the 500 year flood plain at least outside 100 yr.
- High physical security with steel doors, perimeter controls, electronic access control equipment, alarmed doors, CCTV equipment, Intrusion detection equipment and 24x7 remote monitoring, lighted parking
- Located within two miles of a Public Switched Telephone Network (PSTN) Tandem Switch, if possible
- No existing towers with a crumple zone within reach of the building/generator

### Switch Building Automation and Monitoring

All sites have full Building Automation System (BAS) installed. This system automatically switches to redundant HVAC units any time the primary unit fails to perform.

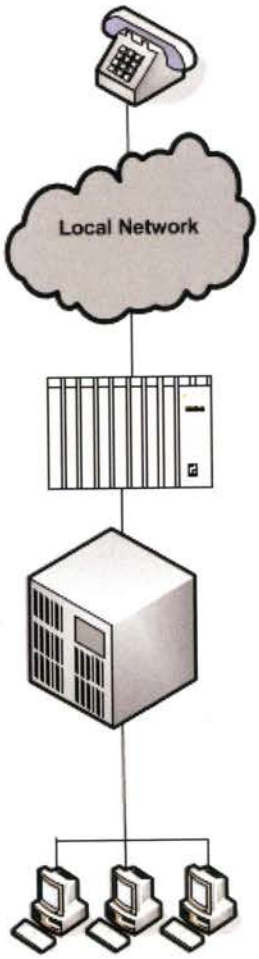
- BAS will automatically start additional cooling units to control facility temperatures
- HVAC unit and Generator performance is continually monitored by Facility Engineers
- Generators can be signaled from the NOC to start and transfer site load
- Flood control additions
- Load Diversity (electrical and mechanical diversification)
- Generator system transfer buss and service entrance additions
- Fiber entrance diversity
- Grounding and lightning protection upgrades
- Underground storage tank upgrades (double wall and AST)
- Outside air ventilation/cooling systems.

Sprint's TRS platform switches are located at secure DMS-250 switch sites providing more security and resiliency than call centers.



Step 5: The call is forwarded to a CA with the skills necessary to process the call

## Routing and Redundancy




### Inbound Calling Redundancy

**Sprint Wireline Network**

Sprint's wireline service is provided over an all-fiber backbone network with digital switching architecture and is supported by sophisticated management control networks. These elements are combined to provide a highly reliable, proven, and redundant network. The design of the Sprint network contains survivability as a mandatory objective. The Sprint network minimizes the adverse effect of service interruptions due to equipment failures or cable cuts, network overload conditions, or regional catastrophes. A 100% fiber optic network provides significant advantages over the other technologies.

**Call Routing for Relay Platform**

Sprint's Intelligent Contact Manager (ICM) assesses the health of the network and routes the call to one of six (6) TRS and one (1) Customer Service call centers with the skills necessary to handle the call. If the primary call router is off-line, a secondary call router automatically routes the call based on pre-determined logic.

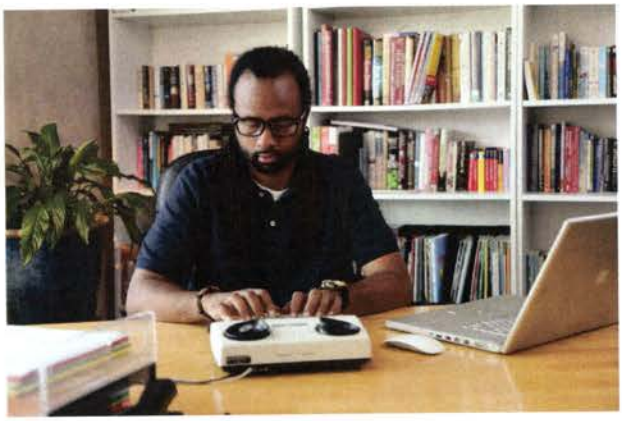
**Redundant and Segmented Switches**

Sprint's TRS platform is supported by three (3) redundant switches connected by two (2) redundant inbound connections. If one switch goes down, calls are automatically routed to the unaffected switches and call centers. Each switch is also segmented to support pods of CA work stations at the relay center. If a single portion of the switch is affected, Sprint' can continue to process calls by having CAs log into unaffected CA workstations.

### Outbound Calling Redundancy

The Sprint TRS platform supports outbound calling using five (5) different types of circuits and connections, including the following:

- **ISDN connections to the Local Exchange Company (LEC)** support local calls and is the back-up solution for toll-free calls
- **SS7 circuits** to the Access Tandem support toll calls and toll-free calls
- **ISDN connections to the DMS 250** support local calls (back-up) and transferred calls
- **Ultrawatts circuits** are maintained as a back-up solution for all calls types (with the exception of toll-free calls)
- **Virtual Private Network (VPN) connections to the DMS 250** support regional toll-free calls and Marine long distance calls.



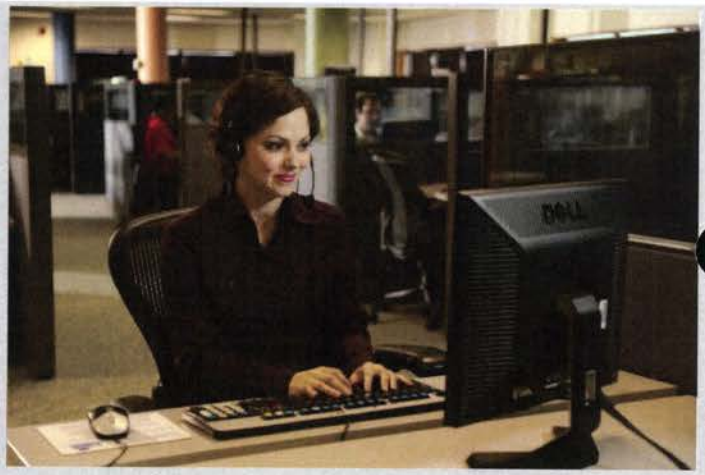
# Relay Call Centers Business Continuity Plans

## Weather Events

- Early detection/active monitoring
- Proactive planning by Traffic Management Control Center
  - Estimate Impact
  - Offer Overtime incentives
  - Implement back-up specialty gates (e.g., Spanish, STS, Customer Service)
  - Extend hours of un-impacted centers
- Implement emergency routing

## Evacuation Events

- Identify situation/Assess Threat
- Designated chain of command
- Evacuate to designated safe zone
- Notification Procedures
  - Local Authorities (i.e., 911)
  - Call Center Service Assurance Center (CCSA)
  - Call Center Management
  - Sprint Corporate Security
- Ensure all personnel are safe
- Re-enter building only after given permission from emergency services personnel
- Document event



## Technology and Personnel

- On-site Technician
- Uninterruptible Power Supply (UPS) and Generators to support
  - Switch system and peripherals
  - Switch room environmentals
  - Communication Assistant positions (consoles/terminals and emergency lights)
  - Emergency lights (self-contained batteries)
  - System alarms
  - Call Detail Record recording
- Spare Positions and Platform Components
- 24/7/365 support from Call Center Service Assurance Center (CCSA)
- TRS platform features automated alarming

## Customer Notification Procedures

To provide the State with the most complete and timely information on problems affecting relay service, Sprint's trouble reporting procedure for TRS includes three levels of response:

- An immediate report (within three hours of disaster or event lasting more than 30 minutes)
- A 24-hour status report (if unresolved)
- A comprehensive final report within 3 days

Within 24 hours of the Relay service disruption, an intermediate report provides problem status and more detail of what action is necessary. In most cases, the 24-hour report reveals that the problem has been corrected and that full Relay service has been restored.

The final report will include a comprehensive look at the disruption including the following:

- How the problem occurred
- When the problem occurred
- The number of impacted customers (if known)
- What was required to correct the problem
- Time and date the relay service resumed full operation
- Avoidance plan for future (if applicable)Business Continuity is the process of planning and developing arrangements and procedures that enable an organization to respond to a debilitating crisis in a way that allows critical business processes to continue.

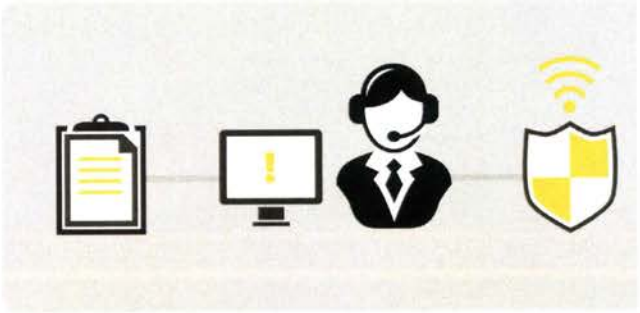
### Recent Results

In the last six (6) months, many scheduled and unscheduled events have impacted staffing levels at TRS call centers. In many instances, relay users are completely unaware as Sprint is able to seamlessly implement back-up solutions. In fact, in each example listed on the following page, **Sprint was able to continue to process calls for relay users without impact and all speed of answer objectives were met.**

| TRS Issue | TMCC Actions |
|---|---|
| Syracuse, NY Center Fire Alarm (Call center closed for 20 minutes) | While the Syracuse staff was offline, TMCC secured additional staffing at all other call centers. |
| Lubbock, TX Network DS3/Fiber Cut | When a network issue briefly interrupted service at the Lubbock call center, TMCC arranged additional staffing at all other call centers including Spanish-language support from the Minnesota and New York call centers. |
| Mandatory Kansas Tornado Drill (Call center closed for 30 minutes) | When the main Customer Service office had to close to conduct a tornado drill (required by the State), TMCC arranged for Customer Service staff at the Moorhead, MN center to be on duty. |
| Blizzard in Moorhead, MN (reduced staffing levels at center) | When a blizzard prevented many call center employees in Minnesota from reaching the call center, TMCC was able to increase staffing at the other call center through the use of overtime incentives. |

*"We had a storm and a center went down. Before we heard from any of our consumers, Sprint let us know this is what is happening and you may be getting calls this is what we are doing to resolve it. Before we would have to call our provider because our customers would call us and say, "we are having these problems" and we would call our provider and they wouldn't even know about it. So its instances like that that make Sprint really easy to work with."*

- Patty Kress, Illinois TRS Contract Administrator



ATTACHMENT E

# ATTACHMENT E:

# RELAY CONFERENCE CAPTIONING

Sprint's proposal includes 15,000 minutes of free Sprint Relay Conference Captioning℠ (RCC) service to the State of Florida.

With Sprint's RCC service, deaf and hard of hearing individuals can fully participate in multi-party conference calls via the Internet. More and more employees rely on teleconferencing as a normal course of business. Whether the call is personal, business or financial, deaf and hard of hearing individuals can now fully participate in multi-party conference calls with Sprint's RCC service.

As an innovator of Total Relay solutions, Sprint understands that technology greatly enhances the lives of people who are deaf or hard of hearing. With Sprint RCC, the caller can receive live, real-time text streamed to any internet-connected computer anywhere in the world. A high-speed internet connection is not required.

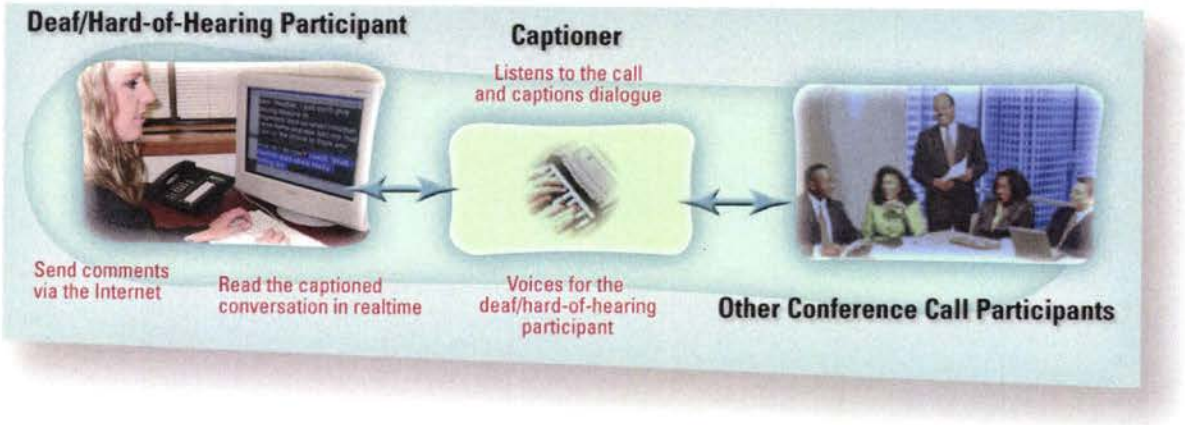
RCC is an optional feature provided by Sprint Relay through its partner, Caption Colorado. RCC incorporates the very latest in internet text streaming technology to support multi-party conference calls for deaf and hard of hearing individuals. Some specifics are as follows:

- Founded in 1991, Caption Colorado is a Limited Liability Company registered in the State of Colorado.
- Using the same high-quality Captioners that produce closed-captioning for live television, RCC users receive live, real-time text streamed to any Internet-connected computer, anywhere in the world.

### Relay Conference Captioning℠ offers:

- Increased understanding of meeting discussions
- Immediate delivery of live captioning
- The ability to join in conference calls anywhere there is an Internet-connected computer and a toll-free conference bridge, including but not limited to: Dial-up Internet, Mobile Broadband (MBB) Card, Wi-Fi Hotspot, or Ethernet-based connection. High speed internet access is required.
- Text transcript upon request

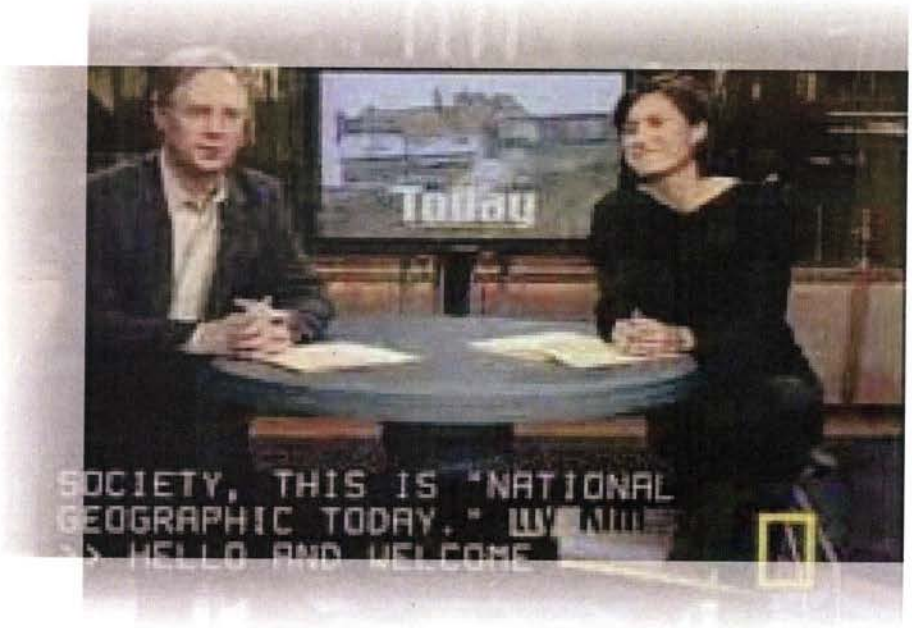
- Shorter calls than traditional Relay service
- No special software requirements




## Service Overview

Sprint Relay Conference Captioning (RCC) is a unique service that enables deaf and hard of hearing individuals to fully participate in conferences without the need for an on-site interpreter.

Real-time Captioners, many of whom also provide live captioning for television news, dial into a conference bridge or audio telephone number and caption everything that is heard over the internet to deaf or hard of hearing participants.




Sprint RCC Captioners can keep up with dialogue up to 225 words per minute and maintain an average of 98% accuracy or better. We work constantly to

enhance the skills of our team and you can help in the accuracy by providing as much advance information about the event including proper names, agenda, speaker notes, a PowerPoint, or other pertinent information.

### Reliability of Service

Sprint RCC has access to over 160 real-time Captioners. Each Captioner works remotely and independently. When one real-time Captioner is unable to perform an assignment, Sprint RCC Scheduling, which is available 24 hours a day, immediately reassigns the job to another Sprint RCC Captioner standing by. In addition to the scheduled conference call on any given day, Sprint RCC maintains a list of available real-time Captioners to handle unforeseen emergencies in sufficient number to handle the day's volume.

### Call Confidentiality

Sprint RCC adheres to FCC regulations and Sprint Relay procedures regarding confidentiality. All real-time Captioners assigned to Sprint's RCC Service are required to sign and adhere to a Relay confidentiality agreement. Unless compelled under lawful order, Sprint will not reveal any customer information or data obtained in the provision of this service.

### Call Transcripts

As an optional service, Sprint RCC can provide a full conference call transcript for predetermined captioned calls. This option allows anyone with an event ID to view and/or save a transcript of the call to their individual computers. Due to confidentiality issues, these services must be requested prior to the start of an event otherwise this service is disabled, by default, and no record of the event/call will be retained.

### Types of Calls

Sprint's RCC will support conference calls using an Internet 'Text Streaming' platform. Sprint's team of real-time capable, CART-skilled, and real-time Captioners will provide highly accurate real-time captioned text for conference calls with audio or toll-free audio bridge availability. Participant(s) can be in the same room where the conference is taking place or they can be thousands of miles away provided they have a computer with internet access and a toll-free phone number for the conference call.

### Call Length & Quantity

There are no limits on the number or length of individual RCC calls, up to the 15,000 total minutes included in the contract. Sprint's RCC will support any

length of call that occurs during the specified hours of operation 8:00 AM to 6:00 PM Monday through Friday in all time zones.

## Scheduling an RCC Call

### Ordering Website

With the launch of the RCC service, Florida Relay will receive a unique user identifier (ID) to a password protected website: http://rcc.sprintrelay.com. This site contains service description, event ordering, demos, and tech support.

### Hours of Operation

Sprint RCC can support staffing needs with 48-hour advance notice. Sprint RCC has a process to submit conferencing requests via a monthly on-line calendar guaranteeing coverage. Requests must be submitted *no later than 48-hours prior* to the scheduled event. Every effort will be made to accommodate last minute requests; however no guarantee of availability can be made for these calls. Scheduling confirmations will be sent to the requester via e-mail.

### Scheduling Steps

All RCC calls are scheduled using an online ordering system. Within one day of the request, an email will be sent to the requester with confirmation information.

Step 1 – Arrange for a conference call or conference bridge with your phone company or telecom services provider. We provide captioning and voice relay for the conference call.

Step 2 – Complete the ordering form with all relevant information including:

- Name
- Phone number
- Email address
- Alternative contact information
- Conference call (and access code)or toll-free telephone number for the Captioner to dial
- Title or subject matter of the conference
- Optional notes on the topic
- Date of event
- Time and duration of the call
- Transcript options (as described below)
- Option to add SSL encryption for security purposes
- Option for user to be contacted for quality assurance purposes.

### Ordering Call Transcripts

Real-time call transcripts are available during the call and for up to 48-hours after the call. During the scheduling process, the user requesting the service can select the following options regarding transcripts:

- Transcript Options
  - Retain a copy on the server that can be accessed for up to 48-hours after the call is completed.
  - Destroy the transcript immediately after the event to protect the confidentiality.
- Participant Options
  - Allow all participants to view transcript.
  - Allow all participants to view and print transcripts.
  - Restrict the ability for participants to view and print transcripts.

Unless specifically disabled, you may click the "View Transcript" button to view and save a copy of the transcript in HTML or RTF format at any time during the event. This feature can be disabled by the scheduler of the event to protect confidentiality.

### Canceling a scheduled call

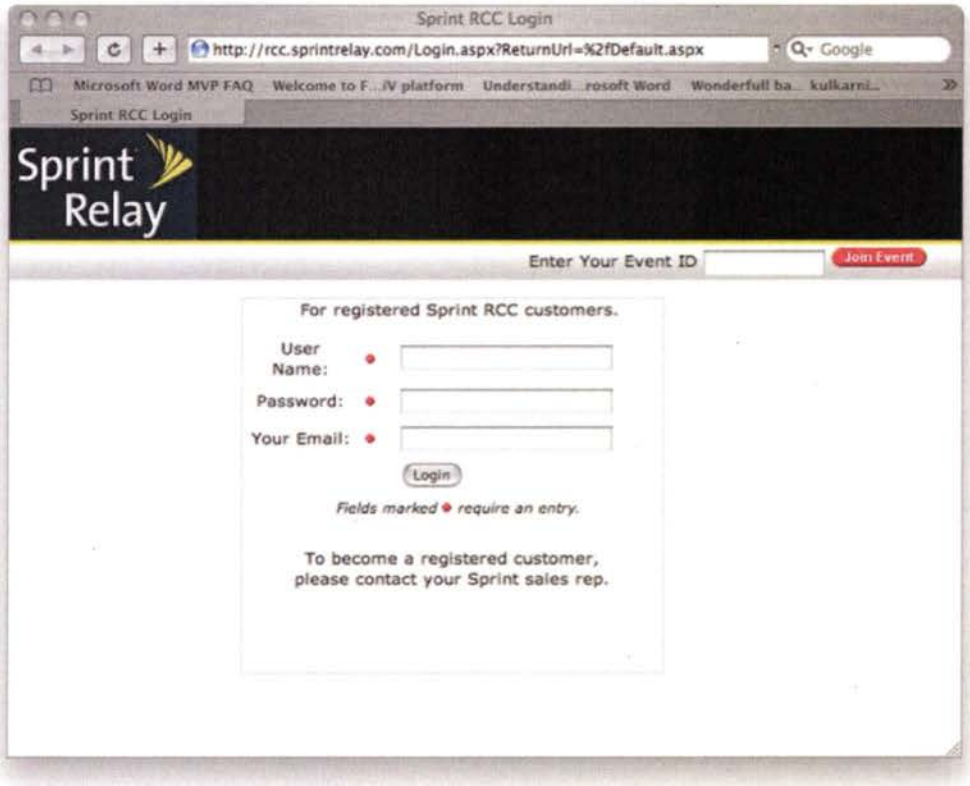
The Florida Relay account will be charged for the time requested unless provided with a *24-hour notice of cancellation.* Should the event be changed or canceled, RCC users can e-mail cc@captionedtext.com to let Sprint know of any changes.

## Participating on an RCC Call

### Accessing the Event

When an event is scheduled, a confirmation is sent via email that contains a Personal Identification Password (PIN) assigned to access the appropriate website at the scheduled time. The user can access the website and enter the PIN or click on a link contained in the email to reach the caption site.

At the appointed time of the conference call, the caller connects to the Sprint RCC website via their computer and internet connection and logs in.




Once logged in, the text is delivered to the user's computer via a real-time Captioner who is connected by audio to the conference. When the conference begins, the RCC caller views the streaming text which denotes the speakers and their gender.

The real-time text streaming can be viewed simultaneously by up to 50 participants. One Captioner can re-voice for up to three deaf or hard-of-hearing users. If more than one person is responding, each user will need to identify who is speaking in order for the Captioner to accurately caption the user's name. The transcript will display the name of the user that logged into the event.

### Customer Options

During the call, users can customize the display of captions by altering the font, text color, background color, and refresh rate. The RCC caller can also voice for themselves by dialing into the conference and for an additional charge, type comments to the Captioner that the Captioner will then voice to the conference call participants. The RCC user must note on the initial request for scheduling an event if voicing will be required to ensure adequate coverage.

Sprint will provide up to 15,000 minutes of RCC service to FRS users with the following conditions:

- The number of minutes, hours, or partial hours for any event shall equal the "actual" minutes, hours, or partial hours of the event.
- Minimum Incremental Billing Unit: 15 minutes for Real-time Reporting/Streaming Services with an initial minimum of 1/2 hour.
- Minimum Fee for any Event: One half (1/2) of the Hourly Rate for the Event
- All events will be billed in full for the amount of time requested and in 15-minute increments thereafter unless cancelled with a **24-hour notice of cancellation.**

ATTACHMENT L

# ATTACHMENT L:

# INFORMATION ON WIRELESS PRODUCTS AND SERVICES

**Sprint Wireless Advantage**

As one of the top wireless providers in the country, Sprint offers many wireless products and services which are not reimbursed through this contract, but are available for FRS users to use. The local Customer Relations Manager and Spritn Relay Store Wireless Executive will will be knowledgeable about these services and offers customer education on these services, as appropriate. Please note that the State is not charged for any of the following services and the services described are not incorporated into this contract.

***Wireless CapTel***

"Wireless CapTel® by Sprint" provides word-for-word captions on select smart phones including Android and iOS operating systems. Sprint's Wireless CapTel offers many benefits to both the State and Captioned Telephone users including the following:

- No cost to the State as these minutes are billed to the Interstate TRS fund as Internet Captioned Telephone calls
- Easy to use as it is designed to work just like the basic phone features, only with captioning
- Available on more networks as Wireless CapTel by Sprint uses a data connection for both the voice and captioning so simultaneous voice and data is not required
- Faster Transcription as this product uses the same voice-to-text technology employed using Captioned Telephone
- Functional Equivalent as Captioned Telephone customers will continue to be in complete control with the Captioned Telephone CA remaining transparent during the call.

***Sprint Mobile IP Application***

In 2011, Sprint launched one of the most comprehensive IP Relay applications available which are reimbursed by the TRS Interstate Fund (and not by the State). Sprint's new Mobile IP applications are available on select smart phones including Android and iOS. The application offers the following features and benefits for Sprint IP users:

- Customer established preferences for font size, screen and background color
- Ability to save conversations
- Ability to receive Text Mail
- Available in English and Spanish Languages
- Make or receive calls using a dedicated Sprint Mobile IP Relay number
- Dedicated button for Customer Service
- Viewable Call History
- Ability to store and retrieve contacts

Sprint Mobile IP callers can place calls using the application's dial pad or by selecting an entry from their contact list. The dial pad also contains one-button access for emergency (9-1-1) calls and Customer Service.

Sprint Mobile IP callers are able to receive calls quickly and easily. When a call comes in, the Sprint Mobile IP user is alerted. The Sprint Mobile IP user can elect to accept or reject the call after viewing the incoming Caller ID.

## Accessibility for All

Sprint's corporate responsibility program, Sprint Good Works, is guided by the principle that doing the right thing is good business. More than a statement, it's also a belief: Good does indeed work. That's why we are committed to anticipating the needs of our customers and making our award-winning services accessible to all. By empowering seniors and people with disabilities through accessible technology, we're demonstrating how good technology works as a positive force in our society.

The Seventh Annual U.S. Disability Matters Awards Banquet and Conference recognized Sprint as the only winner in the 2013 Disability Matters Marketplace category for excellence in marketing products and services that meet the needs of the disability community.

Quality Services for the Autism Community (QSAC), a New York-based charity supporting children and adults with autism, has selected Sprint as the 2014 recipient of the Change Maker Award for its commitment to accessibility for people with disabilities.

For a full list of accessible solutions, features and recommended devices, visit www.sprint.com/accessibility or www.sprintrelay.com.

***For those who are Deaf, Hard of Hearing, and Speech Disabled***

- Sprint is proud to serve as the nation's largest, **711 Telecommunications Relay Service (TRS)** provider for the past 22 years. Sprint currently provides relay services

in 33 states and exclusively for the federal government, as well as New Zealand. Since 1990, Sprint has processed more than 2 billion relay minutes.

- **Captioned telephone services.** Sprint is the nation's largest CapTel provider, and offers the following features:

  - CapTel 840 and 840i phones – similar to a traditional landline telephone that provides a display screen for individuals to read everything their caller is saying.
  - Wireless CapTel by Sprint – an app that provides live, real-time text streamed captions which appear on a user's Android or Apple wireless device while listening and speaking to their caller.
  - WebCapTel is a free, web-based service for users to read word-for-word captions on a computer monitor or a laptop.
  - 2013 Sprint won New Zealand's prestigious Telecommunications and Internet Award for providing CapTel (captioned telephone) service in the country.

- **Sprint Relay** provides both wireline and wireless communications options at no additional cost including:

  - Wireless Relay Service – enables individuals who are deaf, have a hearing loss or speech disability to communicate via a landline phone, computer or wireless device through trained Relay Operators.
  - Sprint Mobile IP Relay – an app that enables users to make and receive relay calls on an Android or iOS wireless device and includes features such as Spanish, changeable font size and access to Sprint Relay Customer representatives.
  - Sprint Relay ID pack – a single download of Android-based apps that includes voice mail transcripts, visual and vibrating alerts and readable captions.
  - Sprint Wireline Speech-to-Speech and "My Wireless Speech-to-Speech" – enables individuals with speech disabilities to access state and national Speech to Speech (STS) services via wireline or wireless device; users can also dial *787 on any Sprint wireless device to place a STS operator-assisted STS call.

- **Hearing Aid Compatibility** – Sprint provides a wide selection of hearing aid and TTY compatible wireless devices along with a discounted Sprint Relay Store Data Only Plan to accommodate customers not wishing to purchase voice services as part of their wireless service plan.

***For those who are Blind or Visually Impaired***

- Sprint was the first wireless carrier in the world to offer Code Factory's Mobile Accessibility application in its entirety free of charge. It is offered under the name Wireless Accessibility. The Wireless Accessibility app allows people who are blind or have low vision to use an Android phone in an easy and simple way and is available in English and Spanish. Features include:

  - Touch navigation: Users just move their finger around the screen and voice synthesis will read the text below their finger.
  - Easy text input: Use the touch QWERTY keyboard or speech recognition to write text quickly.

- Voice synthesis: Provides natural sounding voice read-back.

- Sprint provides accessibility-themed Sprint ID packs for select Sprint and Boost Mobile Android devices which includes prepackaged applications designed to accommodate various accessibility needs. Some of the services these applications provide include:
  - Allowing a user to operate a smartphone without the need to see or read what is displayed on the screen.
  - Reading RSS news feeds and navigating users through YouTube entertainment content using high-quality text-to-speech voices.
  - Providing navigational assistance to users who are either driving or walking through GPS-based applications.
  - Identifying and locating items around the home and the workplace.
  - Helping K-12 students with print disabilities access Web-based educational resources on their smartphone.

- Sprint offers wireless devices with text-to-speech functionality which can read aloud text messages, menu settings and phone display information such as battery level, signal strength, time and date.

***For those who are Cognitively or Mobility Impaired***

- June 18, 2014 Sprint launched the Neurodiversity ID pack, a unique bundle of best-in-class mobile applications targeted at helping individuals with cognitive and neurodevelopmental disabilities, such as autism, dyslexia and dyspraxia.
- Sprint offers wireless devices with features like picture caller identification, voice recognition, hands-free operation and automatic answer.
- The Speech-to-Speech service offered with Sprint Relay is often preferred for customers who have suffered a stroke, head injury, seizures or other types of cognitive impairments.
- The Google Play and Apple storefronts contain a growing list of applications that may assist customers with cognitive and mobility impairments.

ATTACHMENT M

# ATTACHMENT M:

# INDUSTRY COC STANDARDS

Please see the Industry COC standards followed by Sprint.

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**ATIS-0300084**

# Network Interconnection Interoperability Forum, (NIIF)

# Telecommunications Relay Service (TRS)

ATIS is a technical planning and standards development organization that is committed to rapidly developing and promoting technical and operations standards for the communications and related information technologies industry worldwide using a pragmatic, flexible and open approach. Over 1,100 participants from more than 350 communications companies are active in ATIS' 21 industry committees, and its Incubator Solutions Program.

< http://www.atis.org/ >

ATIS-0300084, *Telecommunications Relay Service (TRS), July 2006, Formerly NIIF-0008*

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## 1.0 BACKGROUND

### 1.1 Introduction

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

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

### 1.2 Telecommunications Relay Service

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

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

### 1.3 Key Regulatory and Legislative Rulings

Several regulatory and legislative actions have mandated that TRS be made available. Most significant of these actions is the Americans with Disabilities Act (ADA) which prescribes that "*Each common carrier ... shall ... provide ... TRS, individually, through designees, through a competitively selected vendor, or in concert with other carriers.*" In addition, the ADA directs the FCC to prescribe regulations that establish functional requirements, guidelines, and operations procedures for TRS.

In its Order in Docket 90-571, the Commission provided such regulations. Key among them is a technical standard that prescribes equal or equivalent access to interexchange carriers. Specifically, it is stated that "*TRS users shall have access to their chosen interexchange carrier through TRS, and to all other operator services, to the same extent that such access is provided to voice users.*"

### 1.4 Carrier of Choice

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

## 2.0 NEEDS AND OBJECTIVES

### 2.1 Rating of TRS Calls

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

### 2.2 Efficiency

It is desireable that the TRS provider be able to route the call to the designated transport carrier in as efficient a manner as possible. The need for such efficiency implies that the transport carrier receive, through available network signaling, all necessary information to complete the call. This information includes the identification of the call as a TRS call, the end user calling number, and the called number. Moreover, it is desireable that any additional information further describing the nature of the calling line (e.g., hotel/motel, payphone, etc.) be provided.

Calls not requiring operator assistance should be routed to the transport carrier's non-operator switch. That is, calls where alternate billing (card, collect, third party) is not requested by the calling party should not involve the operator services position of the transport carrier. When

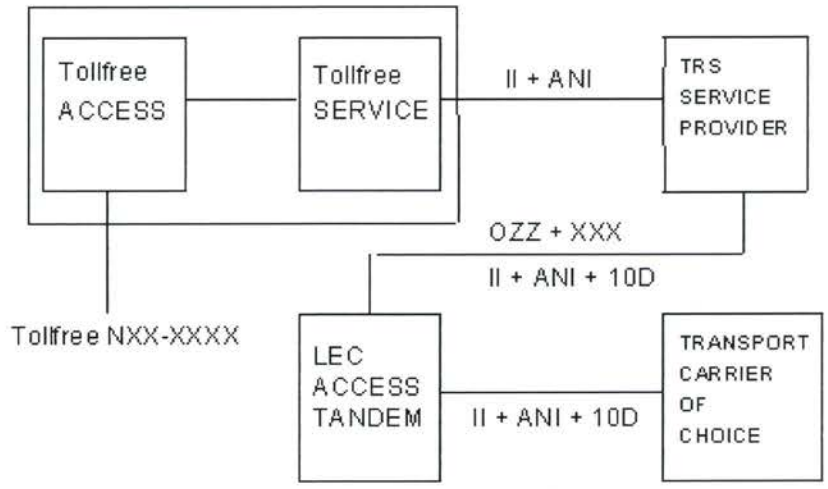
alternate billing is requested, the interaction between the CA and the transport carrier operator should be kept to a minimum. Again, as much information as possible should be provided to the operator services position of the transport carrier through network signaling.

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

## 3.0 NETWORK ARCHITECTURE

### 3.1 General

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




NETWORK ARCHITECTURE FOR CARRIER OF CHOICE

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

### 3.2 Access to the TRS Platform

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

### 3.3 Selection of Carrier of Choice

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

### 3.4 The Use of MF Feature Group D Signaling

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

#### 3.4.1 The Use of Unique ANI II Digit Pairs

It is necessary that the carrier of choice (the transport carrier) recognize the call incoming to its network as a TRS call. To effect this recognition through network signaling, new ANI II digit pairs must be defined and assigned to identify TRS calls. Because the transport carrier requires information regarding the nature of the calling line, reflecting, for example, the need for a particular billing treatment, multiple ANI II digit pairs are necessary. Accordingly, the use of these new ANI II digit pairs will identify the incoming call as a TRS call with no billing restrictions (i.e., bill to the calling number) or a TRS call in which some alternate billing arrangement must be used. Specific definitions of these new ANI II digit pairs are given in Section 6, below.

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

### 3.5 The Use of SS7 Feature Group D Signaling

The TRS Platform will route the call to the requested carrier by generating an Initial Address Message (IAM) containing the appropriate parameters to enable the originating LEC access

tandem to route the call to the appropriate IXC. The 0ZZ XXXX will be sent in the Transit Network Selection (TNS) parameter and, as in the FGD in-band signaling above, the 0ZZ will indicate the trunk group type (Circuit ID) and XXXX will contain the Carrier Identification Code (CIC) of the preferred carrier. The LEC tandem will use the information in the TNS to route the call to the appropriate IXC trunk group and to indicate the type of call (1+, 0+, etc.). Since the TNS is not passed from the tandem to the IXC, the NIIF recommends the Carrier Information Parameter (CIP) of the IAM must contain the CIC of the Preferred Inter-exchange Carrier (PIC).

The Pre-subscribed or Casual Call status of the call is indicated in the Carrier Selection Parameter (CSP). The NIIF recommends utilizing a CSP value of 7 for TRS calls. CSP value of 7 is defined as "Selected carrier identification pre-subscription unknown (verbal) instructions from the calling party." Further information on CSP values can be found in T1.113, Signaling System No. 7 (SS7) - Integrated Services Digital Network (ISDN) User Part.

The NIIF recommends that the TRS platform pass the Jurisdiction Information Parameter (JIP). Currently, the TRS platform does not send JIP but TRS providers are willing to have their platforms pass JIP if it was sent on the inbound call. JIP should not be created by the TRS platform for a call where the originating office was not capable of sending it. The Originating Line Information (OLI) codes are the two-digit codes providing indication of the type of station making the call. These codes are referred to variously as "ANI II digits", "Info Digs", and "II digits", and are described below for TRS use. The NIIF recommends that the IAM sent by the TRS platform be populated in accordance with T1.113, Signaling System No. 7 (SS7) - Integrated Services Digital Network (ISDN) User Part.

### 3.6 Call Flows

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

#### 3.6.1 TRS Call Billed to the Calling Line

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

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

The CA would initiate the call to the designated carrier causing an equal access signaling message to be transmitted from the TRS platform to the appropriate LEC access tandem switch. Contained within the signaling message is the information indicating the carrier to which the call should be routed. The second stage of the signaling message contains both calling and

called party number, including the new II digits 60 indicating that the call is a TRS call and that there are no billing restrictions on the calling line. The call would be completed by the transport carrier with the necessary call detail indicating the use of TRS, thereby permitting the transport carrier to apply the appropriate rate treatment.

### 3.6.2 TRS Call with Alternate Billing

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

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

## 4.0 CAPABILITIES OF THE TRS PROVIDER

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

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

In addition, it is the responsibility of the TRS provider to inform all ICs operating in a given state (where the TRS provider offers service) of the location of specific access tandem switches

through which "carrier of choice" traffic will be distributed. Moreover, the TRS provider is also responsible for informing the industry relative to the activation by the TRS provider of any newly assigned ANI II digit pairs which will necessarily be forwarded to a selected carrier of choice.

## 5.0 CAPABILITIES OF THE TRANSPORT CARRIER

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

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

## 6.0 RESPONSIBILITIES OF THE LEC

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

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

## 7.0 NEW ANI II DIGIT PAIRS FOR TRS

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

### 7.1 TRS II Digit Pair 60

ANI II digit pair 60 indicates that the associated call is a TRS call delivered to a transport carrier from a TRS provider and that the call originated from an unrestricted line (i.e., a line for which there are no billing restrictions). Accordingly, if no request for alternate billing is made, the call will be billed to the calling line.

### 7.2 TRS II Digit Pair 67

ANI II digit pair 67 indicates that the associated call is a TRS call delivered to a transport carrier from a TRS provider and that the call originated from a restricted line. Accordingly, sent paid calls should not be allowed and additional screening, if available, should be performed to determine the specific restrictions and type alternate billing permitted.

### 7.3 TRS II Digit Pair 66

ANI II digit pair 66 ndicates that the associated call is a TRS call delivered to a transport carrier from a TRS provider, and that the call originates from a hotel/motel. The transport carrier can use this indication, along with other information (e.g., whether the call was dialed 1+ or 0+) to determine the appropriate billing arrangement (i.e., bill to room or alternate bill).

### 7.4 ANI II Digit Mapping

ANI II digit pairs associated with the calling line and received by the TRS platform will have to be mapped into the three II pairs assigned for TRS).60, 66, 67. The following table suggests such a mapping.

| ORIGINAL II PAIR | DESCRIPTION | TRS II PAIR | DESCRIPTION |
|---|---|---|---|
| | | | |
| 00 | UNRESTRICTED | 60 | UNRESTRICTED |

| | | | |
|---|---|---|---|
| 01 | MULTIPARTY | 60 | UNRESTRICTED |
| 02 | ANI FAILURE | 67 | RESTRICTED[i] |
| 06 | HOTEL/MOTEL | 66 | HOTEL/MOTEL |
| 07 | SPECIAL OPERATOR HANDLING | 67 | RESTRICTED |
| 20 | AIOD | 60 | UNRESTRICTED |
| 23 | COIN/NON-COIN UNKNOWN | 67 | RESTRICTED |
| 24 | Tollfree SERVICE | 67 | RESTRICTED |
| 25 | Tollfree | 67 | RESTRICTED |
| 27 | COIN | 67 | RESTRICTED |
| 29 | PRISON / INMATE | 67 | RESTRICTED |
| 61 | CELLULAR | 67 | RESTRICTED |
| 62 | CELLULAR | 67 | RESTRICTED |
| 63 | CELLULAR | 67 | RESTRICTED |
| 70 | COCOT | 67 | RESTRICTED |
| 93 | VIRTUAL NET | 60 | UNRESTRICTED |

## 8.0 Additional Technical Issues

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

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

## 8.1 Trunking to the LEC Access Tandem Switch

The previously described call flows indicate that the TRS provider will deliver traffic to the designated carrier of choice through a LEC access tandem switch. Because the TRS platform may be physically distant from the state it serves, an issue that must be addresed is the location of the LEC access tandem to which the TRS platform will deliver carrier of choice traffic. It is possible that such traffic could be offered at a tandem switch and delivered to the designated carrier outside the state in which the call was made.

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

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

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

## 8.2 Tollfree Database Access

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

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

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

### 8.3 Inaccessibility of the Designated Carrier

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

It should be noted that announcement capability may not be available at all LEC tandem switches that will receive TRS (carrier of choice) traffic, possibly causing calls routed to unavailable carriers to terminate in reorder, without explanation to the calling party. Accordingly, it would be advisable for the TRS provider to be aware of the ICs that serve a given state (or area within a state) and are available to receive TRS traffic. Calling parties selecting a carrier known to the TRS provider to be unavailable from the caller's area would be so informed by the TRS provider and asked to make another choice.

### 8.4 Access to the LEC Operator

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

### 8.5 Transfer of TRS IntraLATA Calls to the LEC

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

### 8.6 Coin Sent-Paid Calls

A recent FCC Order (CC Docket 90-571, released 2/25/93) ruled that TRS must accommodate coin sent-paid calls. Current TRS access arrangements (i.e. Tollfree service) and TRS platform capabilities cannot adequately support coin sent-paid traffic as the necessary coin control signaling features, required to monitor the deposit and collection of coins, are not available.

Moreover, the difficulties are compounded if the call is handed off from the TRS provider to a transport carrier. In this situation, the coin control capabilities would necessarily have to be transferred to the transport carrier -- a capability that again, is not available.

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

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

## 9.0 Alternate Arrangements

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

Simplistically, upon a calling party request for transport service from a designated carrier, the TRS provider could launch the call to that carrier using 101XXXX access. The call would be routed to the carrier of choice with the ANI and the ANI II digits of the TRS platform. The transport carrier could identify calls from a TRS provider based upon the ANI, and collect the call detail for those calls in a "downstream" process. Call detail information, recorded by the TRS provider, including calling party number could then be provided to the transport carrier, allowing calls completed over the transport carrier's network to be associated with the appropriate calling party. Accordingly, the calls could be rated and billed.

This arrangement would permit a TRS provider to route the call to the calling party's carrier of choice, and would not require the network modifications and access trunking additions described above. This arrangement, however, requires the transfer of billing information outside the normal, automated processes. The use of essentially manual input to an otherwise automated process is administratively burdensome and is prone to result in lost data and/or errors. Moreover, the absence of relevant information (e.g., calling party number, relevant II digits) in real time during call processing could inhibit the transport carrier's ability to properly treat the call, and could potentially increase the possibility of fraud. Accordingly, at least for use in the long term, this alternate arrangement is not recommended.

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